

WINCHESTER GOOD NEIGHBOURS

England & Wales · Charity number 1207094

Details

Status Registered

Legal form CIO

Registered 2024-02-20

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

Contact

Address 10 Old Kennels Lane
Winchester
SO22 4JP

Phone 08006126480

Email wgncio@outlook.com

Activities

Objects: TO RELIEVE PERSONS RESIDENT IN WINCHESTER AND THE SURROUNDING AREAS (“THE AREA OF BENEFIT”) WHO ARE IN NEED BY REASON OF THEIR AGE, DISABILITY, POOR HEALTH, SOCIAL ISOLATION OR POVERTY IN PARTICULAR BUT NOT EXCLUSIVELY BY PROVIDING 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.

Activities: Winchester Good Neighbours at present only takes and fetches needy clients to and from medical appointments. Our objects allow us to do more but there is currently a dearth of volunteers.

Classification

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

Geography

- Hampshire

Finances

| Period end | Income | Expenditure | Assets | Employees |
|------------|--------|-------------|--------|-----------|
| 2025-12-31 | £3,074 | £1,837 | - | - |
| 2024-12-31 | £2,054 | £992 | - | - |

Trustees

| Name | Role | Appointed |
|----------------------------|-------|------------|
| Arnold Boul | Chair | 2024-01-01 |
| DAVID ROGER JAMES | | 2024-02-20 |
| Deborah Elaine Quinn | | 2024-02-20 |
| Hannah May Henshaw | | 2024-02-20 |
| JANICE LUCINDA GEORGE | | 2024-02-20 |
| James Hamilton Burland | | 2024-11-13 |
| John Martin Palmer-Felgate | | 2024-02-20 |
| Paul William Rumble | | 2024-02-20 |
| Susan Ann Boul | | 2024-02-20 |

WINCHESTER GOOD NEIGHBOURS

England & Wales - Charity number 1207094

Accounts

Report of the Trustees and
Unaudited Financial Statements for the Period Ended 31st December 2025
for
WINCHESTER GOOD NEIGHBOURS

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Report of the Trustees

For the period from registration on 1st January to 31st December 2025

The Trustees of Winchester Good Neighbours, Registered Charity in England and Wales no 1207094, present their report with the financial statements of the charity for the period 1st January to 31st December 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1st January 2019).

Trustees

| | |
|--------------------|-------------|
| Dr A D Boul | (Chair) |
| Mrs S A Boul | |
| J H Burland | |
| Mrs J L George | |
| Mrs H M Henshaw | (Secretary) |
| D R James | |
| J M Palmer-Felgate | (Treasurer) |
| Ms D E Quinn | |
| P W Rumble | |

| | |
|---------------------------|---|
| Registered Address | 10 Old Kennels Lane Winchester SO22 4JP |
|---------------------------|---|

| | |
|------------------|---------------|
| Telephone | 0800 6126 480 |
|------------------|---------------|

Objects

To relieve persons resident in Winchester and the surrounding areas (“the area of benefit”) who are in need by reason of their age, disability, poor health, social isolation or poverty in particular but not exclusively by providing 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.

Governing document

The governing document entitled “Constitution of a Charitable Incorporated Organisation whose only voting members are its Trustees” is available from the Secretary.

THE REPORT OF THE TRUSTEES

For the period from registration on 1st January 2025 to 31st December 2025.

Objectives and Activities

Winchester Good Neighbours (WGN) was in operation for over 10 years as an unincorporated body. It was registered as a Charitable Interest Organisation (CIO) on 20th February 2024 and continued with the same activities. This report and the accounts below cover the calendar year as our accounting year end is 31st December.

WGN aims to live up to its name of being a good neighbour to those in need in the Winchester area but our activities at present are limited by the number of our volunteers. Our core activity is to provide transport to and from medical appointments for those in need who have no reasonable alternative, particularly the elderly and those with limited mobility.

