

Basingstoke NeighbourCare

Report and Accounts For the Period Ended 31 March 2020

Registered Charity No. 1154382

**Basingstoke NeighbourCare
Report and Accounts
For the Period Ended 31 March 2020**

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Basingstoke NeighbourCare

For the Period Ended 31 March 2020

Registered Charity Number 1154382

Trustees' Report

Registered Address:

The Orchard
White Hart Lane
London Road
Basingstoke
RG21 4AF

Patron: The Countess of Portsmouth

Organisation

The Charity is administered by its trustees. The trustees who served during the year were:

Colin Hunsley	Chairman	
Diana Charnell	Secretary	Resigned 13/12/2019
Sonia Riches	Secretary	Appointed 13/12/2019
Cherry Clayton	Treasurer	
Peter Robson		
Hazel Tilbury		
Brian Gurden		Resigned 06/02/2020

Introduction

Basingstoke NeighbourCare (Charity Registration number 1067729) was formed in 1997 as an Association which was governed by a constitution adopted on 30 September 1997. On 29 October 2013 Basingstoke NeighbourCare (Charity Registration number 1154382) was formed as a Charitable Incorporated Organisation (CIO). On 31 March 2014 all assets and liabilities were transferred from the Association to the CIO for nil consideration. On 31 March 2014 the Association ceased operations and on 1 April 2014 the CIO commenced operations.

Investments / Banking

The Charity holds cash accounts with Barclays Bank plc and Virgin Money. Minimal income is generated from these accounts.

Governance

The Charity is governed by a constitution dated 15 October 2013. The only voting members are its charity trustees (Foundation CIO).

Trustee Selection

Apart from the first trustees, every trustee must be appointed by a resolution passed at a properly convened meeting of the Charity trustees.

Basingstoke NeighbourCare

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Trustees' Report

Objects of the Charity

The objects of the Charity are to relieve persons in Basingstoke and the surrounding area who are in need by reason of their age, disability, sickness or convalescence by the provision of such voluntary care work as may be charitable.

Activities of the Charity

Basingstoke NeighbourCare(BNC) provides support for anyone in genuine need within the Basingstoke area. The two main activities are transport and befriending.

Transport

Clients are taken to appointments which they would not normally be able to make unaided. The majority of these are medical related but also include transport to social events and shopping. Volunteer drivers use their own transport. The volunteer will normally escort the client to the requested location and stay with the client throughout the appointment and return them home safely.

Befriending

Befrienders are volunteers who will visit clients who are in need of company in their own homes. Befrienders are matched carefully with a client with common interests.

Public Benefit Requirement (Charities Act 2011)

The trustees consider that the Charity satisfies the requirements of the Charities Act (2011) in that its charitable purpose is the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage. This public benefit is manifest in the two main activities mentioned in the previous paragraph. These activities are made available within the Basingstoke area by means of a telephone helpline. This helpline is attended to by the Charity's own staff during normal business hours. The Charity will respond where need is clearly established.

Acknowledgements

The Charity wishes to recognize and thank The Countess of Portsmouth for her invaluable support.

We wholeheartedly thank the team of volunteers who donate their time willingly and without whom the Charity would not be able to provide such a beneficial service to the community.

The trustees gratefully acknowledge the time and effort given by Les Bone, the Examiner of the Accounts.

The Queen's Award for Voluntary Service 2020

Basingstoke NeighbourCare has been selected as a recipient for The Queen's Award for Voluntary Service 2020. This is a tremendous achievement of our volunteers.

Our citation is for: **Providing accompanied driving and befriending services for elderly people to reduce isolation.**

Basingstoke NeighbourCare

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Trustees' Report

Main Achievements

BNC employs five part time office-based coordinators to arrange transport for our clients, matching their needs to our volunteer drivers. During the year over 3,000 (2019: 3,090) driving tasks were arranged for 613 (2019: 655) registered transport clients. 63% (2019: 63%) of the trips were medical related and the remaining 37% (2019: 37%) were lifts to clubs, in to town, shopping, hospital visiting and trips out. Trips out were mainly to allotments, visiting care homes, and exercise classes. The main changes were an increase in shopping and decrease in trips to clubs. We took on 146 (2019: 182) new transport clients. The age range of transport clients was 46 to 99 years. The number of volunteer drivers assisting these clients was 76 (2019: 64). Our transport volunteers are the mainstay of the service.

