

EXMOUTH COMMUNITY CAR SERVICE

England & Wales · Charity number 1189038

Details

Status Registered

Legal form CIO

Registered 2020-04-14

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

Contact

Address East Devon District Council
Exmouth Community Car Scheme
Town Hall
St. Andrews Road
Exmouth
EX8 1AW

Phone 01395266062

Email exmouthccs@gmail.com

Website exmouthccs.co.uk

Activities

Objects: TO PROVIDE TRANSPORT FACILITIES IN EXMOUTH AND SURROUNDING DISTRICTS FOR PEOPLE WHO HAVE SPECIAL NEED BECAUSE THEY ARE ELDERLY AND LESS ABLE ADULTS, WHO HAVE DIFFICULTY IN USING PUBLIC TRANSPORT.

Activities: To provide transport facilities in Exmouth and surrounding districts for people who have special needs because they are elderly and less able, who have difficulty in using public transport.

Classification

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

Geography

- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£45,587	£46,183	-	-
2024-03-31	£48,050	£42,579	-	-
2023-03-31	£40,005	£34,170	-	-
2022-03-31	£14,764	£7,471	-	-
2021-03-31	£17,936	£9,067	-	-

Trustees

Name	Role	Appointed
Phillip Rackstraw	Chair	2019-11-26
Brian John Colley		2025-10-27
Leslie Henry		2019-11-26
Nicholas Cooper		2019-11-26

EXMOUTH COMMUNITY CAR SERVICE

England & Wales - Charity number 1189038

Accounts

Exmouth Community Car Service

AGM and Volunteer get together

Church Hall – St John's, Withycombe Village Road

29th September 2025, 19:15 for a 19:30 start

AGM Agenda and report April 2024 to March 2025

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Office Manager's report
6. Day to day management going forward
7. Committee members / Trustees
8. Recruiting volunteers
9. AOB
10. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees: Phil Rackstraw Chair
 Leslie Henry Treasurer
 Nick Cooper

Committee members: Avril Denton, Bryan Colley and Caroline Lodge

Exmouth Community Car Service

Report for the period April 2024 to March 2025

Chair's report:

Overall, another successful year for the charity.

We provided 3259 journeys, although this is a decrease on just over 10% on the previous year, it is still an excellent achievement.

Financially we are in good shape, with solid reserves. We have not increased our fares since 2021, ensuring our service remains affordable. As we have sufficient reserves, we are now able to make donations to similar charities from the surplus we generate each year.

The demand for our services continues to grow, to the point where on most days we are fully booked. To manage the demand for our service we have on occasions had to introduce a waiting list for new clients.

As an organisation that is run totally by volunteers, we need to recruit at least 6 new volunteers each year to maintain the service we offer. This is a real challenge as you only have to look at the white hut in the Magnolia Shopping Centre where you will see 20 to 30 requests for volunteers. The committee decided to try something new this year by running an advert in the 'One magazine' for 6 months. This magazine is delivered to 20,000 homes in Exmouth and the surrounding areas. The response was way beyond our expectations, leading to a number of new volunteers joining us.

We are a full member of 'Devon Access to Services' (DAS), who provide vital support to enable us and other community car schemes in Devon to operate an effective, efficient service. They co-ordinate the funding we receive from Devon CC, liaise with the NHS sites to provide services like parking permits and run regular sessions for car schemes to discuss and explore key items.

Following requests from our volunteers, we expanded our range of clothing to include a fleece and these have been well received.

I would like to say thank you to Peter Horning who stood down as a volunteer this year. Peter had driven for us for many years. Over the last few he had also served on the committee and as a trustee. Peter was also our lead on working with clients who needed more support than we could provide.

Our charity is all about people, our clients and our volunteers. We work in a challenging environment, where our focus is always on getting our clients to their appointments and then back home. I know our clients really value our service, perhaps best summed up by a letter I received from two sisters whose mother had used our service.

'She was always so impressed with the friendliness and professionalism of your volunteers and their commitment to ensuring she got to her appointments and home again safely and comfortably.'

Office Manager's Report

Whenever I pass a Charity Shop and see a sign saying 'closed due to Staff shortages' I can't help but thank each and every member of the Office Staff who, by their loyalty and commitment, have allowed us to run the office each and every weekday morning throughout the past year.

This year we welcomed three new recruits, Keith, Ali and Jude – whose assistance has already proved invaluable, thank you for choosing us. We were sorry to say goodbye to Carol and Shirley who retired after almost five years of service. Other recruits came and went before we could get to know them properly, possibly finding the strain of trying to help so many clients and constant phone calls an almost impossible task.

At the end of January, Exmouth and District Community Transport stopped doing their 'Health and Well-Being' journeys, concentrating solely on Shopping and Day Trips. This meant an upsurge in demand for our services and also a caused a real problem for anyone requiring a wheel-chair accessible vehicle with only Seachange, Freedom Wheels, or the Hospital Transport Service being available to them. The Committee agreed that, as our Client List was nearing 1000, we would stop taking on new passengers until the list had decreased; we started a Waiting List and from the 1st September have been able to take on ten new clients.

The Charity wouldn't run at all if it wasn't for the wonderful Drivers. This year three Drivers were no longer able to drive for the Car Service, Bill, due to health issues, Peter, who now works as a First Responder, and Patrick who has moved away from Exmouth. Recruiting and keeping Drivers is always a problem but this year we were absolutely delighted to welcome Antony, Elaine, Jon, David Gillings and David Honeywill.

