



**SERV**  
**Suffolk & Cambridgeshire**  
Registered Charity Number 1189346



**SERV Suffolk & Cambridgeshire**  
Financial Report  
Year Ended  
31 March 2024

**Registered address:**

SERV Suffolk and Cambridgeshire,  
Chiltern, Building 3, Funthams Lane, Whittlesey, Peterborough, PE7 2PB  
[www.servsc.org.uk](http://www.servsc.org.uk)





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**Trustees' Report**  
**For the Year Ended 31 March 2024**

For me, as Chairman of SERVSC, the last year can only be described as mixed emotions.... such huge highs, but also some deep sadness as we were forced to say a premature and somewhat unsatisfactory goodbye to one of our volunteers, Duncan Lougee. A truly memorable man, friend and colleague to those who knew him.

However, that leads me to one of my greatest highs of the year which was dedicating our newest liveried bike in Duncan's memory, paid for with the surprise donation received from players of the People's Postcode Lottery (PPL). Each year, we budget to replace a vehicle, and we work hard to ensure that we raise enough funds to cover that cost and the everyday running costs involved in paying for insurances, communications, safety equipment and training. The funding received from the People's Postcode Lottery was a donation above our planned funding applications, coming completely out of the blue, without anyone prompting and it means we are now the envy of most, if not all, blood bike groups in the country.

This donation allowed us to renew and update some of our equipment, merchandise and stock of safety equipment, still allowing for the purchase and two year's running costs of the new bike without having to touch what we had already budgeted for.

Aside from this significant funding, we cannot thank our regular supporters enough for their contributions and we certainly cannot be complacent about the funds we raise ourselves. However, the mere fact that we are in such a strong financial position allows our Trustees the benefit of making decisions without having to count the pennies.....a very enviable position to be in, ask any charity board of trustees!

**Tasks Completed**

Operationally, we have settled into completing well over 2,000 tasks per year and having completed our 18,000th task, we are looking towards the horizon of accomplishing the 20,000th which, with all things being equal, we will achieve some time during 2025.

We increased the number of volunteers on duty during the day to accommodate a significant increase in tasks. This also meant we needed to increase our Controller Team as the workload became a busy balancing act between answering the all-important calls from our hospitals, delivering and collecting daily to our air ambulances and organising scheduled deliveries for human milk and medicines.

We continue to run with around 160 volunteers which includes a team of 13 Trustees, 18 duty controllers and a fantastic team of people supporting the charity with fundraising, administrative duties and care of our vehicles. Our volunteers will have driven or ridden over 160,000 miles by the end of this year and Caroline Stanger became the first of our controllers to receive her 1,800th call.

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**Trustees' Report (continued)**  
**For the Year Ended 31 March 2024**

Year on year, what we are tasked to transport is pretty similar. Although, the drop in medicine deliveries has now been replaced by air ambulance tasks. We saw a drop in monthly tasks during the second half of 2023 however they have now increased and once again we are regularly hitting between 180 and 200 tasks per month.

Blood and platelets continue to dominate what we carry, closely followed by blood samples and donated human milk. Blood which we supply to the East Anglian Air Ambulance daily has been used over 60 times on scene this year and we now act as standby for the Nuffield Hospitals in Suffolk and Ely as they take on more NHS elective surgeries.



### Our Events, Fundraising and Donations

The events we attended in 2023 raised just over £20,000. However, we received further donations as a result of attending those events of £14,960. The amount donated directly as a result of talks and presentations was just under £5,000 excluding the money Derek made on selling the donated mobile phones received from those talks.

So far our events in 2024 have raised £2,360 plus further donations of £8,550. Talks and presentations to date have raised £2,600 excluding mobile phone sales.

Many thanks to the events managers Maria and Frances who work hard to ensure SERVSC are seen at the important events of the year, to the teams that support them and all those that give up their time to promote SERVSC doing talks, presentations and publicity events.

I also need to thank our key third party supporters, specifically, Copdock Motorcycle Club, Royston Motorcycle Club and Precon Products as well as all those who support us in so many ways both financially and as suppliers to the charity.

Due to the PPL donation and an article they wanted to write to follow up on that, we decided to increase our liveried bikes from 5 to 6. BB9 is by far our busiest bike and is due to be replaced by the end of this year. We are also looking to purchase a 4x4 type vehicle which will help in the colder, bad weather months and will enable us to increase our box delivery capacity easily should we need it.

