

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2019



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2019.

Purposes and Aims

The Charitable Objects of Communicare in Southampton are set out in the Memorandum of Association and are as follows:

- The relief of poverty, hardship and distress among the inhabitants of Southampton and surrounding areas by the provision of a home or residential care visiting service offering advice, befriending and physical and emotional support to those in need.
- The witness of the Christian faith in Southampton and surrounding areas.

The Trustees have:

- Paid due regard to the guidance contained in the Charity Commission's general guidance on public benefit in reviewing the work undertaken in the last 12 months.
- Monitored the areas of activity undertaken and the sources of referral made for the services provided.
- Looked ahead to plan the extension of these activities over the next few years based on increasing the number and range of local volunteers across the city to ensure that our work continues to deliver effectively our principal aim of relieving poverty, hardship and distress.

How the activities have delivered the public benefit

Communicare in Southampton's principal activities continue to be carried out across Southampton City from our main office in the Southampton Voluntary Services building in St Mary's. We continue to hold twice weekly drop in sessions in Shirley and Woolston.

The charity continues to seek to help those in need by providing practical help and friendship for isolated people living in the city of Southampton. Our successes over the period have been achieved by the dedicated work of 225 volunteers (up 15% on 2017-18) coordinated and supported by 7 (3.6 40h/wk FTE, including 1 FTE on maternity leave for 5 months during this period) salaried employees (plus 1 full time employee for the Hospital Homecoming project).

The Charity delivers a high quality but cost-effective service that is competitive. The value of what is achieved is measured not only by comparison of what other service providers charge, but more importantly by the trust that has been earned from health and social care professionals and caring organisations; as well as the enduring relationships that are developed with our clientele and their families.

Communicare in Southampton has maintained and developed some strong partnerships in 2018-19 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Southampton Environment Centre, Southampton University, Solent University, Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Hampshire Good Neighbours, Southampton Voluntary Services, Woolston Community Centre, Shirley Baptist Church, Meon Court, Fairfax Court, St. Mark's Church, British Red Cross, Alzheimers Society, Caraway and Southampton City Council Sheltered Accommodation.

We're also delighted to have been supported by several local businesses: Snowflake Software, The Co-op, Adjustamatic, Eling Studios, Sunrise Senior Living, The Southern Daily Echo, Spectrum Signs & Workwear Ltd., We Make Southampton, Woolston Traders Association and Porcupine PR.

Communicare is a member of Hampshire Good Neighbours, Hampshire Chamber of Commerce, Woolston Millennium Garden, Action Hampshire, Southampton Mental Health Network and Southampton Christian Network.

Future plans

In a changing world we are challenged to continue to deliver our traditional support through our existing framework to meet the rising tide of demand.

To tackle this Communicare in Southampton continues to explore new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

Key areas of focus in the near future include:

- Continuing & further developing the lunch club service
- Maintaining our 'small is beautiful' approach
- Managing and meeting more requests on the waiting list
- Providing increasingly flexible ways for volunteers to come on board and participate
- Extending the use of IT to support the delivery of the programme
- Building partnerships
- Advertising for volunteers

Hospital Homecoming

A new project, funded through the City Commissioners, was launched in March 2018. This has been set up to support residents of the City, following discharge from hospital, who would benefit from simple good neighbourly help with tasks such as shopping and light housework. It aims to reduce re-admission by ensuring that help is on hand with some of the basics where patients are vulnerable but don't qualify for statutory services.

Whilst this is a service that Communicare in Southampton has traditionally offered, the new initiative seeks to expand the provision by setting up a new framework to deliver it.

Arising out of the PR strategy this has resulted in describing volunteers recruited to this area of the charity's work as "Communteers"; a new word, which the charity has trademarked.

A further grant was awarded in March 2019 to cover April 2019 – March 2020.

