

NEIGHBOURCARE NEW MILTON

Charity Number: 1201786

Company Number: CE031287

REPORT AND ACCOUNTS

Year ended 31st December 2025

NEIGHBOURCARE NEW MILTON

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for the year ended 31st December 2025

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Trustees' Annual Report

1 January 2025 to 31 December 2025

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 J S Driver [§]	Vice Chair
Mrs W K Beaumont	Charity Secretary 26/04/25 to 03/08/25
Mr D J Scillitoe [†]	Charity Secretary to 25/04/25 and from 04/08/25
Mr N John	Treasurer to 07/07/25
Mr D Whittington	16/06/25-30/06/25

Senior Management Team:

Mr D Whittington	Operations Manager to 31/3/25 and from 01/07/25
Mrs J Gadsdon	Office Manager 10/03/23-31/08/25
Mr R Beaumont	Office Manager from 08/12/25
Mrs P Duncan	Treasurer from 04/08/25

Management Committee:

Mrs M Morgan	Chair
Mrs J S Driver	Vice Chair
Mr N John	
Mrs P Duncan	
Mr D Whittington	
Mrs S Lafferty	Meeting Secretary
Mrs W K Beaumont	
Mr D J Scillitoe	
Mr N Larking	To 22/07/2025
Mrs S Moreton	
Mr J Holt	To 22/07/2025

Bankers: Lloyds Bank plc, Victoria Branch

Independent Examiner: David Shores & Co Limited

[†] Resigned from 25/04/25 to 04/08/25

[§] Resigned from 23/06/25 to 04/08/25

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 2025, there were 1884 transport trips undertaken, of which 1804 were for health or wellbeing related appointments. Some 180 booked trips were cancelled by the clients and 114 booked trips were cancelled by the hospitals. In addition, 104 bookings were declined as a result of transport unavailability.
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 32 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 £4,072 for the year and reserves of £51,594. The Balance Sheet shows net current assets or working capital of £51,594.

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 approximately 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 can be given to a client if required 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. 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. The Trustee Board independently determines operating policies.

Chairman's Report

32. The past year has been somewhat challenging. Unfortunately, in August last year we had to say goodbye to our Office Manager, Julia Gadsdon, who resigned because of ill health and David Whittington came back to cover this post until we could find someone else to take over. Recruitment of drivers has proved ever more difficult, which has a knock-on effect for the ladies in the office not being able to fulfil each request which no one likes to do.
33. Our thanks, once again, go to David Whittington for stepping in and helping in our hour of need. Thanks also go to all volunteers, trustees, office ladies and drivers for their contribution (also going the extra mile when needed) towards the continued success of the charity.
34. In August we signed a new 5-year Lease with our Landlord at a rental of £720 per month inclusive of VAT. The rent will be reviewed after a period of 30 months.

35. To conclude I am pleased to report that in December Richard Beaumont joined us as Office Manager. With recruitment beginning to improve the future of the charity looks to be back on track.

The Trustees' Annual Report was approved at the Board Meeting on 8 April 2026.

Signed on behalf of the charity's trustees

SignatureMarie Morgan

Date08/04/26.....

Neighbourcare New Milton
Statement of Income and Expenditure for the period ended
31st December 2025

			Total Funds 01/01/2025 to 31/12/2025 £	Total Funds 01/07/2024 to 31/12/2024 £
	Note	Unrestricted Funds £	Restricted Funds £	
Incoming resources				
Incoming resources from generated funds				
Voluntary Income	2	4,079	-	4,079
Activities for generating funds	3	37,626	-	37,626
Investment Income	4	944	-	944
Other incoming resources		-	-	-
Total incoming resources		42,648	-	42,648
Resources Expended				
Charitable Activities	5	23,372	-	23,372
Governance Cost	5	23,348	-	23,348
Total resources expended		46,720	-	46,720
Net (outgoing)/incoming resources before other recognised gains and losses		(4,072)	-	(4,072)
Other recognised gains/losses				
(Losses)/gains on investment assets		-	-	-
Net Movement in funds		(4,072)	-	(4,072)
Total funds brought forward		55,666		55,666
Total funds carried forward		51,594	-	51,594

All incoming resources and resources expended derive from continuing activities.

The notes on pages 9 - 13 form an integral part of these financial statements.

