

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2018



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2018.

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 195 volunteers coordinated and supported by 7 (4.6 FTE, including 1 FTE on maternity leave for 7 months during this period) salaried employees (plus 1 full time employee for the Hospital Homecoming project commencing March 2018).

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 2017-18 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Emmaus, Southampton Environment Centre, Southampton University, Solent University, Carers in Southampton, Southampton Sight, Mayflower Court, Highfield Church, Social Care in Action (SCA), Good Neighbours, Southampton Voluntary Services, Woolston Community Centre, Shirley Baptist Church, Porcupine PR, British Red Cross, and Woolston Millennium Gardens. We're also delighted to have been supported by several local businesses: Snowflake Software, The Co-op, Eling Studios, Love Cake, Love Flowers Ltd (Woolston), Sunrise Senior Living, Spectrum Signs & Workwear Ltd. and Woolston Traders Association.

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:

- Expanding the community tea party model
- Developing the lunch club service
- Providing increasingly flexible ways for volunteers to come on board and participate
- Extending the use of IT to support the delivery of the programme

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 frail 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 "Communitesters"; a new word, which the charity has trademarked.

Who we've helped

Our volunteers touched the lives of 344 individuals or families with 624 requests. This includes over 35 individuals being supported by our volunteers as part of partnership working with St Mark's Church, Shirley at the Haven Lunch Club. We have a waiting list of clients wanting to attend this group and will fill vacancies when we are able to source more transport. In total, 88 of our clients came from the East of the Itchen (95 in 2016-17); the remainder from West of the Itchen.

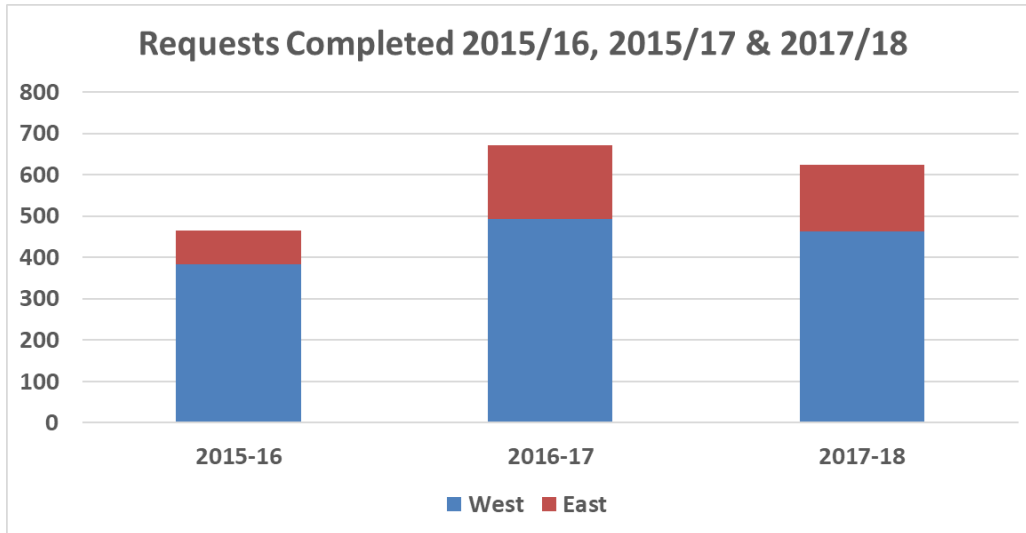


Figure 1 - Number of Requests Completed 2015-16 & 2016-17 & 2017-18 Comparison

Of those helped 72% (70% 2016-17) were over 65 years of age, and 47% (47% 2016-17) were over 80.



Figure 2 - Age Profile of Clients 2017-18

The majority of those helped (51%) were experiencing some form of physical difficulty and 21% of those helped had some form of mental illness (primarily conditions with symptoms of dementia).