Once again we are noticing that Hospital Appointments are being sent to the Clients with little or no notice, making the job of finding Drivers at the last minute extremely difficult – unfortunately this is likely to get worse with changes to the Postal Delivery service. We are also noticing many more clinics and day cases being held on Saturday and Sundays which means some of our drivers are working seven days a week.

Thank you to each and every one of you for your help and dedication throughout the past year. I want you all to know that you are really appreciated by everyone who uses our service, even if, at times, they don't always show it.

Treasurer's report:

In our latest operating year, up to the end of March 2025, we have continued to operate in a financially sound manner, having built up our reserves so we can cover outgoings and liabilities for several years, and cope with increases in costs or reductions in income should these occur. I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 12-month period ending March 2025, we had a total driver income of nearly £43,000 (down c5% from the previous year), which led to a surplus after driver expenses of nearly £12,000 (down c17%).

In addition, we received approximately £2,500 from donations and a grant from DAS.

In total, outgoings totalled approximately £14,400 (up c30%), so that the net income for the period was a loss of c £1,200. The main increases in outgoings were advertising, which brought in welcome new colleagues and in donations to ELF and Devon Air Ambulance: without the latter, ECCS would have had a small operating surplus.

Looking forward, we expect to continue operating at around breakeven, and are in a position to cover sudden financial shocks without risking financial instability.

The Board has also decided to place £20,000 into a savings account (which is currently being processed), and will continue to assess appropriate organisations which might benefit from a donation from ECCS.

Donations:

During the period we received donations of £1,700, the great majority of which was small donations from our clients, for which we are very grateful.

We also made donations of £1000 to both Exeter Leukaemia Fund (ELF), to assist in the running of their transport cars, and to Devon Air Ambulance.

**EXMOUTH COMMUNITY CAR SERVICE
INCOME AND EXPENDITURE ACCOUNT**

PERIOD 1st APRIL 2024 TO 31st MARCH 2025

	2024-25	2023-24	2022-23
Trip fees/Gross driver income	43,033	45,289	38,452
Driver expenses	-31,158	-31,476	-25,991
Job surplus	11,875	14,010	12,461
DAS Grant	755	786	684
Donations	1,799	1,975	1,553
TOTAL INCOME	14,429	16,772	14,698
EXPENDITURE			
Rent	1,750	1,750	1,750
Maintenance/EDDC	3,235	1,961	1,344
Website	0	171	122
Telephone	1,956	1,742	1,424
Legal fees	0	340	40
Insurance	793	762	686
Equipment	1,567	916	675
PPE	57	252	457
Stationery	589	664	468
Professional & accountancy fees	300	300	200
Data protection/U check	99	19	34
Sundry	663	709	896
Parking	210	229	51
Postage	13	86	11
Venue hire	60	88	
Other	39	38	21
Car wash	196		
Advertising	1,498		
Donations out	2,000	1,000	
TOTAL EXPENDITURE	15,025	11,103	8,179
NET INCOME FOR THE PERIOD	-596	5,745	6,519

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET AS AT 31st MARCH 2025

	2024-25	2023-24	2022-23
Bank balance	28,443	28,021	22,576
Petty cash	72	63	54
	28,515	28,084	22,630
Accruals from previous year	-2,500	-1,800	-1,700
Prepayments and March income accrued	1,661	1,988	1,597
	27,676	28,272	22,527
Reserves brought forwards	27,676	22,527	16,008
Net income for the period	-596	5,745	6,519
Reserves carried forward	27,080	28,272	22,527

Exmouth Community Car Service
Summary of the service provided 2024/25

MONTH	HOSPITAL TRIPS	LOCAL TRIPS	CANCELLATIONS	UNABLE TO FULFIL	COVID VACCINATIONS
April	165	130	43	8	5
May	156	147	38	6	26
June	141	103	41	6	0
July	171	111	43	6	0
August	153	99	29	7	0
September	145	104	33	9	0
October	171	144	51	14	0
November	162	85	63	7	0
December	151	86	58	6	0
January	180	93	60	17	0
February	178	88	44	5	0
March	173	92	54	16	0
Total	1946	1282	557	107	31

Volunteers: 31 (includes Drivers, Office Staff and Trustees)

Exmouth Community Car Service – Charity no. 1189038

Treasurer's report:

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Over the 12-month period ending March 2025, we had a total driver income of nearly £43,000 (down c5% from the previous year), which led to a surplus after driver expenses of nearly £12,000 (down c17%).

In addition, we received approximately £2,500 from donations and a grant from DAS.

In total, outgoings totalled approximately £14,400 (up c30%), so that the net income for the period was a loss of c £1,200. The main increases in outgoings were advertising, which brought in welcome new colleagues and in donations to ELF and Devon Air Ambulance: without the latter, ECCS would have had a small operating surplus.

Looking forward, we expect to continue operating at around breakeven, and are in a position to cover sudden financial shocks without risking financial instability.

The Board has also decided to place £20,000 into a savings account (which is currently being processed), and will continue to assess appropriate organisations which might benefit from a donation from ECCS.

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During the period we received donations of £1,700, the great majority of which was small donations from our clients, for which we are very grateful.

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**EXMOUTH COMMUNITY CAR SERVICE
INCOME AND EXPENDITURE ACCOUNT**

PERIOD 1st APRIL 2024 TO 31st MARCH 2025

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September	145	104	33	9	0
October	171	144	51	14	0
November	162	85	63	7	0
December	151	86	58	6	0
January	180	93	60	17	0
February	178	88	44	5	0
March	173	92	54	16	0
Total	1946	1282	557	107	31

Volunteers: 31 (includes Drivers, Office Staff and Trustees)

Independent examiner's report to the trustees of Exmouth Community Car Service.