Neighbourcare New Milton
Statement of Assets and Liabilities as at the Period End
31st December 2025

		31st December 2025		31st December 2024	
	Notes	£ Unrestricted Funds	£ Restricted Funds	£ Unrestricted Funds	£ Restricted Funds
Fixed Assets					
Tangible Assets	8	184	-	-	-
Current Assets					
Debtors	9	2,828	-	594	-
Investments	10	42,416	-	51,493	-
Cash at bank and in hand		7,640	-	5,372	-
		52,883	-	57,459	-
Creditors: Amounts falling due within one year	11	(1,473)	-	(1,793)	-
Net Current Assets		51,410	-	55,666	-
Net Assets		51,594	-	55,666	-
The funds of the charity:					
Unrestricted funds					
Brought forward		55,666	-	63,207	-
Movement in year		(4,072)	-	(7,541)	-
Carried Forward		51,594	-	55,666	-
Total charity funds		51,594		55,666	

Approved by the Trustees on

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Mrs M Morgan - 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 2025

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 2019)', 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.

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).

k) Leasing commitments

Rentals paid under operating leases are charged to profit and loss on a straight line basis over the period of the lease.

	Unrestricted Funds £	Restricted Funds £	01/01/2025 to 31/12/2025 £	01/07/2024 to 31/12/2024 £
2 Voluntary Income				
Donations and Legacies				
Legacies	1,000	-	1,000	1,606
Donations	2,715	-	2,715	2,822
Grants received	-	-	-	-
Collection Boxes	364	-	364	165
	<u>4,079</u>	<u>-</u>	<u>4,079</u>	<u>4,593</u>
3 Activities for generating funds				
Volunteer Driver Service	23,665	-	23,665	23,610
Administration charge	13,961	-	13,961	13,153
	<u>37,626</u>	<u>-</u>	<u>37,626</u>	<u>36,763</u>
4 Investment Income				
Interest on cash deposits	944	-	944	1,201
Investment income	-	-	-	-
	<u>944</u>	<u>-</u>	<u>944</u>	<u>1,201</u>

Neighbourcare New Milton

Notes to the Financial Statements for the Period Ended

31st December 2025

				01/01/2025	01/07/2024
				to	to
5	Total resources expended	Unrestricted	Restricted	31/12/2025	31/12/2024
		Funds	Funds	Total	Total
Charitable activities					
	Reimbursement of driver's vehicle costs	23,372	-	23,372	25,747
	Medical journeys	-	-	-	-
		23,372	-	23,372	25,747
Direct costs					
	Employment Costs	11,247	-	11,247	10,965
	Establishment costs	8,431	-	8,431	8,438
	Cleaning	-	-	-	6
	Telephone and Internet	1,152	-	1,152	1,013
	Electricity	830	-	830	528
	Postage and Stationery	515	-	515	1,150
	Advertising and awareness	90	-	90	1,300
	Independent examiners fee	497	-	497	616
	AGM Expenses	179	-	179	64
	Bank charges	1	-	1	5
	Depreciation charge	92	-	92	263
	Miscellaneous Expenses	313	-	313	-
		23,348	-	23,348	24,347

6 Trustees' remuneration and expenses

During the year, 3 trustees were reimbursed for mileage of £1,252 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		01/01/2025 to 31/12/2025	01/07/2024 to 31/12/2024
	The average number of persons employed by the charity during the period was as follows:			
	Charitable activities	Number	2	1

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 2025****8 Fixed assets****Computer
equipment****COST**

At 1 January 2025
Additions
At 31 December 2025

789

276

1,065

DEPRECIATION

At 1 January 2025
Charge for year
At 31 December 2025

789

92

881

NET BOOK VALUE

At 31 December 2025

184

At 31 December 2024

-

9 Current assets: Debtors

	as at 31/12/2025 £	as at 31/12/2024 £
--	--------------------------	--------------------------

Rent deposit
Accrued income

594

594

2,234

-

2,828

594

10 Current assets: Investments

	as at 31/12/2025 £	as at 31/12/2024 £
--	--------------------------	--------------------------

Bank Deposit

42,416

51,493

11 Creditors

	as at 31/12/2025 £	as at 31/12/2024 £
--	--------------------------	--------------------------

Tax and social security
Other creditors
Accruals

8

313

945

982

520

498

1,473

1,793

12 Related parties

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

13 Controlling Entity

The charity is controlled by the trustees.

8 Leasing Agreements

The Charity entered into a lease for its premises for a period of five years. The lease is cancellable with a commitment of four months rent amounting to £2,880.