Primary Reason for Referral 2017-18

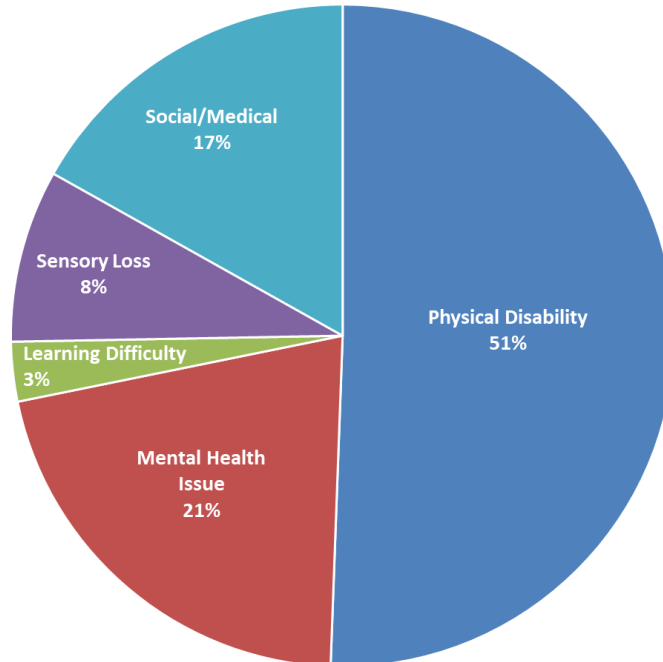


Figure 3 - Primary Reason for Referral 2017-18

The type of help we've given

Type of Help Provided 2017-18

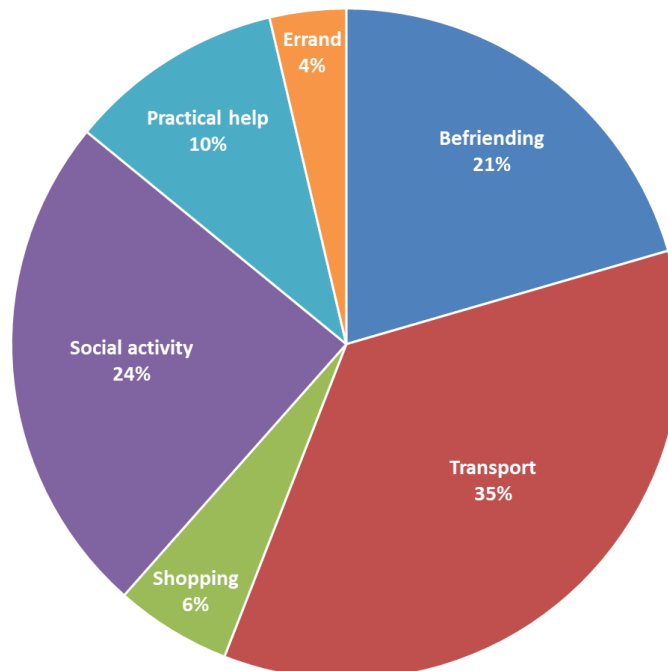


Figure 4 - Type of Help Provided 2017-18

In total we drove our clients around 22,746¹ miles to and from medical and social appointments. Our volunteers provided approximately 22,023² 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 £396,634.23³ - some 3.74 times greater than the costs incurred by Communicare in Southampton.

Our tea parties continue to be a success, thanks to funding from Comic Relief. This year, we have focussed on hosting them alongside churches to try to reach more clients and volunteers in specific areas of the City.

Where do client referrals come from?

71% 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 27 years of its existence.

Demand for our services still remains high. During this period we received 95 requests for one-off help (119 in 2016 – 2017) and 248 new requests for on-going support (210 in 2016 – 2017). There were 3,254 requests for transport (3,189 in 2016 – 2017). Our waiting list at the end of the year comprised 164 people; 21% higher than the full waiting list in 2016-17.