I report to the trustees on my examination of the accounts of the Exmouth Community Car Service (the Trust) for the financial period 1st April 2024 to 31st March 2025

Responsibilities and basis of report

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

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

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Signed:



Name: Martin Anthony Board

Relevant professional qualification or membership of professional bodies (if any):

ACIB (Associate of the Chartered Institute Of Bankers)

AIPW (Associate of the Institute of Professional Will writers)

Address: 15 Lime Grove, Exminster, Exeter, EX6 8TB

Date: 30/6/25

EXMOUTH COMMUNITY CAR SERVICE

England & Wales - Charity number 1189038

Accounts

Exmouth Community Car Service

AGM and Volunteer get together

Church Hall – St John's, Withycombe Village Road

16th September 2023, 19:15 for a 19:30 start

AGM Agenda and report April 2023 to March 2024

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Office Manager's report
6. Committee members / Trustees
7. Recruiting volunteers
8. ECCS Fleece, Polo shirt & Sweatshirt
9. AOB
10. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees: Phil Rackstraw Chair
 Leslie Henry Treasurer
 Nick Cooper
 Peter Horning

Committee members: Avril Denton, Bryan Colley and Caroline Lodge

Exmouth Community Car Service

Report for the period April 2023 to March 2024

Chair's report:

Overall, another successful year for the charity. We provided 3683 journeys an increase of nearly 10% on the previous year. We have not increased our fares, ensuring our service remains affordable, even during these inflationary times. Financially we made a good surplus for the year and our finances remain in good shape.

Inflation has progressively fallen throughout this financial year, with the price of vehicle fuel finally returning to more normal levels, which is very helpful to our volunteer drivers as fuel is their biggest expense.

The demand for our services continues to grow, to the point where on most days we are fully booked. To manage expectations, the committee has written to all our clients explaining that with the increasing demand there is a limit to the number of journeys we can provide and that we may not always be able to provide a ride.

We ran two First Aid courses for our volunteers in October and November. We were pleased that one of our volunteers, Helen Taylor, who is a qualified First Aid trainer, ran the courses and was able to tailor them to the needs of our clients.

We are a full member of 'Devon Access to Services' (DAS), who provide vital support to enable us and other community car schemes in Devon to operate an effective, efficient service. They co-ordinate the funding we receive from Devon CC, liaise with the NHS sites to provide services like parking permits and run regular sessions for car schemes to discuss and explore key items.

To raise our profile the committee decided to offer our volunteers Polo shirts and Sweatshirts with our logo. This also helps our clients spot our volunteers in crowded areas like hospital entrances.

The committee are keen that both the drivers and office staff are represented on the committee. During the year Lesley Rackstraw from the office team stood down from the committee and was replaced by Caroline Lodge.

Although the majority of COVID restrictions have been phased out, we continue to provide PPE products and Lateral Flow Tests to our volunteers.

Finally, I'd like to thank all our volunteers who made it possible to deliver over 3600 journeys for our 800+ clients during the year April 2023 to March 2024.

Office Manager's Report

It would be fair to say that this last year has at times been a little chaotic, mainly brought about the last minute appointments and cancellations sent out by the hospitals and health centres. So many times, having struggled and finally succeeded in finding a Driver, the appointment has then been cancelled, which is annoying for the Driver and even more frustrating for the Office Staff who then have to sort out all the paperwork. We had a very difficult few months during the spring when we were almost completely overwhelmed with calls and the Committee made the decision to only accept calls from 9 – 12 to enable the Office Staff to complete the paperwork from 12 – 1.00 so they could get away on time. We all think this has made a difference and gives us a chance to check the bookings, allocate drivers and file without the endless phone calls. A three month embargo was also put on taking on any new clients, although we are now helping the most vulnerable or those who are able to claim. Throughout the whole year the Office was manned each and every weekday morning, a testament to the dedication of the Volunteers – who have been called by one Driver 'The Office Angels'!

We were very sorry to say goodbye to Lesley who had worked so hard in the Office for five years and we miss her. I am however delighted to report that we have welcomed Sara and Sue who have settled in very quickly and we now have ten volunteers.

Recruiting and keeping Drivers is always a problem and this year we were delighted to welcome Sue and Steve. All our Drivers help to keep this worthwhile Charity going and the clients are, on the whole, extremely grateful and I do wonder how they would cope without the service we give. However there are times when we can no longer take clients due to their mobility problems and that is always a difficult call to make.

Thank you to each and every one of you for your help and dedication throughout the past year, you are really appreciated by everyone who uses our service.

Treasurer's report:

In our latest operating year, up to the end of March 2024, we have continued to operate in a financially sound manner, building up our reserves so we can cover outgoings and liabilities for several years, and cope with increases in costs or reductions in income should these occur. I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 12-month period ending March 2024, we had a total driver income of over £45,000 (up c18% from the previous year), which led to a surplus after driver expenses of £14,000 (up c12%). In addition, we received approximately £2,750 from donations and a grant from DAS.

In total, outgoings totalled approximately £11,100 (up c14%), so that the net income for the period was approximately £5,700 (down about 12%). The main outgoings were telephone, rent and maintenance charges (50% of outgoings), with insurance, equipment and legal fees accounting for another 35%.

Looking forward, we expect to continue operating at a surplus, and are in a position to cover sudden financial shocks without risking financial instability.

