

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2020



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2020.

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.
- Supported the introduction of a new range of services in response to the changes brought about by the COVID-19 pandemic

How the activities have delivered the public benefit

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

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 our "Communiters". We had 230 volunteers registered at the end of March (up 2% on 2018-19) coordinated and supported by 11 salaried employees (5.8 40h/wk FTE, including 0.5 FTE on maternity leave for 4 months during this period).

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 2019-20 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Southampton University, Solent University, Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Creative Options, Woolston Community Centre, Shirley Baptist Church, Meon Court, Fairfax Court, St. Mark's Church, British Red Cross, Alzheimers Society, Caraway and Board in the City.

We're also delighted to have been supported by several local businesses: Snowflake Software, Eling Studios, Sunrise Senior Living, The Southern Daily Echo, Spectrum Signs & Workwear Ltd. and We Make Southampton.

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

Future plans

In a rapidly changing world, we are challenged to continue to deliver our traditional support through our existing framework to meet the rising tide of demand and the very different demands arising from the COVID-19 pandemic.

To tackle this Communicare in Southampton has continued 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:

- Consolidating the six new services introduced starting at the beginning of March 2020
- Reviewing office accommodation
- Exploring the possibilities of developing a commercial strand to augment and diversify income
- Maintaining our 'small is beautiful' approach
- Providing increasingly flexible ways for volunteers to come on board and participate, including inter-generational approaches
- Further developing the use of IT to support the delivery of the programme
- Building partnerships
- Advertising for volunteers

Southampton Mental Health Network

Communicare has been leading the creation of Southampton Mental Health Network, a group that is united under a vision to "make Southampton a mental health friendly city". Established in February with an initial membership of 12 the Network grew to 130 individuals representing over 70 organisations by March 2020.

The development of the initiative was aided by a grant provided by the Southampton Clinical Commissioning Group.

Who we've helped

Our Communiters touched the lives of 411 individuals or families with 2,077 requests. This figure also includes those being supported by our volunteers as part of partnership working with St Mark's Church, Shirley at the Haven Lunch Club and at our lunch clubs on the East of the City: Meon Court and Fairfax Court. We have a waiting list of clients wanting to attend these groups.

Of those helped 73% (73% 2018-19) were over 65 years of age, and 45% (47% 2018-19) were over 80.

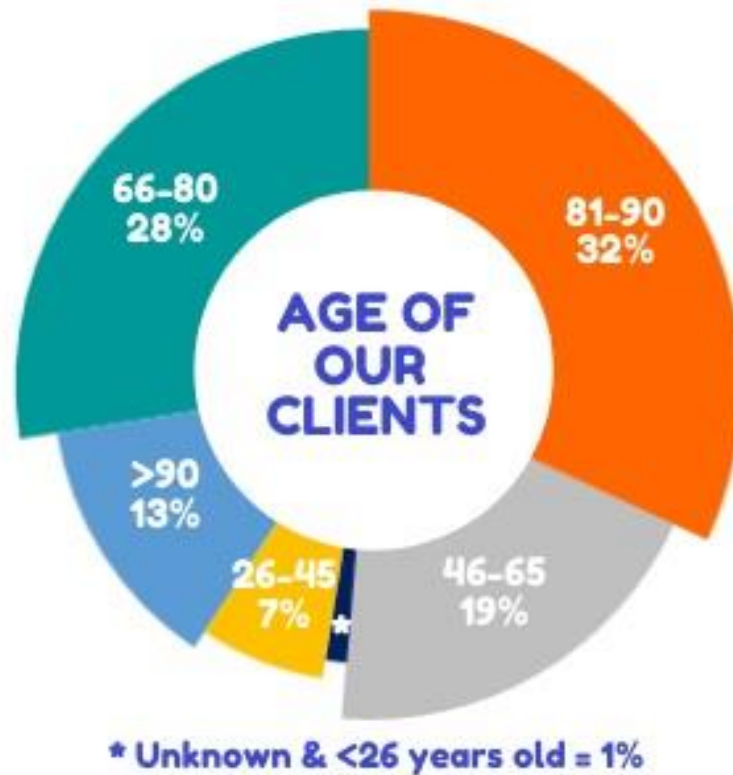


Figure 1 - Age Profile of Clients 2019 - 20

The primary reason for needing support for the majority of those helped (37%) was some form of physical difficulty. However, many of those referred face multiple challenges and would fall into more than one of these categories. This chart shows only the primary reason for referral.