Source of Referrals 2017-2018

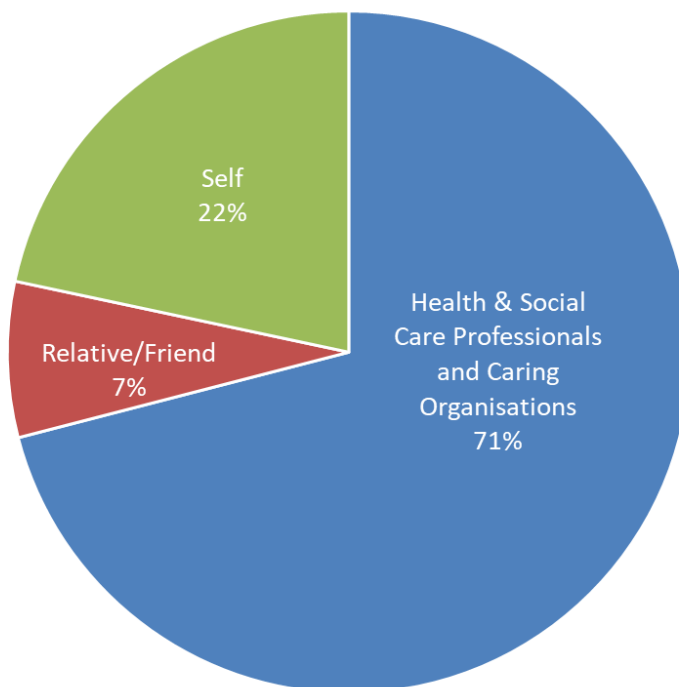


Figure 5 - Source of Referrals 2017-18

¹ Calculated by multiplying the number of individual trips by the average volunteer’s mileage claim per request. Based on 34 volunteers’ submissions in 2017-18.

² Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 45 volunteers’ submissions in 2017-18

³ Calculated by multiplying the number of hours volunteered (22,023) by the average charge for caring services from commercial agencies (£18.01 Minimum Price £/hr - UK Homecare Association 2018) <https://www.ukhca.co.uk/downloads.aspx?ID=434>

Volunteers

Our 195 volunteers have worked tirelessly to make a real difference in our community and Communicare relies on their continued dedication and commitment. Forums 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 put together an extensive volunteer induction pack in 2017-18. Using these packs assures the staff team and Trustees that volunteers have all the essential information they need and provides an additional level of support for the volunteers in the form of a go-to pack. These are given out at induction.

In common with many other charities, we have seen a slight decline in the number of new volunteers compared to the previous year. Thanks to Big Lottery 'developing capabilities' funding, we have developed a new PR strategy with Porcupine PR to help us reach more potential volunteers.

Developing Capabilities

In September 2017, the Charity was fortunate to secure a five year grant from the Big Lottery to support its ongoing work. In addition to the core funding, a sum was provided for "Developing Capabilities". This allowed us to undergo an organisational review and follow up with a number of initiatives highlighted as priorities for the Charity.

The areas selected were:

- Development of evaluation tools
- Review of policies
- Membership of an umbrella group offering support and training, including e-learning for volunteers (Hampshire Good Neighbours)
- Development and implementation of a PR strategy
- Membership of local Chamber of Commerce to develop business contacts and skills
- Adoption of a new finance package
- IT review

The new PR strategy has had a particularly significant impact on recruitment of new volunteers, which was only beginning to filter through by March 2018.

Membership

Following a decision taken at the 2016 AGM the requirement for members to renew their membership annually and pay a £2 fee for registration was introduced this year. 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 2017 was 25.

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 (eg 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

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 2017/18 72% (60% 2016-17) of funding was from grants; The Big Lottery, Southampton City Council and Hampshire & Isle of Wight Community Foundation/Comic Relief.

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 2018 there were reserves available to cover 6 months of expenditure.

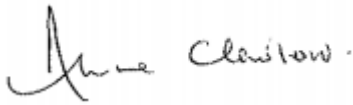
Risk Review

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 by the insurance cover provided by The Baptist Insurance Company and The Hampshire Good Neighbours Network Insurance. Policies include 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



26th September 2018

Anne Clewlow, Company Secretary

Registered Office:
Shirley Baptist Church, Church Street, Southampton, Hampshire SO15 5LG

Statement of Financial Activities for the Period Ended 31st March 2018

Balance Sheet at 31 March 2018

	2017-18	2016-17
Current assets	£	£
Cash at bank and cash in hand	67,950.40	52,077
Debtors	0	0
	<hr/>	<hr/>
Creditors	0	0
	<hr/>	<hr/>
Net assets	67,950.40	52,077
	<hr/>	<hr/>
General funds	67,950.40	52,077