We owe a deep debt of gratitude to two sets of people. We would not exist without our volunteer drivers who give freely of their time. Then, we are also under the umbrella of the Good Neighbours Network (GNN, [Good Neighbours Network](#), reg charity 1145162) who support about 120 local groups similar to us in Hampshire. They provide for example insurance, news of relevance to us and also facilitate DBS checks that are required for all our drivers. Our thanks to our drivers and GNN.

Those who use our services (“clients”) live in an around Winchester. Our way of operating is best illustrated by describing what happens once we receive a request for help on our 0800 number:

- The call is taken by one of our coordinators (currently we have three working in rotation). Our thanks to them as they are our operational hub.
- They enquire as to the purpose of the request, the location of the medical appointment, be it GP surgery, hospital or clinic. As a rule, we do not operate beyond hospitals in Southampton, Basingstoke or Andover.
- The coordinator then suggests the donation for the trip (see below for details) and then looks for a volunteer who is available for the job.
- Once a volunteer is found the client is informed and also reminded just before the trip. The client donates to the volunteer at the end of the trip. Where possible we look to pair drivers and clients as a familiar face helps reduce the stress of an appointment.

Our system of suggested donations is based on the matrix of distances between localities (e.g. South Wonston) and the locations of the appointment (e.g. GP surgery or hospital in Winchester) coupled with a mileage rate. This rate is that allowed by HMRC for cost recovery so that there is no tax liability for hire or reward. The driver receives the donation and accounts for it to the treasurer, the driver keeping the cost recovery element and remitting any extra to WGN. The operational and accounting detail of all jobs are recorded for statistical and accounting reasons.

In 2025, we had 1357 requests to help, starting the year with 39 volunteers. We are so thankful for new drivers who brought our count, after departures, to 36 by year end. The Trustees envisage a similar range of activities in 2026 ... and please get in touch (0800 6126 480) if you or someone you know would like to join us as a volunteer driver. We are always in need.

Financial Review

During the year the charity received total income of £3,074 and the charity's total expenditure was £1,237.

As far as income is concerned, most clients choose to donate what is suggested (see Objectives and Activities). Some choose to give us more than has been requested, contributing to the financial surplus. There is also a hardship provision where drivers have the permission to waive the suggested donation. On the expenditure side, in addition to recompensing drivers, there are costs associated with providing the 0800 telephone service. More details can be found in the finance statements below.

No payment was made to any Trustee during the year, other than reimbursement of out-of-pocket expenses properly incurred on behalf of the charity.

The Trustees believe the present suggested donation scheme, in conjunction with year-end cash balance, will be adequate for WGN to maintain its service to its community in the coming year.

Reserves Policy

The charity aims to have sufficient reserves to be able to continue operating while adapting to changes in circumstances, whether they be from identified risks or not. The Trustees judge that £2,500 (about 6 months' income) is adequate for this purpose. The balance of funds as at 31st December 2025 was £6,900

Risk Assessment


On registration the Trustees considered risk assessment and reaffirmed measures already in place to mitigate significant risks. This assessment will be reviewed at least annually. The main ones are:

- Suitability of drivers: DBS checks are obtained and maintained for all drivers. Drivers are also expected to undergo safeguarding training.
- Car insurance: All drivers are asked to contact their insurance company to confirm they are covered while driving in connection with WGN.
- Standard of driving: Drivers aged 75 or over are required to attend the Hampshire CC driving skills scheme, [Driver Skills Scheme 60+ | Transport and roads | Hampshire County Council](#). Those already driving for WGN when the scheme was introduced are asked to attend the scheme on reaching the age of 80.
- Financial: We currently receive a range of services through GNN. We recognise the pressures on funding and the risk that we may need to bear these costs in future. As for internal controls, the treasurer gives a financial report at each meeting of the Trustees. The financial controls policy also provides for a second Trustee to review finances on a quarterly basis.


Public Benefit

The Trustees have considered the guidance provided by the Charity Commission regarding public benefit and the work of the charity. It is their opinion that WGN has fulfilled its public benefit requirement for the year by continuing to operate within its charitable objectives.