The Board has also decided to place £20,000 into a savings account (which is currently being processed), and will continue to assess appropriate organisations which might benefit from a donation from ECCS.

Donations:

During the period we received donations of £2,075, the great majority of which was small donations from our clients, for which we are very grateful.

We also made a single donation of £1000 to Exeter Leukaemia Fund (ELF), to assist in the running of their transport cars.

**EXMOUTH COMMUNITY CAR SERVICE
INCOME AND EXPENDITURE ACCOUNT
PERIOD 1st APRIL 2023 TO 31st MARCH 2024**

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Donations out	1,000	
TOTAL EXPENDITURE	11,103	8,179
NET INCOME FOR THE PERIOD	5,745	6,519

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET AS AT 31st MARCH 2024

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Petty cash	63	54
	28,084	22,630
Accruals from previous year	-1,800	-1,700
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	28,272	22,527
Reserves brought forwards	22,527	16,008
Net income for the period	5,745	6,519
Reserves carried forward	28,272	22,527

Exmouth Community Car Service
Summary of the service provided 2023/24

MONTH	HOSPITAL TRIPS	LOCAL TRIPS	CANCELLATIONS	UNABLE TO FULFIL	COVID VACCINATIONS
April	129	149	42	4	35
May	142	136	48	6	5
June	143	159	57	16	2
July	161	138	49	22	0
August	150	144	46	13	0
September	151	176	58	15	40
October	179	156	48	22	24
November	184	130	51	24	2
December	128	116	39	12	0
January	179	160	43	16	0
February	145	217	65	8	0
March	181	130	43	8	0
Total	1872	1811	589	166	108

Volunteers:

Office staff: 10

Drivers: 20

Others: 3

EXMOUTH COMMUNITY CAR SERVICE

England & Wales - Charity number 1189038

Accounts

Exmouth Community Car Service

AGM and Volunteer get together

Church Hall – St John's, Withycombe Village Road

18th September 2023, 19:30 for a 19:45 start

AGM Agenda and report April 2022 to March 2023

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Office Manager's report
6. Committee members / Trustees
7. Who do we give a ride to
8. ECCS Polo shirt & Sweatshirt
9. AOB
10. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees: Phil Rackstraw Chair
 Leslie Henry Treasurer
 Nick Cooper
 Peter Horning

Committee members: Avril Denton, Lesley Rackstraw and Bryan Colley

Exmouth Community Car Service

Report for the period April 2022 to March 2023

Chair's report:

Overall, another successful year for the charity. We provided 3329 journeys an increase of 2.5% on the previous year. We have not increased our fares, ensuring our service remains affordable, even during these inflationary times. Financially we made a good surplus for the year and our finances remain in good shape.

A big challenge during these inflationary times has been the cost of fuel for our volunteer drives. As we make a reasonable surplus each year the committee looked to see if we could increase our mileage rate. We are bound by the HMRC rules on allowable expenses. If we raised our rate, this would mean each volunteer would be liable to income tax on some of their expenses. This would also require the charity to register with HMRC and maintain detail records on each volunteer. So like a lot of other car schemes we decided this was just not a practical way forward. I wrote to our MP, as did a lot of schemes, to put our case for a review of allowable expenses as the car mileage allowance has not been increased for over a decade.

The committee were pleased to welcome two of our office staff, Avril Denton and Lesley Rackstraw to the committee in January.

We are a full member of DAS, who provide vital support to enable us and other community car schemes in Devon to operate an effective, efficient service. They co-ordinate the funding we receive from Devon CC, liaise with the NHS sites to provide services like parking permits and run regular sessions for car schemes to discuss and explore key items.

In September DAS ran a Safe Assistance Course for us, with around a dozen volunteers attending.

Although the majority of COVID restrictions were phased out during the year, we continue to provide PPE products and Lateral Flow Tests to our volunteers.

In January our phone system was switched from copper to fibre as part of the national programme phasing out copper telephone lines. Although we had a few hiccups, including losing the service for nearly a day, BT and Openreach were very responsive in sorting problems. As part of this we also reintroduced a standby mobile phone in the office. The new system also provides some new features, that for example allows us online access to voicemails, very useful when there have been problems with the systems in the Town Hall.

Finally, I'd like to thank all our volunteers who made it possible to deliver over 3000 journeys for our 600+ clients during the year April 2022 to March 2023.

Office Manager's Report

Life in the Office has slowly been getting back to normal following the relaxation of Covid-19 restrictions. The Town Hall even opened its doors to the Public in April for four mornings a week. However, getting 'back to normal' has caused us a few headaches with Drivers and Office Staff now being able to go on holiday!

Two more Volunteers, Shirley and Jane, have joined the Office Team which makes a total of ten personnel. Thanks go to all the Office Staff, especially those who have made my life so much easier by taking on various roles, Training new Recruits, Monthly Stats, organizing Staff Meetings and joining the Committee.

ECCS welcomed two new Drivers, Linus and Paul, and thanks go to them and all our Drivers for their hard work and dedication to the Charity. Many of our Clients wouldn't be able to manage Medical Appointments without our help and they make this known to us on a regular basis and although we do our very best to assist everyone that is not always possible.

Treasurer's report:

In our latest operating year, up to the end of March 2023, we have continued to operate in a financially sound manner, building up our reserves so we can cover outgoings and liabilities for two years, and cope with increase in costs or a reduction in income should these occur. I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 12-month period ending March 2023, we had a total driver income of nearly £38,500 (up c7% from the previous year), which led to a profit after driver expenses of nearly £12,500 (up c4%). In addition, we received approximately £2,200 from donations and a grant from DAS.