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**Trustees' Report (continued)**  
**For the Year Ended 31 March 2024**

**Our Operational Procedures & Policies**

From an Operational perspective, commencement of deliveries to MAGPAS were pushed back whilst they moved into their new premises, but since it started it's amazing how quickly that has become part of everyday SERVSC life with most of the initial teething issues now ironed out.

Our biggest challenge by far has been keeping up with the Highways Commission's taste for making it up as they go along....or so it seems! Having decided to ditch the RV at the Black Cat on the A14 as it was proving more and more difficult to get to it, let alone find anyone at it, we also had to engage with some of our hospitals' new parking authorities who seem to take tackling the task of illegal parking to the detriment of those who are actually quite entitled to park. However, we are used to rules changing and we rise to their challenges without giving them the satisfaction of receiving a ticket or hearing the dreaded words, "You can't park there!"

We continue to increase the number of Service Level Agreements we have thanks to our Operations Manager's firm commitment to holding regular meetings with those we collect from and deliver to.

One significant decision the Trustees made this year was to withdraw our membership from the Nationwide Association of Blood Bikes (NABB).

Having attended several meetings where the agenda was becoming worryingly different to our own constitution, we were not alone in expressing our concerns. Following our decision to leave, others followed suit and despite NABB's efforts to reassure everyone that everything was going to be fine, we are now looking at NABB being pretty much ineffective and defunct having had three Chairmen and committees resign in 12 months and the organisation remaining silent and rudderless.

Meanwhile, we continue without any impact from our decision to leave and we have great relations with those we work with closely. I have regular meetings with groups both in and out of the NABB organisation to ensure we continue to keep abreast of issues, concerns and developments. For the preservation of our constitution and my sanity, I have no regrets in leaving but do hope that one day a representative organisation can be born out of the embers of what was successful in the past.

So, to end my report where I started, it's been a year of highs and lows. However, despite all the emotions, the charity of SERV Suffolk and Cambridgeshire continues to evolve, morph and adapt to what challenges are put to us.



# SERV Suffolk & Cambridgeshire

Registered Charity Number 1189346



## Trustees' Report (continued) For the Year Ended 31 March 2024

I want to thank our incredible team of Trustees and the team who support the charity who work hard and continuously behind the scenes to keep SERV Suffolk and Cambridgeshire professional, strong financially and ready for anything asked of us as that's what we do, 24 hours a day, every day, thanks to you all.

### Trustees

The trustees who served during the year were:

R L Clough  
M J Cook  
C K Dickerson  
T Forman  
L M Foyster (appointed 13 July 2024)  
P A Gale  
L Hylton  
F V Larke (appointed 31 May 2023)  
J A Millard  
K S Nightingale  
P R Skinner (resigned 13 July 2024)  
P Smith  
C Stanger  
K M L Thurman

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

**Signed on behalf of the charity's trustees**

**Mrs Cindy Dickerson**

Chairman for SERV Suffolk & Cambridgeshire

Date: 6 January 2025

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**Independent Examiner's Report**  
**To the Members of SERV Suffolk & Cambridgeshire**

I report to the Trustees on my examination of the accounts of SERV Suffolk and Cambridgeshire (the Trust) for the year ending on 31st March 2024 as contained in the Xero Accounting software and associated working papers and summarised in the attached Statement of Financial Activities and Balance Sheet produced in the Charities Commission format.

**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.

I have also reviewed the Chairman's Report and the forecasts prepared for the next 12 months ending in March 2025.

**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 to these 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.

**Philip Neil Hockett**

Chartered Management Accountant  
3 Turnberry Drive, Fornham St Martin  
Bury St Edmunds, Suffolk  
IP28 6TP  
philhockett@aol.com

Signed

  
P.N. HOCKETT

Date 3<sup>rd</sup> January 2025

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**Statement of Financial Activities**  
**For the Year Ended 31 March 2024**