OUR CLIENTS TELL US THEY NEED OUR HELP DUE TO...

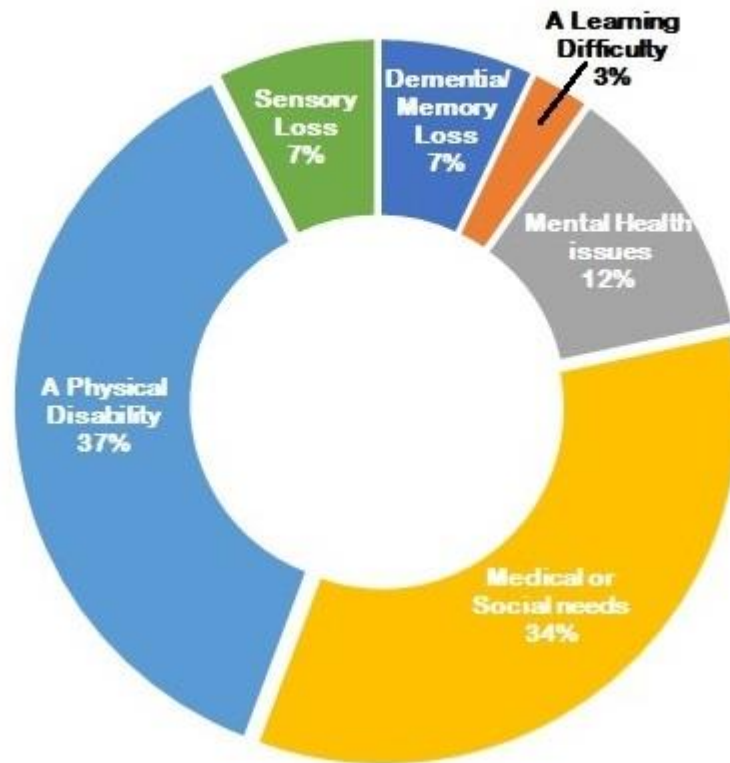


Figure 2 - Primary Reason for Referral 2019 – 20

The type of help we've given

In total we drove our clients around 16,415¹ miles to and from medical and social appointments. Our volunteers provided approximately 24,803² 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 £513,174.07³ - some three times greater than the costs incurred for this area of work by Communicare in Southampton.



Figure 3 - Number of Clients Helped, by Type of Request 2019 - 20

Figure 3 provides 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.

Up until March our tea parties continued to be a success, thanks to funding from Southampton City Council. However, this activity was impacted by the pandemic from early March and the full timetable planned was not completed.

¹ Calculated by multiplying the number of individual trips by the average volunteer's mileage claim (9.7 miles) per request. Based on 138 records from 27 volunteers' submissions in 2019 - 20

² Calculated by average time spent per request (1.9 h) multiplied by the number of requests completed in the period. Based on 189 records from 52 volunteers' submissions in 2019 - 20

³ Calculated by multiplying the number of hours volunteered (24,803) by the current minimum charge for caring services from commercial agencies (£20.69 Minimum Price £/hr - UK Homecare Association 2020) <https://www.ukhca.co.uk/downloads.aspx?ID=434>

Where do client referrals come from?

63% 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 29 years of its existence.

Demand for our services still remains high. Our waiting list at the end of the year comprised 413 people (71 of these clients are only on the waiting list to be potentially invited to future tea parties, leaving 342 clients waiting for one or more other services). (298 people in 2018-19).

OUR CLIENTS ARE REFERRED TO US BY...

