

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 jabs 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