Who we've helped

Our volunteers touched the lives of 397 individuals or families with 2357 requests* (this number now includes introductory visits and transport by individual request). This figure also includes some 36 individuals being supported by our volunteers as part of partnership working with St Mark's Church, Shirley at the Haven Lunch Club and over 10 at our new lunch club on the East of the City: Meon Court. We have a waiting list of clients wanting to attend these groups and will fill vacancies when we are able to source more transport. In total, 131 of our clients came from the East of the Itchen (88 in 2017-18); the remainder from West of the Itchen.

Of those helped 73% (72% 2017-18) were over 65 years of age, and 47% (47% 2017-18) were over 80.



Figure 1 - Age Profile of Clients 2018-19

* Please note that this is a change from the way we have reported this in previous years as we strive to provide a more meaningful and accurate way of presenting our service

The majority of those helped (40%) were experiencing some form of physical difficulty and 20% of those helped had some form of mental illness (primarily conditions with symptoms of dementia).

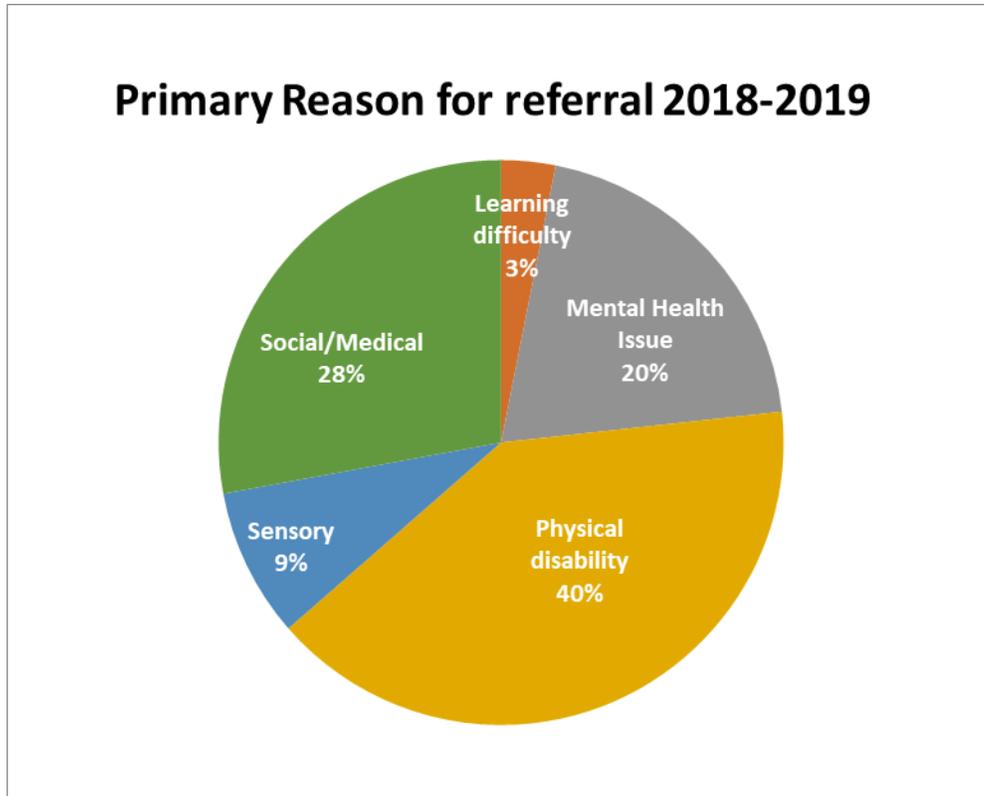


Figure 2 - Primary Reason for Referral 2018-19

The type of help we've given

In total we drove our clients around 20,464¹ miles to and from medical and social appointments. Our volunteers provided approximately 26,147² hours of individual acts of kindness. The help we provide enables our clients to continue to live as independently as possible, in their own homes. The value of work is estimated to be in the region of £494,962.71³ - some 3.7 times greater than the costs incurred by Communicare in Southampton.