Due to the age profile of our drivers we are aware that some may be retiring in the near future.

In 2018 Basingstoke and Deane Borough Council (BDBC) awarded us with a 3 year grant to employ a part time Volunteer Recruitment Coordinator. This is the second year of the project during which we took on 15 new drivers. More are needed. The Covid-19 virus curtailed our recruitment activities which we plan to recommence as soon as possible.

Our part time Befriending Coordinator, who is responsible for the management and development of the befriending service, has been focused on signing up new clients and volunteers and making matches between befriender and client. We have taken on 17 (2019: 35) new clients during the year. Over the year we helped 72 (2019: 74) befriending clients. The age range of befriending clients is between 26 and 100. The current number of active befrienders this year is 65 (2019: 53) who made over 1,050 (2019: 1,570) befriending visits or phone calls.

Funding from Basingstoke and Deane Borough Council now supports our Befriending programme. This year is the second year of a 3 year grant. In March, due to the Covid-19 virus pandemic social distancing and shielding requirements we replaced face to face visits with telephone calls.

Current Impact of Covid-19

Many of our volunteers are over 70, are being shielded or have a relative who is being shielded. As a consequence, they have had to step down from driving trips and befriending visits. Most medical appointments and other activities have not been taking place. We have a small group of volunteer drivers who have been able to take on the much-reduced demand for hospital appointments and essential shopping. Many of our befriending volunteers have been keeping in touch with their client by telephone. This has been much appreciated.

Basingstoke NeighbourCare

For the Period Ended 31 March 2020

Registered Charity Number 1154382

Trustees' Report

Reserves policy

It is the policy of the Charity to maintain free reserves at a level which equates to at least six months' unrestricted expenditure plus wind-up costs. The trustees consider that this provides sufficient funds to cover management, administration and support costs and to respond to emergency needs which may arise.

Financial Review:

The charity shows a deficit of £1,815 for the year (2019: surplus £6,669). Client and personal donations cover approximately 40% of our expenses. The COVID-19 pandemic started to have an adverse impact on client donations in March 2020. Our expenses have decreased slightly overall to £79,766 (2019: £80,141) and are well contained.

Reserves:

Our reserves are still strong £83,142 (2019: £84,957). Restricted reserves of £4,582 relate to surpluses from the two projects supported by BDBC namely Befriending - £3,210 and Volunteer Driver Recruitment - £1,372. In addition the trustees have designated funds for the Hampshire County Council Over 60s Drivers Assessment scheme, assistance with transport for drivers who become ill and require transport themselves, and redundancy. These total £5,185

The Independent Examiner receives no remuneration.

Funding

Total client donations for the year of £27,417 (2019: £29,253) were primarily from transport clients. We do not ask for donations from befriending clients although some clients and their relatives do show their appreciation of the benefits of the services in this way, for which we are extremely grateful.

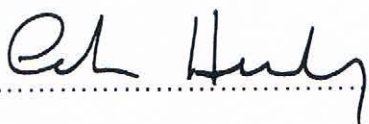
We have been very fortunate to receive funding from Hampshire County Councilors as named below and charitable trusts.

Basingstoke NeighbourCare
For the Period Ended 31 March 2020
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Trustees' Report

We gratefully acknowledge the support from the following individuals and organisations:

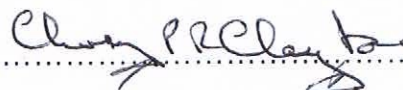
Basingstoke & Deane Borough Council (BDBC)
Cllr Rhydian Vaughan Hampshire County Council Grant
Cllr Anna McNair Scott Hampshire County Council Grant
ASDA
The Mayor's Charity Appeal 2018/19
The Postcode Community Trust
Dischma Charitable Trust
The Sobell Foundation
Woodroffe Benton Foundation
The Wates Foundation
The Robert McAlpine Foundation

The charity is grateful to Basingstoke and Deane for supporting the Befriending programme and the Volunteer Recruitment project. The funding started in April 2018 to run for 3 years on a reducing balance with one further year remaining.