	Year ended 31 March 2024			Year ended 31 March 2023
	Unrestricted funds	Restricted income funds	Total funds	Total funds
	£	£	£	£
<b>Incoming resources (Note 3)</b>				
<b>Income and endowments from:</b>				
Donations and legacies	63,982	3,000	66,982	61,866
Charitable activities	-	2,075	2,075	-
Other trading activities	33,845	-	33,845	26,393
Investments	2,019	-	2,019	320
<b>Total</b>	<b>99,846</b>	<b>5,075</b>	<b>104,921</b>	<b>88,579</b>
<b>Resources expended (Note 4)</b>				
<b>Expenditure on:</b>				
Raising funds	24,320	1,954	26,274	23,402
Charitable activities	32,903	5,295	38,198	40,560
<b>Total</b>	<b>57,223</b>	<b>7,249</b>	<b>64,472</b>	<b>63,962</b>
<b>Net income/(expenditure)</b>	<b>42,623</b>	<b>(2,174)</b>	<b>40,449</b>	<b>24,617</b>
<b>Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other recognised gains/(losses):</b>				
Gains and losses on revaluation of fixed assets for the charity's own use	-	-	-	-
Other gains/(losses)	-	-	-	-
<b>Net movement in funds</b>	<b>42,623</b>	<b>(2,174)</b>	<b>40,449</b>	<b>24,617</b>
<b>Reconciliation of funds:</b>				
Total funds brought forward	167,351	41,905	209,256	184,639
<b>Total funds carried forward</b>	<b>209,974</b>	<b>39,731</b>	<b>249,705</b>	<b>209,256</b>

The notes on pages 8 to 18 form part of these financial statements.





# SERV Suffolk & Cambridgeshire

Registered Charity Number 1189346



## Balance Sheet For the Year Ended 31 March 2024

	Unrestricted funds £	Restricted income funds £	2024 Total £	2023 Total £
<b>Fixed assets</b>				
Tangible assets (Note 5)	52,005	29,025	81,030	90,156
<b>Total fixed assets</b>	52,005	29,025	81,030	90,156
<b>Current assets</b>				
Stocks (Note 6)	2,491	-	2,491	2,220
Debtors (Note 7)	17,517	-	17,517	10,635
Cash at bank and in hand (Note 8)	145,077	10,706	155,783	111,774
<b>Total current assets</b>	165,085	10,706	175,791	124,629
<b>Creditors: amounts falling due within one year (Note 9)</b>	(7,116)	-	(7,116)	(5,529)
<b>Net current assets</b>	157,969	10,706	168,675	119,100
<b>Total net assets</b>	209,974	39,731	249,705	209,256
<b>Funds of the Charity</b>				
Restricted income funds (Note 10)	-	39,731	39,731	41,905
Unrestricted funds	209,974	-	209,974	167,351
<b>Total funds</b>	209,974	39,731	249,705	209,256

The financial statements were approved and authorised for issue by the charity's trustees and were signed on their behalf by

**Mrs Rachel Clough**  
Treasurer for SERV Suffolk & Cambridgeshire

Date: 6 January 2025

The notes on pages 8 to 18 form part of these financial statements.



**Notes to the Financial Statements**  
**For the Year Ended 31 March 2024**

**1. Basis of preparation**

**1.1. Basis of accounting**

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with

- the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014
- and with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)
- and with the Charities Act 2011.

The charity constitutes a public benefit entity as defined by FRS 102.

**1.2. Going concern**

There are no material uncertainties related to events or conditions that cast significant doubt on the charity's ability to continue as a going concern.



**Notes to the Financial Statements**  
**For the Year Ended 31 March 2024**

**2. Accounting policies**

**2.1. Income**

*Recognition of income*

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

*Offsetting*

There has been no offsetting of assets and liabilities, or income and expenses, unless required or permitted by the FRS 102 SORP or FRS 102.

*Tax reclaims on donations and gifts*

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

*Donated goods*

Donated goods are measured at fair value (the amount for which the asset could be exchanged) unless impractical to do so.

Goods donated for on-going use by the charity are recognised as tangible fixed assets and included in the SoFA as incoming resources when receivable.

Gifts in kind for use by the charity are included in the SoFA as income from donations when receivable.

*Donated services and facilities*

Donated services and facilities are included in the SOFA when received at the value of the gift to the charity provided the value of the gift can be measured reliably.



**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**2.1. Income (continued)**

*Volunteer help*

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

*Income from interest, royalties and dividends*

This is included in the accounts when receipt is probable and the amount receivable can be measured reliably.

**2.2. Expenditure and liabilities**

*Liability recognition*

Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty.

*Governance and support costs*

Support costs have been allocated between governance costs and other support. Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

*Creditors*

The charity has creditors which are measured at settlement amounts less any trade discounts.

