

NEIGHBOURCARE NEW MILTON

Charity Number: 1201786

Company Number: CE031287

REPORT AND ACCOUNTS

Year ended 31st December 2024

NEIGHBOURCARE NEW MILTON

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for the year ended 31st December 2024

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Trustees' Annual Report

1 January 2024 to 31 December 2024

Neighbourcare New Milton

A Charitable Incorporated Organisation
incorporated in England

Reference and Administrative Information

Charity Name: Neighbourcare New Milton

Charity Registration Number: 1201786

Company Number: CE 031287

Principal Office: 15B Whitefield Road
New Milton
Hampshire
BH25 6DE

Charity Trustees:	Mrs M Morgan	Chair
	Mrs P C Inglis	Vice Chair to 7/3/24
	Mrs W K Beaumont	
	Mr D J Scillitoe	Charity Secretary
	Mr N John	Treasurer from 27/3/24
	Mrs J S Driver	From 18/12/24

Senior Management Team:	Mr D Whittington	Operations Manager
	Mrs J M Swayne	Deputy Operations Manager to 7/2/24

Management Committee:	Mrs M Morgan	Chair
	Mrs P C Inglis	Vice Chair to 7/3/24
	Mrs J S Driver	Vice Chair from 2/7/24
	Mrs J M Swayne	Treasurer to 7/2/24
	Mr N John	Treasurer, from 27/3/24
	Mr D Whittington	Operations Manager
	Mrs S Lafferty	Meeting Secretary
	Mrs W K Beaumont	
	Mr D J Scillitoe	
	Mr N Larking	
	Mrs S Moreton	
	Mr J Holt	

Bankers:	Lloyds Bank plc	Victoria Branch
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Independent Examiner:	David Shores & Co Limited
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Objectives and Activities

Purpose

1. The purposes of the charity are set out in the Constitution and are to relieve persons resident in the Parish of New Milton and surrounding areas ("the Area of Benefit") who are in need by reason of their age, disability, poor health, social isolation or poverty.

Activities

2. The main activities of the charity are the provision of volunteer transport facilities and related support for health or wellbeing related appointments or local shopping assistance for those who have special need of that provision because they are elderly, disabled, or by reason of poor health or living in isolated areas where there are no public transport facilities, or no affordable private transport.

Main Achievements

3. In the 12 months from January to December 2024, there were 2012 transport trips undertaken, of which ~~182~~ 1842 were for health or well being related appointments. Some 169 booked trips were cancelled by the clients and 116 booked trips were cancelled by the hospitals. In addition, 93 bookings were declined as a result of transport unavailability. D.J.S
4. The charity provides access to scarce, unavailable or unaffordable transport, including:
 - a. collection from and return to home for health or well-being related appointments or local shopping assistance; and
 - b. support for appointments and shopping by accompanying the beneficiary and remaining with them or returning to collect them.

Public Benefit

5. The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the charity during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.
6. The service provided is justified on the basis of disadvantage resulting from the beneficiary's characteristics or circumstances. Elderly clients mostly do not drive, have limited fixed income and are often living where there is no public transport. Disabled clients are unable to access public transport and often hospital transport is unavailable at reasonable times or at all. Clients must reside in the area of benefit and may be referred to the organisation by a GP or social services. The organisation has a Policy on Eligibility Assessment, which sets out applicable criteria.
7. The Trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Contribution made by volunteers

8. The charity receives help and support in the form of voluntary assistance in performing its objectives and administering the charity.
9. At the end of the reporting period, there were 37 volunteer drivers and 12 volunteer office workers.
10. The roles of Treasurer, Charity Secretary and Meeting Secretary are volunteer positions. All Trustees are volunteers.

Financial Performance

Financial review

11. The Statement of Financial Activities shows a net deficit of £7,541 for the year and reserves carried forward of £55,666. The Balance Sheet shows net current assets or working capital of £55,666.

Policy on reserves

12. The charity is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. During the year the Trustees assessed the risks associated with maintaining the existing client services and determined that reserves of £32,500 were required to maintain these services for the foreseeable future. This represents 24 months' working capital.