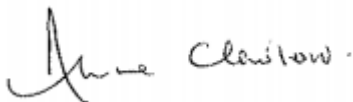
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

The Trustees acknowledge their responsibility for:

- Ensuring the Charitable Company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006; and
- 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 26th September 2018.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

Profit/Loss Account

INCOME		2017-2018	of which Gift Aided	2016-2017
Donations	Clients	£8,321.56	£470.00	£8,787.71
	Regular Giving	£2,236.00	£2,096.00	£2,613.00
	Volunteers	£7,563.32	£5,698.55	£19,546.93
	Virgin Money Giving	£2,246.46		£2,140.45
	Churches	£1,228.64		£1,283.00
	Other	£1,869.60		£1,399.79
	The Haven	£714.30		£1,000.93
		£24,179.88		£36,771.81
Fundraising	Vintage & Craft Fairs	£2,809.17		£1,286.50
	Tree of Light	£2,069.58	£645.00	£1,405.00
	Barn Dance	£1,425.87		-
	Quiz Nights	£746.07		-
	Business Events	£216.98		£48.51
	Communicare Jute Bags	£5.00		£52.50
	General	£715.42		£1,196.32
	East Fundraising	-		£0.00
	£7,988.09		£3,988.83	
Legacy	£500		£0.00	
Membership Fees	£46.00		-	
Grants	Big Lottery	£52,986.75		-
	Southampton CC Rev Fund	£13,838.00		£13,838.00
	SCC Caring Communities	£9,595.00		
	HIWCF Comic Relief (Tea Parties)	£7,500		£5,000.00
	Lloyds TSB Foundation	£0.00		£5,000.00
	SVS St. George's Day Awards	£0.00		£200.00
	Henry Smith Charity	£0.00		£20,000.00
	Allen Lane	£0.00		£5,000.00
	Sovereign (Volunteer Forums)	£0.00		£2,280.00
	Persimmon Homes	£0.00		£1,000.00
	The Archer Trust	£0.00		£500.00
	The Barker-Mill Foundation	£0.00		£1,000.00
	Coopervision Manufacturing Ltd.	£0.00		£50.00
Woodroffe Benton Foundation	£0.00		£1,000.00	
	£83,919.75		£54,868.00	
Tax Refund on Gift Aid	£1,219.78		£0.00	
East Account not previously included on profit/loss	£1,953.37			
TOTAL INCOME	£119,806.87	£8,909.55	£95,628.64	
EXPENDITURE	Salaries and NI	£75,298.04		£55,662.48
	Volunteers' Expenses	£9,170.00		£9,333.09
	Rent	£10,795.01		£4,818.56
	Telephone	£758.54		£352.07
	Developing Capabilities (Big Lottery)	£2,422.20		
	Social Events (Volunteers & Tea Parties)	£1,332.83		£1,630.82
	Postage & Office Supplies	£907.66		£984.84

Insurance	£0.00	£640.12
Fundraising Expenses	£1,825.10	£141.14
Fees	£13.00	£528.93
Website & Publicity	£0.00	£135.11
Staff Expenses	£1,054.86	£536.40
Training	£351.33	£0.00
Other Expenses	£10.00	£272.70
The Haven	£19.35	
Balance Correction	£8.93	-

TOTAL EXPENDITURE	£103,966.85	£75,036.26
NET LOSS(-)/SURPLUS	£15,840.02	£20,592.38

Balance Sheet

BALANCE SHEET	2017-18	2016-17
Reserves brought forward	£52,110.38	£31,518.00
Loss(-)/Surplus	£15,840.02	£20,592.38
CLOSING BALANCE C/FWD	£67,950.40	£52,110.38

Notes on the Financial Statements for the Year Ended 31st March 2018

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 2018 were as follows:

Gain/loss on ordinary activities for the period	£15,840.02
Balance at start of the year	£52,110.38
Balance at the end of the year	£67,950.40

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 9 to 10, for the year ended 31 March 2018.

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. The charity's gross income did not exceed £250,000 and I am qualified to undertake this examination as I am a Financial Advisor at Positive Solutions 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.



John Stovell

First Floor, 1 Lower Northam Road, Hedge End, Southampton, Hants, SO30 4FN