

Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

Report of the Trustees

Year Ended 31 March 2023



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2023.

Purposes and Aims

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

For the public benefit and within the ethos and principles of the Christian faith, to promote social inclusion among the inhabitants of Southampton and the surrounding areas, particularly those living alone, by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause ‘socially excluded’ means being excluded from society, or parts of society, on the grounds of old age, ill health (physical or mental), disability or infirmity.

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.

How the activities have delivered the public benefit

Communicare in Southampton’s principal activities were carried out across Southampton City, from our main office at Amplevine House, St Denys and from the homes of paid staff where appropriate. Our lease at Amplevine came to an end in September 2022. Our drop-in sessions at satellite offices in Shirley and Woolston recommenced post COVID-19 restrictions. In Woolston two weekly slots were provided, one at St Mark’s Institute, Victoria Road and the second at Your Key Space, Centenary Quay, which we were grateful to be given access to free of charge.

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 297 volunteers registered at the end of March, coordinated and supported by 11 salaried employees (7.5 40h/wk FTE).

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 to 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 2022-23 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) University of Southampton, Carers in Southampton, Southampton Sight, Highfield Church, Social Care in Action (SCiA), Southampton Voluntary Services, Shirley Baptist Church, St. Mark’s Church (Archers Road), Caraway, the Community Wellbeing Team, SCPA (Southampton Children’s Play Association), Saints Foundation, St Patrick’s Church, King’s Church, St Mary’s Church (City Centre), and Wessex AHSN.

We’re also delighted to have been supported by several local businesses: Spectrum Signs & Workwear Ltd, Drop the Mask, Eling Studios, Social Care in Action, Your Key Space, CVK Solutions Ltd and Harrison Clarke

Surveyors. We were the adopted charity for the business network, Liberty BNI (Southampton) and received support from Southampton Solent Rotary and Rotary Club of Southampton Magna.

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. It is also a Community Partner with Solent NHS.

Progress on plans proposed in Trustee's Report 2021-22

The ongoing impact of the pandemic, together with the challenges from the rising cost of living affected the way that Communicare in Southampton was able to deliver on its objectives. In addition other organisations were reducing activities in areas that overlapped with Communicare, resulting in a greater demand for our services.

To tackle this we continued to develop new ways of engaging and managing volunteers, together with developing services to maximise the impact of the volunteers available.

We also remained focused on working in partnership with other organisations wherever possible.

Key areas of focus included:

- **Review of Communicare's charitable objects;** ensuring that the charity's purposes are reflected in the Articles of Association in accordance with contemporary language and understanding. Following consultation with volunteers and staff and correspondence with the Charity Commission the Trustees held a Special General Meeting on 25th March 2023 at which the new Articles of Association (set out in Purposes and Aims above) were agreed.
- **Commercial;** continuing to explore ways in which the charity can use commercial activity to provide financial resilience. CommuniBakes has established and developed successfully this year. The business plan for the bakery suggests that it will begin to pay back the investment during the next financial year. Further opportunities have been explored, including purchasing a Barber Shop and Community Café but didn't lead to the establishment of new projects.
- **Strategic and business planning;** reviewing and updating the business plan. Writing and implementing strategies to support the delivery of the business plan. The business plan has been reviewed. This is an ongoing process, particularly as outside circumstances continue to change rapidly.
- **Volunteer opportunities, recruitment, management, deployment;** continuing to refine and create roles available within the charity to enable the most effective delivery of the charity's objectives. Two new roles have been created: Travel Buddy and Activity Buddy, focusing on helping service users to get out and about. Effective use of PR to engage all media outlets, coupled with lamppost banners and car parking tickets has raised greater awareness of the charity and attracted applications to volunteer. Introduction of more online means to engage with potential volunteers has proved popular and successful. Another successful volunteer conference and ongoing provision of a series of information sessions, together with the introduction of "Patch" groups, bringing volunteers together who live close to one another, has proved beneficial in maintaining engagement and providing management and support.
- **Intergenerational work;** build on the work already begun and seek more opportunities and partners to increase this area of activity.

An extension to the role of Service Development Officer has allowed this aspect of our work to expand, with the establishment of a range of popular Friendship Groups across the city. These are typically based on local partnerships with established organisations within an area.

- **Group activity;** exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.

In addition to the developing Friendship Groups, opportunities to go out in small groups using specially adapted minibuses, supplied by SCA Transport has contributed to this. It is an area of ongoing work.

Postal Project

In March 2020, with the onset of social restrictions to combat the spread of COVID-19, Communicare fulfilled a long-held ambition to launch a regular posted newsletter to service users. This was also offered to anyone on the waiting list with a view to engendering a sense of belonging as they waited. To add interest and encourage engagement activities were also provided.

The initiative was very popular and is now a significant element in the support we provide.