Chairman

7/08/2020



Treasurer

07/08/2020

Basingstoke NeighbourCare
For the Period Ended 31 March 2020
Registered Charity Number 1154382
Independent Examiner's Report on the Accounts

Independent Examiner's Report to the Trustees of Basingstoke NeighbourCare

I report on the accounts of the Trust for the period ended 31 March 2020 which are set out on pages 9 and 10.

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 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

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

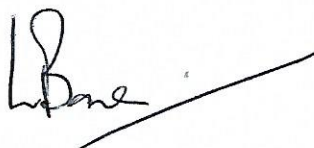
Basis of Independent Examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. 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 the 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:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Les Bone ACIB

Date: 3 August 2020

Basingstoke NeighbourCare
Registered Charity Number 1154382
Receipts and Payments Account
For the period Ended 31 March 2020

Receipts and Payments

	2020	2019
	£	£
<u>Receipts</u>		
Activities in furtherance of the charity's objects		
Received from Clients	27,417	29,253
Trusts and Commerce	22,092	22,566
Basingstoke & Deane Borough Council - Grant	20,894	22,914
Hampshire County Councillors	2,200	2,500
Legacies	-	3,141
Other Donations	4,579	5,718
Gift Aid	299	359
Investment income and interest		
Bank Interest	470	359
Total Receipts For the Period	77,951	86,810
<u>Payments</u>		
Payments in furtherance of the charity's objects		
Wages & Salaries	51,159	47,777
Volunteers Expenses	13,452	16,014
	64,611	63,791
Support Costs		
Postage	159	205
Stationery and Publications	778	761
Rent & Service Charge	7,628	7,340
Telephone, Internet & IT	3,614	3,486
Volunteer Recruitment	190	519
Volunteer Wellbeing	253	79
Marketing	1,870	1,694
21st Anniversary Event	-	971
Payroll Processing	373	377
Befriending Sundry	47	183
Equipment	-	337
Sundry	35	190
Insurance	112	112
Fundraising Expense	96	96
	15,155	16,350
Total Payments for the Period	79,766	80,141
Surplus / (Deficit) - Receipts over Payments	(1,815)	6,669
Opening Cash Funds Transferred in 1st April 2019	84,957	78,288
Cash Funds at 31 March 2020	83,142	84,957
Barclays Bank plc	20,101	22,386
Virgin Money Charity Deposit	63,041	62,571
Total cash funds	83,142	84,957

Basingstoke NeighbourCare
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For the period Ended 31 March 2020

Statement of Assets and Liabilities at the end of the Period

		2020	2019
Cash Funds	Bank Balances	83,142	84,957
Restricted Reserves:			
	BDBC Befriending Grant	3,210	2,636
	BDBC Volunteer Recruitment Grant	1,372	1,835
	Postcode Lottery	-	7,500
		<u>4,582</u>	<u>11,971</u>
Designated Reserves :			
	Redundancy	2,985	3,780
	Hampshire County Council Over 60s Drivers Assessment	1,000	1,000
	Volunteer Assistance with Transport	1,200	1,200
		<u>5,185</u>	<u>5,980</u>
Assets retained for the charity's own use			
4	Free standing desk		
5	Swivel chairs		
1	Laminator		
2	3-Drawers filing cabinet		
1	Paper guillotine		
2	Rollfront stationery cupboards		
3	Pedestal units		
1	File trolley		
3	Display boards		
4	Dell Vostro 470 PCs , screens & keyboards		
1	Stand alone display board		
1	Mini fridge		
1	Air cooling fan		
2	Laptops		
1	Printers		
1	Mobile phone		
1	Projector (Hitachi)		
1	Office screen		
1	Safe		

Liabilities

None

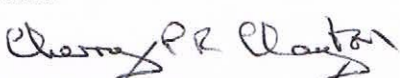
These accounts have been prepared on the receipts and payments basis and were signed on behalf of all trustees by:

Trustee


Colin Hunsley (Chairman)

Date: 7/8/2020

Trustee


Cherry Clayton (Treasurer)

Date: 07/08/2020