In total, outgoings totalled approximately £8,200 (up c9%), so that the net income for the period was approximately £6500 (down about 9%). The main outgoings were telephone, rent and maintenance charges (55% of outgoings), with insurance, equipment and website accounting for another 18%.

Looking forward, we expect to continue operating at a profit, and are in a position to cover sudden financial shocks without risking financial instability.

Donations:

During the period we received donations of £2,237.00.

Over £1,500 of this was small donations from our clients, for which we are very grateful.

EXMOUTH COMMUNITY CAR SERVICE
INCOME AND EXPENDITURE ACCOUNT
PERIOD 1ST APRIL 2022 TO 31ST MARCH 2023

Trip fees	38,452	
PPE Surcharge	-	
Gross driver income	38,452	
Driver expenses	(25,991)	
Job Profit		12,461
DAS Grant	684	
Donation -	1,553	
TOTAL INCOME		14,698
EXPENDITURE		
Rent	1,750	
Maintenance & other EDDC	1,344	
Website	122	
Telephone	1,424	
Legal Fees	40	
Insurance	686	
Equipment	675	
PPE	457	
Bad debts	-	
Stationery	468	
Professional & Accountancy fees	200	
Data protection and driver Ucheck	34	
Sundry	896	
Parking	51	
Mileage	-	
Postage	11	
Other	21	
Food & drink (Office)	-	
TOTAL EXPENDITURE		(8,179)
NET INCOME FOR THE PERIOD		6,519

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET AS AT 31ST MARCH 2023

Bank balance	22,576
Petty cash	54
	22,630
Accruals	(1,700)
Prepayments and March income accrued	1,597
	22,527
Reserves brought forwards	16,008
Net income for the period	6,519
Reserves carried forwards	22,527

Exmouth Community Car Service
Summary of the service provided 2022/23

MONTH	HOSPITAL TRIPS	LOCAL TRIPS	CANCELLATIONS	UNABLE TO FULFIL	COVID VACCINATIONS
April	128	131	44	3	29
May	130	121	29	3	16
June	98	110	33	8	1
July	131	101	49	2	0
August	192	122	47	3	1
September	132	158	59	10	9
October	125	162	61	5	44
November	153	151	44	7	17
December	117	90	33	6	0
January	157	125	37	5	0
February	136	129	55	8	0
March	178	135	59	10	0
Total	1677	1535	550	70	117

Volunteers:

Office staff: 10

Drivers: 20

Total Driver Hours: 5400

Total Driver Miles: 52,000

EXMOUTH COMMUNITY CAR SERVICE
 INCOME & EXPENDITURE ACCOUNT
 PERIOD FROM 1 APRIL 2022 TO 31 MARCH 2023

	£	£	Prior £	Year £
Trip fees	38,452		34,975	
PPE Surcharge	-		461	
Gross driver income	<u>38,452</u>		<u>35,436</u>	
Driver expenses	- 25,991		- 23,707	
Job Profit		12,461		11,729
DAS Grant		684		699
Donation -		-		1,000
Donations - Other		1,553		1,181
Total income		<u>14,698</u>		<u>14,609</u>
Rent	1,750		1,750	
Maintenance & other EDDC	1,344		1,496	
Website	122		597	
Telephone	1,424		1,126	
Legal Fees	40		820	
Insurance	686		642	
Equipment	675		-	
PPE	457		65	
Bad debts	-		17	
Stationery	468		325	
Professional & Accountancy fees	200		200	
Data protection and driver Ucheck	34		29	
Sundry	896		305	
Parking	51		4	
Mileage	-		-	
Postage	11		75	
Other	21		20	
Food & drink (Office)	-		-	
		1,013		433
		- 8,179		- 7,471
Net income for the period		<u>6,519</u>		<u>7,138</u>

EXMOUTH COMMUNITY CAR SERVICE
 BALANCE SHEET 31 MARCH 2023

Bank balance	22,576	16,003
Petty cash	54	53
	<u>22,630</u>	<u>16,056</u>
Accruals	- 1,700	- 1,700
Prepayments and March income accrued	1,597	1,652
	<u>22,527</u>	<u>16,008</u>
Reserves brought forwards	16,008	8,870
Net income for the period	6,519	7,138
Reserves carried forwards	<u>22,527</u>	<u>16,008</u>

Signed

Treasurer

Examiner

M Board 3/8/23

Independent examiner's report to the trustees of Exmouth Community Car Service.

I report to the trustees on my examination of the accounts of the Exmouth Community Car Service (the Trust) for the financial period 1st April 2022 to 31st March 2023

Responsibilities and basis of report

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

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

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Signed:



Name: Martin Anthony Board

Relevant professional qualification or membership of professional bodies (if any):

ACIB (Associate of the Chartered Institute Of Bankers)

AIPW (Associate of the Institute of Professional Willwriters)

Address: 15 Lime Grove, Exminster, Exeter, EX6 8TB

Date: 3rd August 2023

EXMOUTH COMMUNITY CAR SERVICE

England & Wales - Charity number 1189038

Accounts

Exmouth Community Car Service

AGM and Volunteer get together

Church Hall – St John's, Withycombe Village Road

26th September 2022, 19:30 for a 19:45 start

AGM Agenda and report April 2021 to March 2022

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Office Manager's report
6. Committee members / Trustees
7. Making good use of our surplus money
8. AOB
9. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees:	Phil Rackstraw	Chair
	Leslie Henry	Treasurer
	Penny Puttock	Office Manager
	Nick Cooper	
	Andrew Thomson	
Committee member:	Peter Horning	

Exmouth Community Car Service

Report for the period April 2021 to March 2022

Chair's report:

Our second full year as a separate charity has been as successful as the first. We continued to rise to the COVID challenges and move the service forward. Considering we had little face to face dialogue, only lone working and virtual meetings, the committee and volunteers have achieved a lot this year.