*Provisions for liabilities*

A liability is measured on recognition at its historical cost and then subsequently measured at the best estimate of the amount required to settle the obligation at the reporting date.



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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**2.3. Assets**

*Tangible fixed assets for use by charity*

These are capitalised if they can be used for more than one year, and cost at least £100.

They are valued at cost.

The depreciation rates and methods used are disclosed in note 5.2.

*Stocks*

Stocks held for sale as part of non-charitable trade are measured at the lower of cost or net realisable value.

*Debtors*

Debtors (including trade debtors and loans receivable) are measured on initial recognition at settlement amount after any trade discounts or amount advanced by the charity. Subsequently, they are measured at the cash or other consideration expected to be received.

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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**3. Analysis of income**

		Year ended 31 March 2024		Year ended 31 March 2023
		Unrestricted funds	Restricted income funds	Total funds
		£	£	£
<b>Donations and legacies:</b>	Donations and gifts	30,866	3,000	33,866
	Gift Aid	460	-	460
	Gift Aid Small Donations Scheme	156	-	156
	General grants provided by government/other charities	32,500	-	32,500
	<b>Total</b>	63,982	3,000	66,982
<b>Charitable activities:</b>	Specific grants provided by other charities and organisations	-	2,075	2,075
	<b>Total</b>	-	2,075	2,075
<b>Other trading activities:</b>	Event fundraising	23,903	-	23,903
	Teamwear sales	1,400	-	1,400
	Sale of donated phones	4,261	-	4,261
	Sale of donated paintings	-	-	-
	Gift Aid Small Donations Scheme	1,839	-	1,839
	Other	2,442	-	2,442
	<b>Total</b>	33,845	-	33,845
<b>Income from investments:</b>	Interest income	2,019	-	2,019
	<b>Total</b>	2,019	-	2,019
<b>Total income</b>		99,846	5,075	104,921



**SERV**  
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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**4. Analysis of expenditure**

	Year ended 31 March 2024			Year ended 31 March 2023		
	Unrestricted funds	Restricted income funds	Total funds	Unrestricted funds	Restricted income funds	Total funds
	£	£	£	£	£	£
<b>Expenditure on raising funds:</b>						
Incurring seeking donations	985	50	1,035	775	-	775
Staging fundraising events	3,848	-	3,848	3,345	-	3,345
Vehicle running costs	4,188	931	5,119	4,750	1,496	6,246
Vehicle depreciation	5,131	973	6,104	5,987	1,157	7,144
Advertising, marketing, direct mail and publicity	6,297	-	6,297	2,208	-	2,208
Other trading activities	3,871	-	3,871	3,684	-	3,684
<b>Total expenditure on raising funds</b>	<b>24,320</b>	<b>1,954</b>	<b>26,274</b>	<b>20,749</b>	<b>2,653</b>	<b>23,402</b>
<b>Expenditure on charitable activities:</b>						
Vehicle running costs	9,771	2,172	11,943	11,082	3,489	14,571
Vehicle depreciation	11,973	2,271	14,244	13,970	2,700	16,670
Volunteer mileage claims	380	-	380	2,440	-	2,440
Advanced qualification fees	873	852	1,725	185	976	1,161
DBS checks	180	-	180	1,601	-	1,601
Volunteer clothing and badges	7,265	-	7,265	2,140	-	2,140
Insurance	1,440	-	1,440	930	-	930
Telephone costs	911	-	911	957	-	957
Room hire	110	-	110	90	-	90
<b>Total expenditure on charitable activities</b>	<b>32,903</b>	<b>5,295</b>	<b>38,198</b>	<b>33,395</b>	<b>7,165</b>	<b>40,560</b>
<b>Total expenditure</b>	<b>57,223</b>	<b>7,249</b>	<b>64,472</b>	<b>54,144</b>	<b>9,818</b>	<b>63,962</b>



**SERV**  
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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**4. Analysis of expenditure (continued)**

**Other information:**

**Analysis of expenditure on charitable activities**

<b>Activity or programme</b>	<b>Activities under-taken directly</b>	<b>Grant funding of activities</b>	<b>Year ended 31 March 2024 Total</b>	<b>Activities under-taken directly</b>	<b>Grant funding of activities</b>	<b>Year ended 31 March 2023 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Transportation of blood and medical products	38,198	-	38,198	40,560	-	40,560
<b>Total</b>	38,198	-	38,198	40,560	-	40,560

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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**5. Tangible fixed assets**