¹ Calculated by multiplying the number of individual trips by the average volunteer's mileage claim per request. Based on 27 volunteers' submissions in 2018-19

² Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 52 volunteers' submissions in 2018-19

³ Calculated by multiplying the number of hours volunteered (26,147) by the current average charge for caring services from commercial agencies (£18.93 Minimum Price £/hr - UK Homecare Association 2018) <https://www.ukhca.co.uk/downloads.aspx?ID=434>
Communicare in Southampton

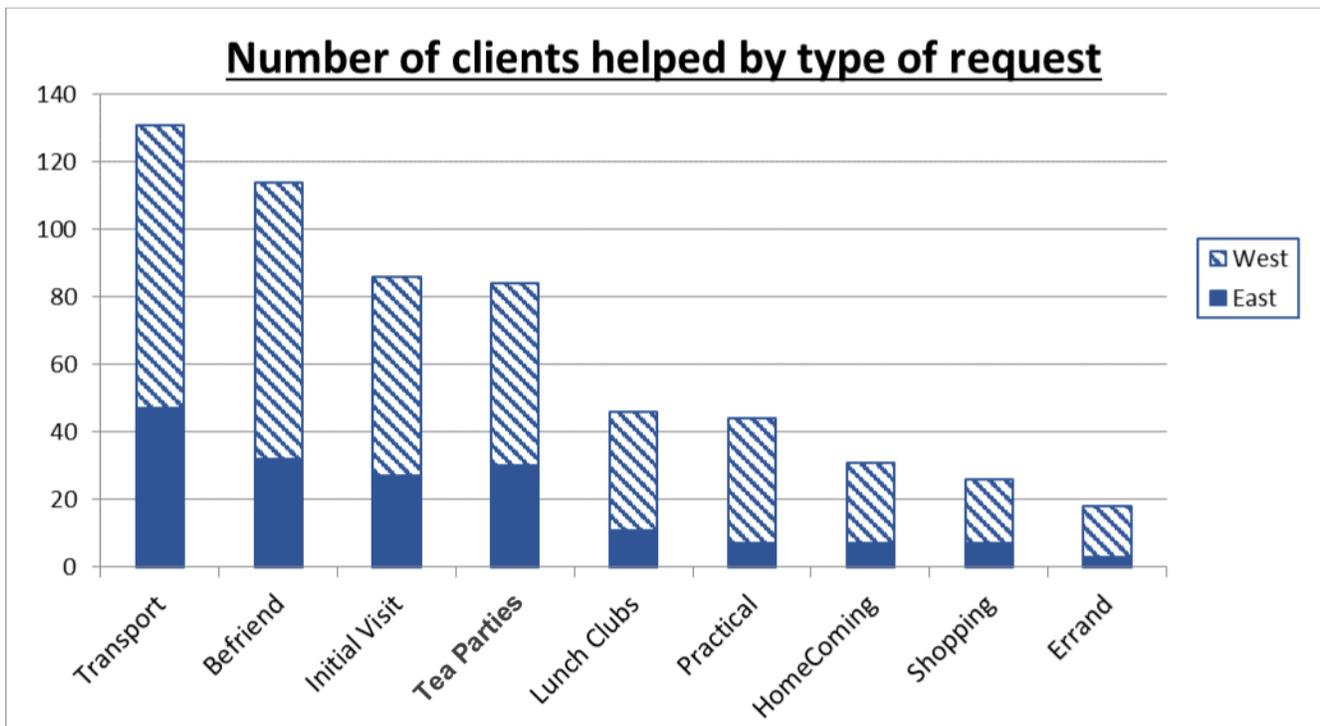


Figure 3 - Number of Clients Helped, by Type of Request 2018-19

Figure 3 provides new information about how many clients have been helped with each individual task. It should be noted that some clients have been helped with multiple types of request.

Our tea parties continue to be a success, thanks to funding from Southampton City Council, Caring Communities. This year, we have focused on hosting them alongside supported housing venues to try to reach more clients and volunteers in specific areas of the City.

Where do client referrals come from?