Following our initial year operating as a separate organisation, Leslie Henry and Penny Puttock took the opportunity to review our fares and address some anomalies. The new fares were introduced on the 1st June. Also due to our solid financial position the committee decided to end the £1 PPE surcharge from the 1st June, which was introduced in July 2020. Overall our clients have seen little change to our fares, which continue to be very good value.

To introduce the new fares and provide an update on our COVID guidelines we wrote to all our clients, all hand delivered by our volunteers.

To complete our communications, we also released a new brochure and launched our website www.exmouthccs.co.uk in June.

As a new organisation the committee have slowly been working through the necessary policies that we are required to have as a charity. To get started, Devon Access to Services (DAS), provided us with a complete set of working policies. The committee have to review and amend each policy to ensure it meets the needs of our organisation. During this year we looked at a variety of policies, ranging from Financial Management and Environmental through to Safeguarding.

We are a full member of DAS, who provide vital support to enable us and other community car schemes in Devon to operate an effective, efficient service. They co-ordinate the funding we receive from Devon CC, liaise with the NHS sites to provide services like parking permits and run regular sessions for car schemes to discuss and explore key items. During COVID they provided a joined-up view for schemes like ours on what we could and couldn't do; they even organised the COVID jobs for our drivers.

The only occasion that the committee and volunteers got to meet as a group during the year was our AGM in September 2021. It was a welcome respite from the COVID restrictions and an opportunity to celebrate the service we provide to our clients. We were also able to thank in person Mike Puttock who stood down from the committee and as a trustee after many years and Sally Skerrat who retired as a driver after nearly 13 years.

After nearly 18 months we finally signed the lease for our office with East Devon Council on 21st December. The lease runs until September 2023.

Finally, I'd like to thank all our volunteers who made it possible to deliver over 3000 journeys for our 600 clients during the year April 2021 to March 2022.

Office Manager's Report

For most of the year to March 2022 the Office Working practices were still subject to various Covid Restrictions and apart from Track and Trace all other restrictive practices remained in place. This included Lone Working in the Office wiping down all surfaces before and after use, provision of PPE for Drivers and notifying all Care Homes that all our Drivers had been vaccinated and had obtained a Covid Passport Document.

It is thanks to the commitment of the Drivers and Office Staff who took all these changes on board that we were able to continue to provide a comprehensive and safe service to all our clients. At times this was a very difficult task with very late bookings and cancellations by the hospitals and all medical establishments and Drivers and Office Staff unable to help due to a positive LFT test. There have been many new venues that have been seconded by the NHS to provide services which our Drivers have had to come to terms with, including The Nightingale, Spa Medica, New Medica, Exeter Medical and Regus, but somehow we managed.

During the year we were sorry to lose two Drivers and two members of the Office Staff however I am very pleased to report that we took on four new drivers, Clive, Brian, Avril and Caroline and another, Gary, who has just joined us. In the Office we have welcomed Sandra and we have another, Janet, who is hopefully joining us soon.

Thank you all so much for everything you do for Exmouth Community Car Service, I know it is very much appreciated by our clients.

Treasurer's report:

In our latest operating year, up to the end of March 2022, we have continued to operate in a financially sound manner, building up our reserves so we can cover outgoings and liabilities for two years, and cope with increase in costs or a reduction in income should these occur. I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 12-month period ending March 2022, we had a total driver income (including PPE surcharge) of just under £36,000, which led to a profit after driver expenses of nearly £12,000. In addition, we received approximately £2,900 from donations and a grant from DAS.

In total, outgoings totalled approximately £7,500, so that the net income for the period was nearly £7,300. The main outgoings were telephone, rent and maintenance charges (59% of outgoings), with insurance, website and legal fees accounting for another 28%.

Looking forward, we expect to continue operating at a profit, and are in a position to cover sudden financial shocks without risking financial instability.

Donations:

During the period we received donations of £2,181.00.

Nearly £1,200 of this was small donations from our clients, for which we are very grateful.

EXMOUTH COMMUNITY CAR SERVICE

INCOME AND EXPENDITURE ACCOUNT

PERIOD FROM 1ST APRIL 2021 TO MARCH 31ST 2022

Trip fees	35,130	
PPE surcharge	461	
Gross driver income	35,591	
Driver expenses	-23,707	
Job profit		11,884
DAS Grant		699
Donation – Single		1,000
Donations – Other		1,181
TOTAL INCOME	14,764	
Rent		1,750
Maintenance/other EDDC		1,496
Telephone		1,126
Legal fees		820
Insurance		642
Website		597
PPE		65
Stationery		325
Professional & Accountancy fees		200
Other (eg data protection, refreshments, postage)		433
TOTAL EXPENDITURE		7,471
NET INCOME FOR THE PERIOD	7,293	

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET 31ST MARCH 2022

Bank balance	16,003
Petty Cash	53
Net cash	16,056
Payments and March income accrued	1,807
Accrual for maintenance	-1,700
Net income for the period	7,293
Reserves carried forward	16,163