Signed on behalf of the Board of Trustees:



A D Boul, chair



J M Palmer-Felgate, treasurer

Dated: xxxx

STATEMENT OF FINANCIAL AFFAIRSFor the period from 1st January 2025 to December 31st 2025

| | | |
|------------------------------------|-------|----------------|
| Incoming resources | | 3,074 |
| Donations from clients | 1,812 | |
| Donations from volunteers | 266 | |
| Gift Aid | 397 | |
| Other income | 599 | |
| Outgoing resources | | (1,237) |
| Recompense to coordinators | 288 | |
| 0800 telephone service | 174 | |
| Annual Drivers' Meeting | 519 | |
| Blue badges | 80 | |
| Driver assessments | 65 | |
| Publicity | 82 | |
| Other expenditure | 29 | |
| Net income for the period | | 1,837 |
| Reconciliation of funds | | |
| Opening cash at 1.1.2025 | | 5,063 |
| Total funds carried forward | | 6,900 |

Notes to the accounts:

1. Donations from clients are the excess given over and above the suggested donation to reimburse the drivers for their costs.
2. Donations from volunteers are those costs that volunteers choose to forgo.
3. Recompense to coordinators represents the excess telephone costs incurred in the course of their communication function
4. WGN has no capital assets

BALANCE SHEET

| | | Funds at 31.12.25 |
|-----------------------|--------------------|-------------------|
| Current Assets | | |
| | Cash in hand | 43 |
| | Cash at bank | 6,759 |
| | | <hr/> |
| | | 6,802 |
| | Debtors | 98 |
| | Creditors | 0 |
| | Total funds | 6,900 |

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| | |
|--------------------|---------------------------------------|
| Trustees | From registration on 20 February 2024 |
| Dr A D Boul | (Chair) |
| Mrs S A Boul | |
| J H Burland | (appointed 13 November 2024) |
| Mrs J L George | |
| Mrs H M Henshaw | (Secretary) |
| D R James | |
| J M Palmer-Felgate | (Treasurer) |
| Ms D E Quinn | |
| P W Rumble | |

Registered Address 10 Old Kennels Lane
Winchester
SO22 4JP

Telephone 0800 6126 480

Objects

To relieve persons resident in Winchester and the surrounding areas (“the area of benefit”) who are in need by reason of their age, disability, poor health, social isolation or poverty in particular but not exclusively by providing 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.

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WGN aims to live up to its name of being a good neighbour to those in need in the Winchester area but our activities at present are limited by the number of our volunteers. Our core activity is to provide transport to and from medical appointments for those in need who have no reasonable alternative, particularly the elderly and those with limited mobility.

We owe a deep debt of gratitude to two sets of people. We would not exist without our volunteer drivers who give freely of their time. Then, we are also under the umbrella of the Good Neighbours Network (GNN, [Good Neighbours Network](#), reg charity 1145162) who support over 120 local groups similar to us in Hampshire. They provide for example insurance, news of relevance to us and also facilitate DBS checks that are required for all our drivers. Our thanks to our drivers and GNN.

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- The coordinator then suggests the donation for the trip (see below for details) and then looks for a volunteer who is available for the job.
- Once a volunteer is found the client is informed and also reminded just before the trip. The client donates to the volunteer at the end of the trip. Where possible we look to pair drivers and clients as a familiar face helps reduce the stress of an appointment.

Our system of suggested donations is based on the matrix of distances between localities (e.g. South Wonston) and the locations of the appointment (e.g. GP surgery or hospital in Winchester) coupled with a mileage rate. This rate is that allowed by HMRC for cost recovery so that there is no tax liability for hire or reward. The driver receives the donation and accounts for it to the treasurer, the driver keeping the cost recovery element and remitting any extra to WGN. The operational and accounting detail of all jobs are recorded for statistical and accounting reasons.