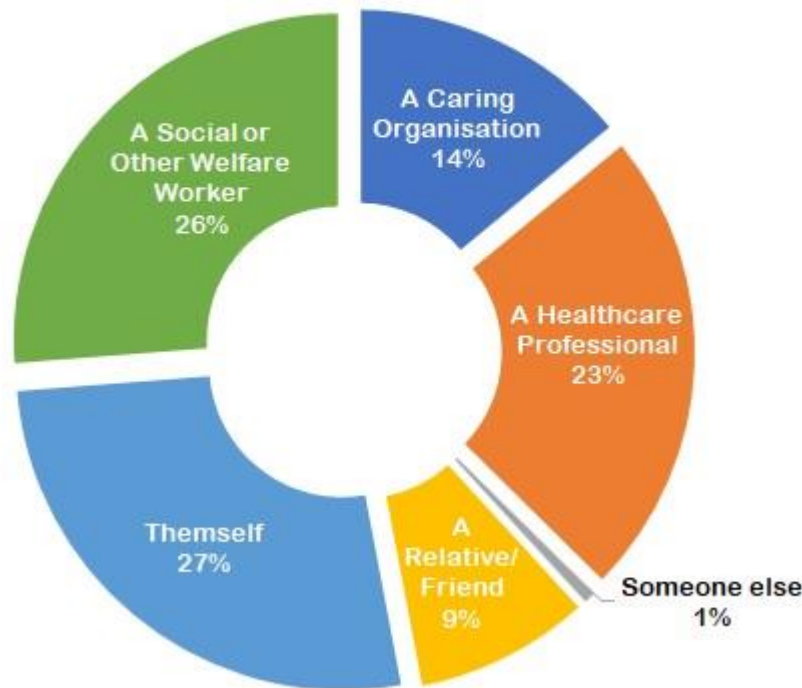


Figure 4 - Source of Referrals 2018-19

Volunteers ("Communiters")

Our Communiters 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. During "lockdown" these moved online. Where appropriate, volunteers are subject to a Disclosure and Barring Service check.

Our Coordinators continue to use 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.

Mental Health Project

In March 2019, the Charity was fortunate to secure a grant from the Southampton Clinical Commissioning Group to support a new Mental Health project. 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. During the year membership rose from 17 to 124, representing over 70 organisations.

Outcomes included the development of SMILE (Southampton Mental Illness Lived Experience), a group representing those with mental health challenges in the city and new opportunities for statutory providers of services to engage with community based groups offering non-clinical support to those who need it.

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 – 0.75 FTE) continues to manage the staff and oversee Communicare’s 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 2020 was 19.

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

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.

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 2019/20 69% (82% 2018-19) of funding was from grants. We received funding for the Mental Health project from Southampton 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 2020 there were reserves available to cover over 6 months of expenditure.

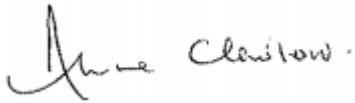
Risk Review

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



29th September 2020

Anne Clewlow, Company Secretary

Registered Office:

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

Balance Sheet at 31 March 2020

	2019 - 20	2018 - 19
	£	£
Fixed assets	-	-
Current assets		
Cash at Bank and in Hand	135,541.43	197,862.84
	135,541.43	197,862.84
Other debtors	2,596.33	0.00
	2,596.33	0.00
Net current assets less current liabilities	138,137.76	197,862.84
Total assets less current liabilities	138,137.76	197,862.84
Liabilities	-	-
Total net assets less liabilities	138,137.76	197,862.84

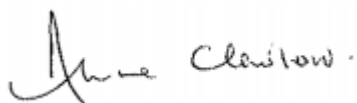
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

- a) Ensuring the Charitable Company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006; and
- b) Preparing financial statements which give a true and fair view of the state of affairs of the Charitable Company as at the end of the financial period, and of its deficit for the financial period in accordance with the requirements of Sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the Charitable Company.