BUDGET FOR FINANCIAL YEAR 2022-2023

Gross driver income	34,000
Driver expenses	<u>-23,200</u>
Job profit	10,800
Donations	1,000
DAS Grant	685
Bank Interest	
Other Misc Income	
TOTAL INCOME	<u>12,485</u>
 <u>EXPENDITURE (£)</u>	
Rent	1,750
Insurance	690
Stationery	360
Website	160
Telephone BT	1,200
Legal Fees - One off	120
Data protection and driver Ucheck	60
Maintenance & other EDDC	1,350
Equipment	120
Driver training	150
Sundry	300
PPE	250
Parking	40
Mileage	40
Postage	80
Other	100
Food & drink (AGM & Christmas)	200
Professional & Accountancy fees	<u>200</u>
	<u>7,170</u>
 NET INCOME / (DEFICIT)	 <u><u>5,315</u></u>

Summary of the service provided 2021/22

MONTH	HOSPITAL TRIPS	LOCAL TRIPS	CANCELLATIONS	UNABLE TO FULFIL	COVID VACCINATIONS
April	106	79	33		63
May	130	111	34		12
June	146	114	41		2
July	126	122	29		
August	204	82	36	1	
September	154	101	43	6	2
October	249	176	56	9	56
November	144	136	46	16	16
December	125	81	34	2	2
January	105	120	39	8	2
February	114	101	40	4	2
March	139	119	47	4	4
Total	1742	1342	478	50	161

Total Driver Hours: 4,926

Total Driver Miles: 47,506

Volunteers:

Office staff: 7

Drivers: 18

EXMOUTH COMMUNITY CAR SERVICE

England & Wales - Charity number 1189038

Accounts

Exmouth Community Car Service

AGM and Volunteer get together - 20th September 2021 at 19:30

Church Hall – St John's, Withycombe Village Road

AGM Agenda and report December 2019 to March 2021

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Summary of the service we have provided
6. Structure of our charity
7. Committee members / Trustees
8. Looking forward
9. AOB
10. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees:	Phil Rackstraw	Chair
	Leslie Henry	Treasurer
	Penny Puttock	Office Manager
	Mike Puttock	
	Nick Cooper	
	Andrew Thomson	

Exmouth Community Car Service

Report for the period December 2019 to March 2021

Chair's report:

It is now two years since the trustees of Exmouth Council of Voluntary Services started discussions on separating the car service into a separate organisation. They agreed at their 31st October 2019 meeting to proceed with the separation and I was asked by the Chair of Trustees to lead the work.

The key players in the Car Service quickly formed a new committee and I took on the Chair role. On the 1st December 2019 we took on financial responsibility for the service.

Working with both organisations I put together a detailed Separation Agreement which was signed off in February 2020. A key part of the agreement was that the Car Service would remain based in the Town Hall and take on the lease.

The first major focus for the committee was gaining charity status for the new organisation. This was quite challenging, but after a couple of rounds of answering a whole range of questions we were granted charity status on the 14th April 2020.

With the arrival of Covid-19 and the first lockdown, the trustees had no choice but to suspend the service on Friday 27th March 2020.

During the lockdown the committee continued working on various items moving the organisation forward. Meetings became virtual, which was interesting at times. Our focus quickly moved to when and how could we restart the service. Devon Access to Services and the County Council provided a lot of useful information and also facilitated virtual session with similar organisations across Devon.

We canvassed all our volunteers to see how many would be willing to return if we restarted the service. Based on the response the trustees felt there was sufficient support to restart. Both a client and a volunteer statement were put together outlining how the service would operate and what was expected of each individual. We also received an initial supply of PPE from Devon County Council. As a new organisation and still learning about the costs of running the service, we introduced a £1 PPE surcharge to ensure we recovered the extra cost. On Monday 27th July we restarted the service. The service has continued since without interruption, which is a great credit to our volunteers.

Progress on moving the Town Hall lease to the Car Service has been very slow, with the Council virtually putting non-critical items on hold for months. At the time of writing this report we have only just received the final documents to sign.

In October 2020 Exmouth Journal ran an article on the service, highlighting the need for new volunteers. We recruited 3 new drivers who responded to the article.

It feels such a long time ago that the Car Service began operating as a separate organisation, then came the pandemic. So first a big thank to those volunteers that stood down at the start of the pandemic and for whatever reason have not been able to return. We need to recognise the small group of volunteers that enabled us to restart the service in July 2020 and also those new volunteer drivers and office staff that have since joined us.

Finally, I like to recognise Sally Skerratt who has just retired as a volunteer driver after nearly 13 years of driving for the car service.

Treasurer's report:

Since the start of December 2019, when the new organisation took over financial responsibility for the car service from ECVS, ECCS has been able to operate in a financially secure way, and has built up a reserve which will enable it to cover its overheads and outgoings for at least one year, with no need to close altogether, should circumstances substantially reduce its income. At the end of the period our reserves stood at just under £9,000. I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 16-month period (1st December 2019 to 31st March 2021), we had a total driver income (including PPE surcharge and donations) of just over £30,000, which led to a profit after driver expenses of over £9,000. In addition, we received approximately £5,500 from the separation agreement, and a further £3,300 from donations (with many thanks in particular to A Capella) and a grant from DAS.

In total, outgoings totalled just over £9,000, so that the net income for the period was nearly £8,900. The main outgoings were telephone, rent and maintenance charges (63% of outgoings), with insurance, equipment and legal fees accounting for another 25%.

Looking forward, we expect to continue operating at a small profit, and are in a position to cover sudden financial shocks without risking financial instability.