**5.1. Cost**

	Plant, machinery and motor vehicles £	Fixtures, fittings and equipment £	Total £
At the beginning of the year	135,352	8,400	143,752
Additions	17,539	761	18,300
Disposals	(11,000)	-	(11,000)
<b>At end of the year</b>	<b>141,891</b>	<b>9,161</b>	<b>151,052</b>

**5.2. Depreciation**

	Basis	Reducing balance	Straight line	
	Rate	25%	20%	
At beginning of the year		50,459	3,137	53,596
Depreciation		20,348	1,777	22,125
Depreciation on disposal		(5,699)	-	(5,699)
<b>At end of the year</b>		<b>65,108</b>	<b>4,914</b>	<b>70,022</b>

**5.3. Net book value**

Net book value at the beginning of the year	84,893	5,263	90,156
<b>Net book value at the end of the year</b>	<b>76,783</b>	<b>4,247</b>	<b>81,030</b>



**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**6. Stocks**

	For distribution £	For resale £
<b>Other trading activities:</b>		
At the beginning of the year	-	2,220
Added in period	-	2,142
Expensed in period	-	(1,871)
<b>At end of the year</b>	-	2,491
<b>Total this year</b>	-	2,491
<b>Total previous year</b>	-	2,220

**7. Debtors and prepayments**

	2024 £	2023 £
Trade debtors	280	68
Prepayments and accrued income	17,237	10,567
<b>Total</b>	17,517	10,635

**8. Cash at bank and in hand**

	2024 £	2023 £
Short term cash investments (less than 3 months maturity date)	60,053	29,776
Short term deposits	-	41,076
Cash at bank and on hand	95,730	40,922
<b>Total</b>	155,783	111,774





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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**9. Creditors and accruals**

	<b>Amounts falling due within one year</b>	
	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	3,282	2,124
Accruals and deferred income	274	25
Other creditors	3,560	3,380
<b>Total</b>	<b>7,116</b>	<b>5,529</b>

**10. Charity funds**

<b>2024</b>						
<b>Fund names</b>	<b>Type</b>	<b>Purpose and Restrictions</b>	<b>Fund balances brought forward</b>	<b>Income</b>	<b>Expenditure</b>	<b>Fund balances carried forward</b>
			<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Vehicles purchased	Restricted income fund	Vehicles purchased with restricted funds	31,924	-	(3,245)	28,679
Other assets purchased	Restricted income fund	Other assets purchased with restricted funds	-	397	(50)	347
Advanced qualification fees	Restricted income fund	Grant to cover cost of volunteer advanced qualification fees	-	1,625	(852)	773
Projector purchases	Restricted income fund	Grants received to cover the cost of purchasing new projectors	-	293	(240)	53
Vehicle purchases	Restricted income fund	Grants and donations received to cover the cost of purchasing new vehicles	7,745	-	-	7,745
Vehicle maintenance	Restricted income fund	Donation to cover the cost of maintaining one fleet motorcycle	2,236	3,000	(3,102)	2,134
<b>Total Funds</b>			<b>41,905</b>	<b>5,315</b>	<b>(7,489)</b>	<b>39,731</b>

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**Notes to the Financial Statements (continued)**  
**For the Year Ended 31 March 2024**

**10. Charity funds (continued)**

2023						
<b>Fund names</b>	<b>Type</b>	<b>Purpose and Restrictions</b>	<b>Fund balances brought forward</b>	<b>Income</b>	<b>Expenditure</b>	<b>Fund balances carried forward</b>
			£	£	£	£
Vehicles purchased	Restricted income fund	Vehicles purchased with restricted funds	-	35,781	(3,857)	31,924
Advanced qualification fees	Restricted income fund	Grant to cover cost of volunteer advanced qualification fees	976	-	(976)	-
Vehicle purchases	Restricted income fund	Grants and donations received to cover the cost of purchasing new vehicles	22,162	21,585	(36,002)	7,745
Vehicle maintenance	Restricted income fund	Donation to cover the cost of maintaining one fleet motorcycle	2,000	5,000	(4,764)	2,236
<b>Total Funds</b>			<b>25,138</b>	<b>62,366</b>	<b>(45,599)</b>	<b>41,905</b>

**11. Transactions with trustees and related parties**

None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity in the current or prior years.

No trustee expenses have been incurred.

There have been no related party transactions in the current or prior periods.