In 2024, we had 1624 requests to help, starting the year with 39 volunteers. We are so thankful for new drivers who brought our count to 42 by year end. The Trustees envisage a similar range of activities in 2025 ... and please get in touch (0800 6126 480) if you or someone you know would like to join us as a volunteer driver. We are always in need.

Financial Review

During the year the charity received total income of £6,055
of which £4,001 was a start-up transfer from the previous unincorporated body

During the year the charity's total expenditure was £992

As far as income is concerned, most clients choose to donate what is suggested (see Objectives and Activities). Some choose to give us more than has been requested, contributing to the financial surplus. There is also a hardship provision where drivers have the permission to waive the suggested donation. On the expenditure side, in addition to recompensing drivers, there are costs associated with providing the 0800 telephone service. More details can be found in the finance statements below.

No payment was made to any Trustee during the year, other than reimbursement of out-of-pocket expenses properly incurred on behalf of the charity.

The Trustees believe the present suggested donation scheme, in conjunction with year-end cash balance, will be adequate for WGN to maintain its service to its community in the coming year.

Reserves Policy

The charity aims to have sufficient reserves to be able to continue operating while adapting to changes in circumstances, whether they be from identified risks or not. The Trustees judge that £2,500 (about 6 months' income) is adequate for this purpose. The balance of funds as at 31 December 2024 was £5,063.

Risk Assessment

On registration the Trustees considered risk assessment and reaffirmed measures already in place to mitigate significant risks. This assessment will be reviewed at least annually. The main ones are:

- Suitability of drivers: DBS checks are obtained and maintained for all drivers.
- Car insurance: All drivers are asked to contact their insurance company to confirm they are covered while driving in connection with WGN.
- Standard of driving: Drivers aged 75 or over are required to attend the Hampshire CC driving skills scheme, [Driver Skills Scheme 60+ | Transport and roads | Hampshire County Council](#). Those already driving for WGN when the scheme was introduced are asked to attend the scheme on reaching the age of 80.
- Financial: We currently receive a range of services through GNN. We recognise the pressures on funding and the risk that we may need to bear these costs in future. As for internal controls, the treasurer gives a financial report at each meeting of the Trustees. The financial controls policy also provides for a second Trustee to review finances on a quarterly basis.


Public Benefit

The Trustees have considered the guidance provided by the Charity Commission regarding public benefit and the work of the charity. It is their opinion that WGN has fulfilled its public benefit requirement for the year by continuing to operate within its charitable objectives.

Signed on behalf of the Board of Trustees:



A D Boul, chair



J M Palmer-Felgate, treasurer

Dated: 21st April 2025

STATEMENT OF FINANCIAL AFFAIRSFor the period from registration on 20th February 2024 to December 31st 2024

| | | |
|------------------------------------|-------|--------------|
| Incoming resources | | 2,054 |
| Donations from clients | 1,668 | |
| Donations from volunteers | 386 | |
| Other income | 0 | |
| | | |
| Outgoing resources | | (992) |
| Recompense to coordinators | 264 | |
| 0800 telephone service | 202 | |
| Annual Drivers' Meeting | 401 | |
| Driver assessments | 45 | |
| Other expenditure | 80 | |
| | | |
| Net income for the period | | 1,062 |
| | | |
| Reconciliation of funds | | |
| Opening cash at 20.2.24 | | 0 |
| Transfer from unincorporated body | | 4,001 |
| | | |
| Total funds carried forward | | 5,063 |

Notes to the accounts:

1. Donations from clients are the excess given over and above the suggested donation to reimburse the drivers for their costs.
2. Donations from volunteers are those costs that volunteers choose to forgo.
3. Recompense to coordinators represents the excess telephone costs incurred in the course of their communication function
4. WGN has no capital assets

BALANCE SHEET

| | Funds at 31.12.24 |
|-----------------------|-------------------|
| Current Assets | |
| Debtors | |
| Cash in hand | 38 |
| Cash at bank | 5025 |
| | 5063 |
| Debtors | 0 |
| Creditors | 0 |
| | |
| Total funds | 5063 |