74% of the referrals to Communicare continued to come from health and social care professionals and caring organisations, a reflection of the trust placed in Communicare over the 28 years of its existence.

Demand for our services still remains high. Our waiting list at the end of the year comprised 298 people (85 of these clients are only on the waiting list to be potentially invited to future tea parties, leaving 213 clients waiting for one or more other services). (164 people in 2017-18). There were 2,959 requests for transport (3,254 in 2017-18).

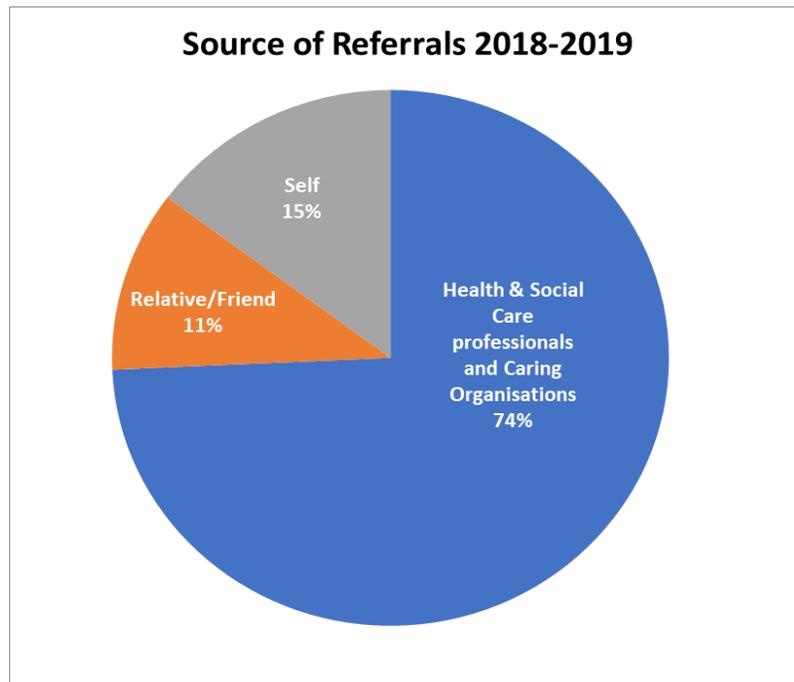


Figure 4 - Source of Referrals 2018-19

Volunteers

Our 225 volunteers have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment. Drop-ins for volunteers are held to provide support and build a better understanding of requirements. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use and update our extensive volunteer induction packs, given to volunteers at induction, providing an additional level of support for the volunteers in the form of a go-to pack. Our monthly newsletters are also an easy way for us to keep our volunteers in-the-loop with current information and training.

We are delighted to have seen a large rise in volunteer numbers this year, largely thanks to a new PR strategy created with Porcupine PR.

Mental Health Project

In March 2019, the Charity was fortunate to secure a grant from the Southampton Clinical Commissioning Group to launch a new Mental Health project in April 2019. The vision is to make Southampton a Mental Health Friendly City by bringing together individuals and organisations committed to working in partnership towards the shared vision. To sharing information, ideas and resources with other network members, consider ways in which common policies, procedures, risk assessments and other tools for good practice may be developed and adopted, encourage and support organisations in their provision of services to people with mental health challenges, work together in a mapping exercise to ascertain what is going on already in the City, improve communication between organisations and individuals who are working towards good mental health in the City, develop a resource team for advice, support and encouragement to community groups seeking to become more mentally friendly and work together to secure funding to support the activities of the Network.

Membership

Members are asked to renew their membership annually and pay a £2 fee for registration. This allows the charity to track its membership more effectively and ensure that members are positively opting into engagement with the organisation.

Membership of the charity is open to church representatives, individuals and organisations who support the work of the charity and who live, work or reside in Southampton or the surrounding area.

Governance

Our Manager, Anne Clewlow (0.5 FTE) continues to manage the staff and oversee Communicare's day-to-day operational activities. The Manager reports to the Trustees at their monthly meetings. Strategic management, including adoption of policies, of Communicare is undertaken by the Trustees.