Donations:

During the period we received donations of £2,437.35.

Just over £1,000 of this was small donations from our clients, for which we are very grateful.

During 2019 we were the chosen charity for the Exmouth A Capella choir, who raised £1432.25 for the car service. The trustees visited the choir in February 2020 to receive the cheque and say thank you.

Volunteers:

Pre pandemic:	19 Drivers	9 Office / Support
July 2020 restart:	12 Drivers	6 Office / Support
31 st March 2021:	15 Drivers	8 Office / Support

Summary of the service provided:

The figures represent 12 months of operation, as we did not operate between April and July 2020.

Local trips	1,178
Other trips	1,286
Cancellations	621
The above included 193 trips for Covid-19 jobs	
Total driver miles	41,164
Total driver hours	3944

EXMOUTH COMMUNITY CAR SERVICE

INCOME AND EXPENDITURE ACCOUNT

PERIOD FROM 1ST DECEMBER 2019 TO MARCH 31ST 2021

Trip fees	28,691	
PPE surcharge	1,345	
Gross driver income	30,036	
Driver expenses	-21,007	
Job profit		9,029
DAS Grant		845
Donation – A Capella/Renaissance		1,432
Donations – Other		1,055
Separation monies		5,576
TOTAL INCOME	17,936	
Rent		1,839
Maintenance/other EDDC		1,796
Telephone		2,136
Legal fees		725
Insurance		567
Equipment		995
PPE		248
Stationery		216
Other (eg data protection, refreshments, postage)		545
TOTAL EXPENDITURE		9,067
NET INCOME FOR THE PERIOD	8,869	

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET 31ST MARCH 2019

Bank balance	8,918
Petty Cash	77
Net cash	8,995
Payments and March income accrued	1,198
Accrual for maintenance	-1,324
Net income for the period	8,869

BUDGET FOR FINANCIA YEAR 2021-2022

Gross driver income	24,000
Driver expenses	<u>-16,800</u>
Job profit	7,200
Donations	800
Donation A Capella/Renaissance	
Transfer from ECVS	
DAS Grant	845
Bank Interest	
Other Misc Income	
TOTAL INCOME	<u>8,845</u>

EXPENDITURE (£)

Rent	2,004
Insurance	600
Stationery	160
Website	120
Telephone BT	1,200
Legal Fees - One off	725
Data protection and driver	
Ucheck	100
Maintenance & other EDDC	1,500
Equipment	120
Driver training	300
Sundry	100
PPE	0
Parking	40
Mileage	40
Postage	40
Other	120
Food & drink (Office)	100
Food & drink (AGM & Christmas)	200
Professional & Accountancy fees	240
	<u>7,709</u>
NET INCOME / (DEFICIT)	<u><u>1,136</u></u>

Independent examiner's report to the trustees of Exmouth Community Car Service.

I report to the trustees on my examination of the accounts of the Exmouth Community Car Service (the Trust) for the financial period 1st December 2019 to 31st March 2021.

Responsibilities and basis of report

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

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

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Signed:



Name: Martin Anthony Board

Relevant professional qualification or membership of professional bodies (if any):

ACIB (Associate of the Chartered Institute Of Bankers)

AIPW (Associate of the Institute of Professional Willwriters)

Address: 15 Lime Grove, Exminster, Exeter, EX6 8TB

Date:

26/8/2021

EXMOUTH COMMUNITY CAR SERVICE

INCOME & EXPENDITURE ACCOUNT PERIOD 1st DECEMBER 2019 TO 31st MARCH 2021

INCOME

Job profit Pre-Dec 2019
 Bank transfer from ECVS
 Transfer from ECVS
 Petty cash transfer from ECVS
 Rent deposit paid by ECVS
 BT bills paid by ECVS
 Maintenance apportionment

EXAMINERS NOTES

951.00 Paid into bank account 5/12/2019
 2710.70 Bank balance as per statement 5/12/2019
 2000.00 Paid into bank account 6/4/2020
 45.13 Unable to do a physical check of cash
 67.68
 746.26
 -944.95

SUB TOTAL

5575.82 Separation monies

Profit Dec 2019 to 31 March 2021
 Grant From DAS
 Donations into Petty Cash
 Donation A Capella/Renaissance
 Donations into bank account
TOTAL INCOME

9137.70 Reconciled
 844.74 Paid into bank account 4/6/2020
 166.82 £165 + cash difference £1.82
 1432.25
 779.10
 17936.43

EXPENDITURE

Rent
 Insurance
 Stationery
 Website
 Telephone BT
 Legal Fees
 Driver Ucheck
 Maintenance - EDDC
 Equipment
 Sundry
 PPE
 Total Petty Cash
 Stationery
 Equipment
 Sundries
 Parking
 Mileage
 PPE
 Postage
 Other

1838.64
 567.10
 0.00
 0.00
 2136.25
 792.20
 14.40
 1796.48
 689.98
 0.00
 213.99
 1018.13 See breakdown columns 38-45

216.48
 305.5
 243.63
 35.5
 16.65
 33.9
 30.72
 135.75

TOTAL EXPENDITURE

9067.17

INCOME LESS EXPENDITURE

8869.26

REPRESENTED BY

Total in bank 8918.44
 Total in Petty Cash 77.32

Total cash in hand 8995.76

Difference 126.50

RECONCILED AS FOLLOWS

Total cash in hand 8995.76
 Add Prepayments 1197.50
 Less Accruals -1324.00

INCOME LESS EXPENDITURE

8869.26

M Board
 26/8/2021