

Trustee Annual report for Fleet and District Voluntary Care Scheme (Year ending March 2025)

Objectives and activities

As a charity formed in 1981, Fleet and District Voluntary Care Scheme (also known as Communicare), we offer transport assistance to residents of Fleet, Church Crookham, Crookham Village and Dogmersfield to medical appointments when no other means of transport is available. Our volunteers use their own cars for this purpose.

We are one of more than 110 similar groups in Hampshire who are supported by the Good Neighbours Network and are registered with the charity commission (reference number 283495).

The registered address of the charity is 35 Fir Tree Way, Fleet, Hampshire.

Organisational structure - Trustees

Helen Butcher – Chair (Retired June 2025)

Kate Harvey – Chair (Appointed June 2025)

Ian Hayward - Treasurer

Pauline Williams - Secretary

Juliet Worthington - Duty Officer Co-ordinator

Pamela Blackmore – Trustee

Lucy Morgan - Trustee, Safeguarding

Jayne Moore - Trustee - Driver co-ordinator

Trustees are nominated and voted in to the role at the annual general meeting.

Achievements and performance

We have approximately 56 volunteer drivers and 24 Duty Officers and a current client base of circa 500. During the year we have recruited 20 new volunteers that have mainly replaced volunteers who have retired from Communicare.

In the year to March 2025, we have received a 20% increase in client requests for transport, which has meant that we have all had to work together to deliver the service level needed to meet local needs. We have driven approximately 500 clients to 2400 medical appointments covering a total of 34,800 miles. Our volunteers donated 6070 hours of their time to Communicare, either as drivers or Duty Officers, which is the equivalent of 759 working days.

As we deal with elderly and infirm clients safeguarding is an important part of our work. 35 clients were reported as safeguarding risks. This has included, gradual physical deterioration in long term clients, those struggling with mental health or increased confusion and those who are needing additional support beyond the suitability of our service. In response we have spoken and met with clients, shared concerns with family members and where it was appropriate, made referrals to Adult Services.

Financial Performance

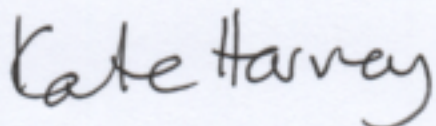
Annual donations as at March 31st 2025 were £25669. These came from client donations (£25373) and interest on a deposit account (£296). This shows a 9% increase in donations from last year (March 24) and a 40% increase on two years ago, which reflects the increased demand from our clients.

Total costs for the year were £28166, which is an increase of £7431. This resulted from driver expenses increasing by £2292, as a result of increased demand and a £5000 donation to GNN (Good Neighbours Network) who have supported us throughout the year. The donation was a result of the underlying surplus exceeding our requirement of funds at the end of the year as laid out by our reserve policy. The underlying surplus achieved in the year has also ensured that no changes have been required to suggested donations for a number of years.

We have continued to reinvest back into Communicare this year, for example lap top, printer, mobile phone, coffee mornings, gilets, driver aids, recruitment and ensuring Duty Officers are properly reimbursed for each rota.

There was a deficit for the financial year of £2496 loss after the £5000 donation to GNN (agreed at the AGM), which means the total funds, held predominantly in a current and a deposit account, amounts to £24142.

As a responsible going concern, we need to ensure that Communicare holds enough funds to cover any future one-off expenses or risks to us being able to operate. We have looked at the reserves needed and estimated a value that would cover future expenses we are likely to incur, such as a potential IT system to help with the increased volumes of calls we are receiving, potential electronic donation collection as the govt and banks move away from cash, risk of any future pandemic, and a general reserve to ensure we continue as a going concern.

Signed: 

Role : Chairperson

Date: 10. 12. 2025.

FLEET & DISTRICT VOLUNTARY CARE SCHEME

Established 1981

Reg. Charity No. 283495

Statement of Accounts for years from 31 March 2022 to March 2025

	March 2025	March 2024	March 2023	March 2022
Funds at beginning of year	£	£	£	£
Barclays Deposit Account	23,213.62	16,802.06	16,776.98	15,275.57
Bank Current account	3,339.28	6,872.84	3,647.77	717.73
Cash in Hand	85.00	85.00	85.00	86.65
	0.00	0.00	-299.00	0.00
	<u>26,637.90</u>	<u>23,759.90</u>	<u>20,210.75</u>	<u>16,079.95</u>
Income				
Donations Received	25,373.07	23,364.90	18,139.33	13,366.20
Grant Received	0.00	0.00	0.00	1,000.00
Grant Received	0.00	0.00	0.00	500.00
Interest Received	296.40	248.65	25.08	1.41
	<u>25,669.47</u>	<u>23,613.55</u>	<u>18,164.41</u>	<u>14,867.61</u>
Less: Expenditure				
Drivers' Expenses	15,689.93	13,398.82	10,512.39	7,813.53
Printing, Post & Stationery	1,290.10	1,530.72	998.63	476.67
Telephone	617.50	835.46	720.93	574.83
Indemnity Insurance	268.80	268.80	268.80	268.80
Driver Assessment	469.25	225.00	45.00	360.00
Driver recruitment	543.60	187.94	188.30	128.00
Driver Gilets	406.80	1,087.44	0.00	0.00
AGM	261.87	298.00	0.00	0.00
Committee / Driver / DO / Meetings	729.84	535.87	404.74	213.61
Driver client Aids	179.85	340.21	246.42	0.00
PPE	0.00	0.00	0.00	-121.82
Systems	1,358.32	892.79	203.98	942.19
Training		0.00	0.00	26.00
DO expenses	1,197.48	1,077.50	639.00	
Other expenses	5,152.50	57.00	387.07	55.00
	<u>28,165.84</u>	<u>20,735.55</u>	<u>14,615.26</u>	<u>10,736.81</u>
Surplus / Deficit for the year	<u>-2,496.37</u>	<u>2,878.00</u>	<u>3,549.15</u>	<u>4,130.80</u>
	<u>24,141.53</u>	<u>26,637.90</u>	<u>23,759.90</u>	<u>20,210.75</u>
Represented by balances held :				
Barclays Deposit Account	18,510.02	23,213.62	16,802.06	16,776.98
Bank Current Account	5,546.51	3,339.28	6,872.84	3,647.77
Cash in Hand	85.00	85.00	85.00	85.00
Provisions / Liabilities		0.00	0.00	-299.00
	<u>24,141.53</u>	<u>26,637.90</u>	<u>23,759.90</u>	<u>20,210.75</u>

NB £6162.91 transferred from current account to deposit account to maximise interest (Aug 23)
£5000 transferred to GNN as charity donation July 2024

Accounts Signed

Sarah Woodcock
Independent Examiner

S Woodcock

Date 19.4.25

Helen Butcher

Chair Communicare

H Butcher

Date 23/4/25

Ian Hayward

Treasurer Communicare

I Hayward

Date

18/4/25

Independent examiner's report to the trustees of Fleet and District Voluntary Care Scheme (Year ending March 2025)

I report to the trustees on my examination of the accounts of Fleet and District Voluntary Care Scheme for the year ended 31 March 2025. The accounts have a gross income of less than £250,000 and have been prepared on a receipt and payments basis.

As the charity trustees 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 charities 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 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 charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns or additional matters to report regarding the examination that would affect understanding of the accounts.

Signed: *S Woodcock*

Name: *SARAH WOODCOCK*

Relevant professional qualification or membership of professional bodies (if any):

Address: *13 BEECH RIDGE, FLEET GU52 7XQ*

Date: *19.4.25*