Members and Trustees of Communicare guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of guarantors as at 31 March 2018 was 38.

Trustees

Recruitment of Trustees

The charity periodically recruits Trustees as the need arises, focusing on areas of knowledge and expertise that will add to the strength of the team. Opportunities are advertised through the networks already open to the organisation (e.g. church groups) and also via Southampton Voluntary Services.

The *directors* for the purpose of Company Law and *Trustees* for the purpose of Charity Law, that served during the year and up to the date of this report and are set out below:

- Rev Miles Newton Chair and Trustee
- Carolyn Renault Director and Trustee
- Julia Painter Director and Trustee
- Barrie Worth..... Director and Trustee
- Carolyn Page..... Director and Trustee
- David Thomas Director and Trustee
- Kirsty Cummins..... Director and Trustee (appt 5th Oct 2018)

Trustee Induction and Training

All new Trustees receive a copy of "The Essential Trustee" CC3 and an outline of their responsibilities. In addition new and existing Trustees are encouraged to attend specific training and update courses held by Southampton Voluntary Services.

This year, several of the Trustees attended *The Big 50 Training* along with the Charity Manager.

Responsibilities of the Trustees

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of the affairs of Communicare in Southampton and its surplus or deficit of

income over expenditure for that period. In preparing the financial statements, the Trustees follow best practice and:

- Select suitable accounting policies and apply them consistently;
- Make judgments and estimates, which are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that show and explain the charity's transactions which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Principal Funding Sources

During 2018/19 82% (72% 2017-18) of funding was from grants; NHS Southampton CCG, Southampton City Council and The National Lottery Community Fund. We received funding for the Mental Health project from the CCG at the end of March 2019, but the project started April 2019.

Reserves Policy

It is the policy of Communicare in Southampton to maintain unrestricted funds, which are our free reserves, at a minimum level of up to approximately six months unrestricted expenditure. At 1st April 2019 there were reserves available to cover 6 months of expenditure.

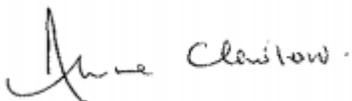
Risk Review

The Trustees have considered the major risks to which Communicare in Southampton is exposed and have put in place policies and systems to mitigate these risks. Volunteers are protected under the insurance policy of umbrella organisation: The Hampshire Good Neighbours Network provided by Capital Markets Underwriting Ltd. We have a wide range of policies including Adult & Child Safeguarding, Health and Safety, Equal Opportunities, Financial Reserves, Data Protection and Gifts and Legacies.

Small Company Exemption

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006.

By Order of the Board



13th September 2019

Anne Clewlow, Company Secretary

Registered Office:

Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

Profit/Loss Account

INCOME		2018-2019	of which Gift Aided	2017-2018
Donations	Clients	£6,552.97	£150.00	£8,321.56
	Regular Giving	£2,694.00	£2,654.00	£2,236.00
	Volunteers	£6,358.73	£5,580.00	£7,563.32
	Virgin Money Giving	£140.49		£2,246.46
	Churches	£1,907.29		£1,228.64
	Other	£10,909.63		£1,869.60
	The Haven	£815.00		£714.30
		£28,563.11		£24,179.88
Fundraising	Marathon Fundraising	£3,208.28		-
	Vintage & Craft Fairs	£2,084.90		£2,809.17
	Barn Dance	£2,825.74		£1,425.87
	Tree of Light	£1,304.17	£159.00	£2,069.58
	General	£949.20		£715.42
	Quiz Nights	£283.74		£746.07
	Easter Bunny Project	£93.00		-
	Business Events	£0.00		£216.98
	Communicare Jute Bags	£0.00		£5.00
		£10,749.03		£7,988.09
Legacy		£0		£500
Membership Fees		£55.85		£46.00
Grants	NHS Southampton CCG	£146,112.00		
	National Lottery Community Fund	£51,381.75		£52,986.75
	Southampton CC Rev Fund	£16,500.00		£13,838.00
	Southampton CC Celebration, Great Get Together & St. George's Day	£2,000.00		£9,595.00
			£215,993.75	
Tax Refund on Gift Aid		£8,099.78		£1,219.78
TOTAL INCOME		£263,461.52		£119,806.87
EXPENDITURE	Salaries and NI	£95,582.19		£75,298.04
	Pensions	2,319.85		
	Volunteers' Expenses	£7,075.30		£9,170.00
	Rent	£14,210.77		£10,795.01
	Telephone & Internet	£1,810.69		£758.54
	Developing Capabilities (Big Lottery)	£1,942.00		£2,422.20
	Social Events (Volunteers & Tea Parties)	£1,126.59		£1,332.83
	Postage & Office Supplies	£1,596.70		£907.66
	Insurance	£0.00		£0.00
	Fundraising Expenses	£2,594.45		£1,825.10
	DBS Fees	£760.00		£13.00
	Website & Publicity	£2,790.70		£0.00
	Staff Expenses	£554.96		£1,054.86
	Training	£171.88		£351.33
	Fees	£1,013.00		£10.00

The Haven	£782.57	£19.35
Balance Correction	£0	£8.93
TOTAL EXPENDITURE	£133,549.08	£103,966.85
NET LOSS(-)/SURPLUS	£129,912.44	£15,840.02
Haven Balance at 31st March 2019	£1,265.13	£1,235.70

Balance Sheet

BALANCE SHEET	2018-19	2017-18
Reserves brought forward	£67,950.40	£52,110.38
Loss(-)/Surplus	£129,912.44	£15,840.02
CLOSING BALANCE C/FWD	£197,862.84	£67,950.40

Notes on the Financial Statements for the Year Ended 31st March 2019

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Statement of Recommended Practice "Accounting and Reporting by Charities" (2005) and the provisions applicable for companies subject to the small companies' regime.

Fixed assets

The office uses facilities provided by Shirley Baptist Church without charge and Southampton Voluntary services & St. Mark's Institute, Woolston for agreed rental. Tangible fixed assets are of low value and are written off in the year of purchase.

Incoming resources

Incoming resources are recognised as income in the year in which they are received.

Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include, where appropriate, VAT which is not recoverable.

2. Directors/Trustees Remuneration and Expenses

No remuneration was paid to any director/trustee nor were any expenses reimbursed.

3. Taxation

The Charitable Company is exempt from corporation tax on its charitable activities.

4. General Fund

Communicare in Southampton is a Charitable Company with no share capital that is limited by guarantee. Movements on the general fund in the period to 31 March 2019 were as follows:

Gain/loss on ordinary activities for the period	£129,912.44
Balance at start of the year	£67,950.40
Balance at the end of the year	£197,862.84

5. Financial commitments

The Company has not entered into any financial commitments

6. Control - Throughout the year the Charity was controlled ultimately by its members.

Independent Examiner's Report to the Trustees of Communicare in Southampton.

I report on the accounts of Communicare in Southampton, set out on pages 10-12, for the year ended 31 March 2019.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed. I am qualified to undertake this examination as I am a Chartered Certified Accountant and have an independent interest in the charity.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- Examine the accounts under section 43 of the 1993 Act;
- To follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 Act: and
- To state whether particular matters have come to my attention.

Basis of independent examiner's report

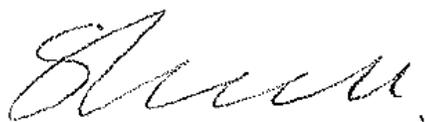
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from 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:

- 1) Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 386 of the Companies Act 2006: and
 - To prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by CharitiesHave 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.

10th September 2019



Simon Rudd

Coastal Accountants Ltd, Office 2, Unit 3 Mitchell Point, Ensign Way, Hamble SO31 4RF

Communicare in Southampton

- 13 -

Trustees Report 2018-19