Principal funding sources

13. Fees are received for transport services. Donations and legacies are also received.
14. The fee is variable based on the average distance travelled to the appointment and return plus an administration charge. No fee is charged for the volunteer driver's time. A reduced fee may be charged for high frequency appointments, such as for cancer or renal treatments, at the discretion of the Trustee Board.
15. The fee is based on HMRC mileage allowances for drivers using their own vehicle, plus a small administration charge, and is significantly less than taxi services. No other comparable services are available in the Parish of New Milton. Receipts are given to a client so that they may reclaim costs from the NHS or the hospital if they are in receipt of certain government benefits.
16. No government or third-party grants have been applied for or received in the reporting period.

Investment policy and objectives

17. As provided for in paragraph 4 of the Constitution, in furtherance of its objects, and for no other purposes, the charity has the power to invest monies of the charity not immediately required for its purposes in such investments, securities or property as may be thought fit, subject nevertheless to such conditions and consents as may at the time be imposed or required by law.

18. The Trustees consider it appropriate to invest cash to achieve a return on that investment to further the aims of the charity. This will be done by seeking a financial return within the operational constraints and level of risk considered acceptable to the Board.

Risk management

19. The charity is committed to ensuring adequate risk management practices are in place to protect the assets of the charity and the fulfilment of its objectives.
20. The charity's policy on risk management is to —
 - a. meet the requirements of the Charity Commission's Accounting and Reporting by Charities in accordance with the Charities Statement Of Recommended Practice (SORP) (FRS 102); and
 - b. embed risk management in the day-to-day business by continually monitoring the risk environment of Neighbourcare services and work collaboratively to identify new risks or changes to existing risks and their successful mitigation.
21. The Trustee Board has a Data Protection Policy and, as a data controller, is fully committed to compliance with the requirements of the UK General Data Protection Regulation (UKGDPR), Data Protection Act 2018 and any successor legislation.
22. The charity follows procedures which aim to ensure that all employees and volunteers, and others who have access to any personal data held by or on behalf of the organisation, are fully aware of the data protection legislation, recognise their responsibilities, and abide by their duties, for the handling of personal data in accordance with the data protection legislation.
23. The Operations Manager (OM) is the charity's Data Protection Officer and is responsible for data protection compliance and for leading and monitoring policy implementation.

Structure, governance and management

Governing document

24. The governing document of the charity is its Constitution, which is a Charitable Incorporated Organisation (CIO), based on the Charity Commission's Foundation Model. The organisation has no separate members from its charity trustees (meaning the trustees are the members). This organisation is not subject to the Companies Act as such but to The Charitable Incorporated Organisations (General) Regulations 2012, attached. It is also governed by The Charities Act 2011, the Charities Act 2011 (Charitable Incorporated Organisations) (Constitutions) Regulations 2012 and the Charitable Incorporated Organisations (Insolvency and Dissolution) Regulations 2012.
25. The CIO was registered as a charity on 31 January 2023 and commenced operations on 1 July 2023.

Recruitment and appointment of trustees

26. Trustees of the charity are elected from the local community and surrounding areas. An appointment group, made up of Trustees, the Operations Manager, the Charity Secretary and chaired by the Chairman is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair and Vice Chair.
27. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Induction and training of trustees

28. Newly appointed Trustees are provided with a programme for induction to the charity with access to training courses (where available) and mentoring by established trustees (where appropriate).

Organisational structure

29. The charity is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum twice yearly and delegate the day-to-day operation of the organisation to senior management and the Management Committee. The Trustee Board is independent from management.
30. A register of Trustees' interests is maintained at our Principal Office.

Relationship with related parties


31. The charity is a member of the Hampshire Good Neighbours network, which provides a framework for good governance and support. Operating policies are independently determined by the Trustee Board.

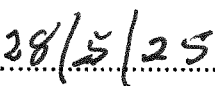
Chairman's Report

32. This year we have been coming to terms with our new CIO status, and this is now running smoothly. At the beginning of January 2024 our Operations Manager gave notice that he wished to stand down from his post, however he was willing to stay until we managed to get a replacement. David has been an excellent Manager for eight years; however, he will remain as a driver. Recruitment has been in place most of the year but unfortunately the position has not yet been filled.
33. All volunteers, trustees, office ladies and drivers are thanked for their contribution to the continued success of the charity. In June we said goodbye to our Vice Chairman Mrs Phyllis Inglis who had been Chair from September 1994 to December 2022, then took over as Vice Chairman and resigned from that role in June 2024 and succeeded by Mrs June Driver. Also, our Treasurer/Assistant Operations Manager Mrs Josephine Swayne resigned in February 2024 and was succeeded by Mr Nick John as Treasurer. So work carries on and the future looks good.