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 29th September 2020.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

	2019 - 20	of which gift aided	2018 - 19
INCOME			
Donations and legacies			
Clients	£ 6,474.88	£ 265.00	£ 6,552.97
Regular Giving	£ 4,226.00	£ 4,201.00	£ 2,694.00
Volunteers	£ 4,398.39	£ 3,411.36	£ 6,358.73
Virgin Money Giving	£ 2,293.82		£ 140.49
Church Donations	£ 2,049.85		£ 1,907.29
Other	£ 4,786.69		£ 10,909.63
The Haven	-		£ 815.00
Legacies	£ 119.70		-
Total	£ 24,349.33		£ 28,563.11
Income from charitable activities			
Tree of Light	£ 1,896.48	£ 776.00	£ 1,304.17
Events	£ 250.00		-
Vintage & Craft Fairs	£ 2,036.05		£ 2,084.90
Barn Dance	£ 2,913.33		£ 2,825.74
Quiz Nights	£ 533.02		£ 283.74
General Fundraising	£ 2,069.25		£ 949.20
Easter Bunny Project	-		£ 93.00
Marathon Fundraising	£ 3,308.95		£ 3,208.28
Membership Fees	£ 50.00		£ 55.85
Sponsored Dive	£ 1,577.00		-
Total	£ 14,634.08		£ 10,804.88
Other trading activities			
Cloth Bags	£ 10.00		-
Total	£ 10.00		-
Other income			
NHS Southampton CCG Grant	-		£146,112.00
Southampton CC celebrations	-		£ 2,000.00
Big Lottery	£ 52,776.50		£ 51,381.75
SCC Grant	£ 16,500.00		£ 16,500.00
ASDA Foundation	£ 1,000.00		
Allen Lane Foundation	£ 12,000.00		-
Henry Smith Foundation	£ 8,000.00		-
Total	£ 90,276.50		£215,993.75
Tax refund on Gift Aid			
Gift Aid Tax Return	£ 2,499.19		£ 8,099.78
INCOME GRAND TOTAL	£131,769.10		£263,461.52

EXPENDITURE		
Raising funds		
Fundraising Expenses	£ 2,764.69	£ 2,594.45
Total	£ 2,764.69	£ 2,594.45
Charitable activities		
Salaries and NI	£127,475.99	£ 95,582.19
Pensions	£ 5,118.88	£ 2,319.85
Staff Expenses	£ 1,712.06	£ 554.96
Volunteer Expenses	£ 7,028.93	£ 7,075.30
DBS Fees	£ 788.00	£ 760.00
Rent	£ 10,254.00	£ 14,210.77
Phone & Internet	£ 1,805.32	£ 1,810.69
Developing Capabilites	-	£ 1,942.00
Social Events	£ 2,356.01	£ 1,126.59
Postage & Office Supplies	£ 1,363.99	£ 1,596.70
Insurance	-	-
Website & Publicity	£ 24,308.09	£ 2,790.70
Training	£ 1,644.50	£ 171.88
Equipment	£ 579.81	-
Total	£184,435.58	£129,941.63
Other expenditure		
Fees	£ 930.86	£ 1,013.00
Other Expenses	£ 3,363.05	£ -
Total	£ 4,293.91	£ 1,013.00
EXPENDITURE GRAND TOTAL	£191,494.18	£133,549.08
NET LOSS(-)/SURPLUS	- £59,725.08	£129,912.44

Balance Sheet

BALANCE SHEET	2019-20	2018-19
Reserves brought forward	£197,862.84	£67,950.40
Loss(-)/Surplus	-£59,725.08	£129,912.44
CLOSING BALANCE C/FWD	£138,137.76	£197,862.84

Notes on the Financial Statements for the Year Ended 31st March 2020

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 & Lord's Hill Church 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 2020 were as follows:

Gain/loss on ordinary activities for the period	-£59,725.08
Balance at start of the year	£197,862.84
Balance at the end of the year	£138,137.76

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 11 - 14, for the year ended 31 March 2020.

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

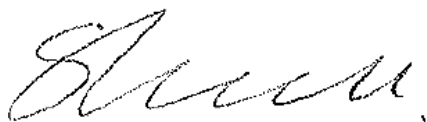
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or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

16th September 2020



Simon Rudd

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