The Trustees' Annual Report was approved at the Board Meeting on

Signed on behalf of the charity's trustees

SignatureMarie Morgan 

Date 

Neighbourcare New Milton
Statement of Income and Expenditure for the period ended
31st December 2024

				Total Funds 01/01/2024 to 31/12/2024 £	Total Funds 01/07/2023 to 31/12/2023 £
	Note	Unrestricted Funds £	Restricted Funds £		
Incoming resources					
Incoming resources from generated funds					
Voluntary Income	2	4,593	-	4,593	3,776
Activities for generating funds	3	36,760	-	36,760	17,268
Investment Income	4	1,201	-	1,201	292
Other incoming resources		-	-	-	-
Total incoming resources		42,554	-	42,554	21,336
Resources Expended					
Charitable Activities	5	25,747	-	25,747	13,270
Governance Cost	5	24,348	-	24,348	12,861
Total resources expended		50,094	-	50,094	26,131
Net (outgoing)/incoming resources before other recognised gains and losses		(7,541)	-	(7,541)	(4,795)
Other recognised gains/losses					
(Losses)/gains on investment assets		-	-	-	-
Net Movement in funds		(7,541)	-	(7,541)	(4,795)
Total funds brought forward		63,207		63,207	-
Funds transfer from Neighbourcare New Milton (non CIO)		-	-	-	68,002
Total funds carried forward		55,666	-	55,666	63,207

All incoming resources and resources expended derive from continuing activities.

The notes on pages 9 - 12 form an integral part of these financial statements.

Neighbourcare New Milton
Statement of Assets and Liabilities as at the Period End
31st December 2024

		31st December 2024		31st December 2023	
	Notes	£ Unrestricted Funds	£ Restricted Funds	£ Unrestricted Funds	£ Restricted Funds
Fixed Assets					
Tangible Assets	8	(0)	-	263	-
Current Assets					
Debtors	9	594	-	594	-
Investments	10	51,493	-	40,292	-
Cash at bank		5,372	-	22,344	-
		57,459	-	63,230	-
Creditors: Amounts falling due within one year	11	(1,793)	-	(286)	-
Net Current Assets		55,666	-	62,944	-
Net Assets		55,666	-	63,207	-
The funds of the charity:					
Unrestricted funds					
Brought forward		63,207	-	-	-
Transfer from Neighbourcare New Milton (non CIO)		-	-	68,002	-
Movement in year		(7,541)	-	(4,795)	-
Carried Forward		55,666	-	63,207	-
Total charity funds		55,666		63,207	

Approved by the Trustees on



Mrs M Morgan - Trustee



Mr N John - Trustee

The notes form an integral part of these financial statements

Neighbourcare New Milton
Notes to the Financial Statements for the Period Ended
31st December 2024

1 Accounting policies

a) Basis of Preparation

The financial statements of the charitable organisation, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102), Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'and The Financial Reporting Standard applicable in the UK and Republic of Ireland'. The financial statements have been prepared under the historical cost convention with the exception of investments which are included at market value.

b) Going Concern

As of 30th June 2023 all operations of Neighbourcare New Milton (non CIO) were transferred to Neighbourcare New Milton (CIO) with the Charity Commission registration number 1201786 and company number CEO 031287. The charity will carry on the same work under this new framework along with the same Management Committee.

The Trustees believe that the new incorporated charity is well placed to manage its business risks successfully, despite the current uncertain economic outlook, and have reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the accounts continue to adopt the going concern basis of accounting.

c) Fund accounting policy

Unrestricted income funds are general funds that are available for use at the trustee's discretion in furtherance of the objectives of the charity.

d) Incoming resources

Donations are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income derived from events is recognised as earned (that is, as the related goods or services are provided). Investment income is recognised on a receivable basis. Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

e) Resources expended

Liabilities are recognised as soon as there is a legal constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Charitable expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

f) Governance costs

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters.

Neighbourcare New Milton
Notes to the Financial Statements for the Period Ended
31st December 2024

g) Value Added Tax (VAT)

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the statement of financial activities.

h) VAT Registration - Not Registered

The various categories of funding are assessed against the VAT rules for inclusion or exclusion in calculating the total VATable income. The VATable income is reviewed against the VAT registration threshold on a rolling monthly basis.

i) Tangible Fixed Assets

Individual fixed assets are initially recorded at cost, less subsequent accumulated depreciation and impairment.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 3 years straight line

j) Current Assets

Current assets investments are stated at market value in line with the Charities SORP. Any movement in value is reflected in the statement of financial activities as other recognised gains/(losses).

	Unrestricted Funds £	Restricted Funds £	01/01/2024 to 31/12/2024 £	01/07/2023 to 31/12/2023 £
2 Voluntary Income				
Donations and Legacies				
Legacies	1,606	-	1,606	-
Donations	2,822	-	2,822	3,776
Grants received	-	-	-	-
Collection Boxes	165	-	165	-
	<u>4,593</u>	<u>-</u>	<u>4,593</u>	<u>3,776</u>
3 Activities for generating funds				
Volunteer Driver Service	23,610	-	23,610	13,544
Administration charge	13,150	-	13,150	3,724
	<u>36,760</u>	<u>-</u>	<u>36,760</u>	<u>17,268</u>
4 Investment Income				
Interest on cash deposits	1,201	-	1,201	292
Investment income	-	-	-	-
	<u>1,201</u>	<u>-</u>	<u>1,201</u>	<u>292</u>

Neighbourcare New Milton

**Notes to the Financial Statements for the Period Ended
31st December 2024**

5	Total resources expended	Unrestricted Funds	Restricted Funds	01/01/2024 to 31/12/2024	01/07/2023 to 31/12/2023
				Total	Total
	Charitable activities				
	Reimbursement of driver's vehicle costs	25,747	-	25,747	13,270
	Medical journeys	-	-	-	-
		<u>25,747</u>	<u>-</u>	<u>25,747</u>	<u>13,270</u>
	Direct costs				
	Employment Costs	10,965	-	10,965	5,982
	Establishment costs	8,438	-	8,438	3,894
	Cleaning	6	-	6	76
	Telephone and Internet	1,013	-	1,013	466
	Electricity	528	-	528	265
	Postage and Stationery	1,150	-	1,150	239
	Advertising and awareness	1,300	-	1,300	648
	Independent examiners fee	616	-	616	543
	AGM Expenses	64	-	64	19
	Bank charges	5	-	5	52
	Depreciation charge	263	-	263	263
	Miscellaneous Expenses	-	-	-	415
		<u>24,348</u>	<u>-</u>	<u>24,348</u>	<u>12,861</u>

6 Trustees' remuneration and expenses

During the year, 3 trustees were reimbursed for mileage of £1,896 for volunteer transport trips carried out on behalf of the charity.

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

7	Employees remuneration		01/01/2024 to 31/12/2024	01/07/2023 to 31/12/2023
	The average number of persons employed by the charity during the period was as follows:			
	Charitable activities	Number	<u>1</u>	<u>2</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

Neighbourcare New Milton
Notes to the Financial Statements for the Period Ended
31st December 2024

8 Fixed assets

COST

At 1 January 2024
Additions
At 31 December 2024

**Computer
equipment**

789

-

789

DEPRECIATION

At 1 January 2024
Charge for year
At 31 December 2024

526

263

789

NET BOOK VALUE

At 31 December 2024

-

At 31 December 2023

263

9 Current assets: Debtors

Rent deposit
Other debtors

	as at 31/12/2024 £	as at 31/12/2023 £
Rent deposit	594	594
Other debtors	-	-
	594	594

10 Current assets: Investments

Bank Deposit

	as at 31/12/2024 £	as at 31/12/2023 £
Bank Deposit	51,493	40,292

11 Creditors

Tax and social security
Other creditors
Accruals

	as at 31/12/2024 £	as at 31/12/2023 £
Tax and social security	313	8
Other creditors	982	-
Accruals	498	278
	1,793	286

12 Related parties

There have been no related party transactions in the reporting period.

13 Controlling Entity

The charity is controlled by the trustees.

NEIGHBOURCARE NEW MILTON

Independent Examiner's Report to the Trustees of Neighbourcare New Milton

I report to the charity trustees on my examination of the accounts of the Trust for the period ended 31st December 2024.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under section 144(2) of the Charity Act 2011 (the 2011 Act) and that an independent examination is required.

It is my responsibility to:

- examine the accounts (under section 145 of the 2011 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act); and
- to state whether particular matters have come to my attention

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination no matter has come to my attention:-

which gives me reasonable cause to believe that in any material respect the requirements to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met

to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Terence L Smith CA
David Shores & Co Limited
36a Station Road
New Milton
Hampshire
BH25 6JX**



30 May 2025