Other organisations offering help, advice, support or opportunities to contribute to research projects are often given the chance to have their leaflets/information included in the packs at no expense to themselves. Since we estimate that around 50% of our service users are not digitally active this gives them access to local information that they would almost certainly otherwise be unaware of.

Southampton Mental Health Network

Communicare has continued to play a leading role in the establishment and development of SMHN, an organisation whose vision is to “Make Southampton a Mental Health Friendly City”, thereby contributing to the social inclusion of those who may otherwise struggle to get involved.

In September 2022 the Network successfully registered as a charity and has begun work to become independent of Communicare in the future.

Future Plans

The challenging economic climate, coupled with some significant changes in the circumstances of the City of Southampton requires planning which considers the impact these will have on Communicare’s work.

Recognising the significance of rising poverty, the shift in the delivery of statutory care to an Integrated Care Board that encompasses the whole of Hampshire and the Isle of Wight alongside reduction or over subscription in service provision in both the statutory sector and our allied third sector organisations, the key areas of focus during the period from April 2023-March 2024 include:

- Finance and Fundraising: create a group involving volunteers, paid staff & Trustees to consider all aspects of financial activity. To include commercial projects, business planning, expenditure and impact measurement.
- Partnership working: maintain and extend collaborative partnerships that strengthen our support for Southampton residents. Explore both formal and informal opportunities to work together.
- Volunteer opportunities, recruitment, management, deployment; continuing to refine and create roles available within the charity to enable the most effective delivery of the charity’s objectives. This needs to align with both volunteer preferences and available funding & resource.
- Multi-generational work; continue to build on the work already begun and seek more opportunities and partners to increase this area of activity.
- Group activity; continue to explore ways in which people can interact in groups of different sizes, for a range of purposes to support one another.
- Diversity and inclusion: build on relationships with other faith groups and organisations whose membership lies outside the demographic most typically supported by Communicare to improve the offer to a greater range of Southampton’s citizens.

Who we've helped

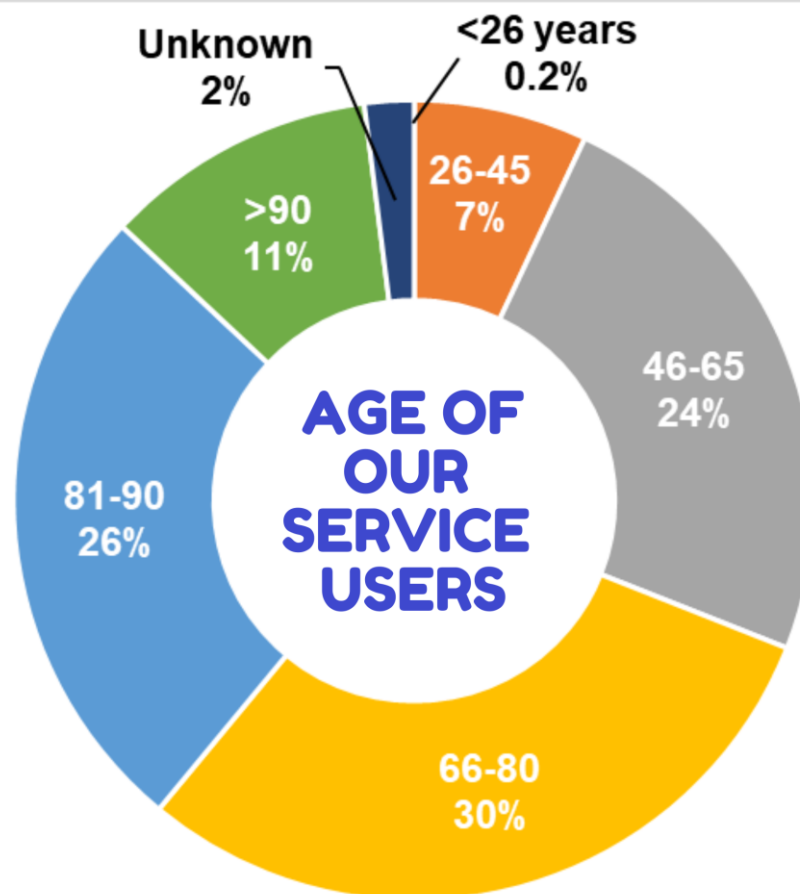
Our volunteers touched the lives of 821 individuals or families with 2,838 requests. This figure includes those only receiving our posted newsletter and activity pack, many of whom are waiting for additional services.

Some 109 individuals were supported by our volunteers as part of partnership working with:

- St Mark's Church, Banister Park at the Haven Lunch Club
- SCPA (Southampton Children's Play Association) at Weston Adventure Playground
- St Patrick's Church & School at the Woolston Friendship Club
- King's Church, Cxford and Oakwood Primary School at Cuppa's Friendship Club
- St Mary's Church & St Mary's Primary School at St Mary's Friendship Club
- St Mary's Church & October Books at the Meeting Place, Portswood

Of those helped 67% were over 65 years of age, and 37% (37% 2021-22) were over 80.

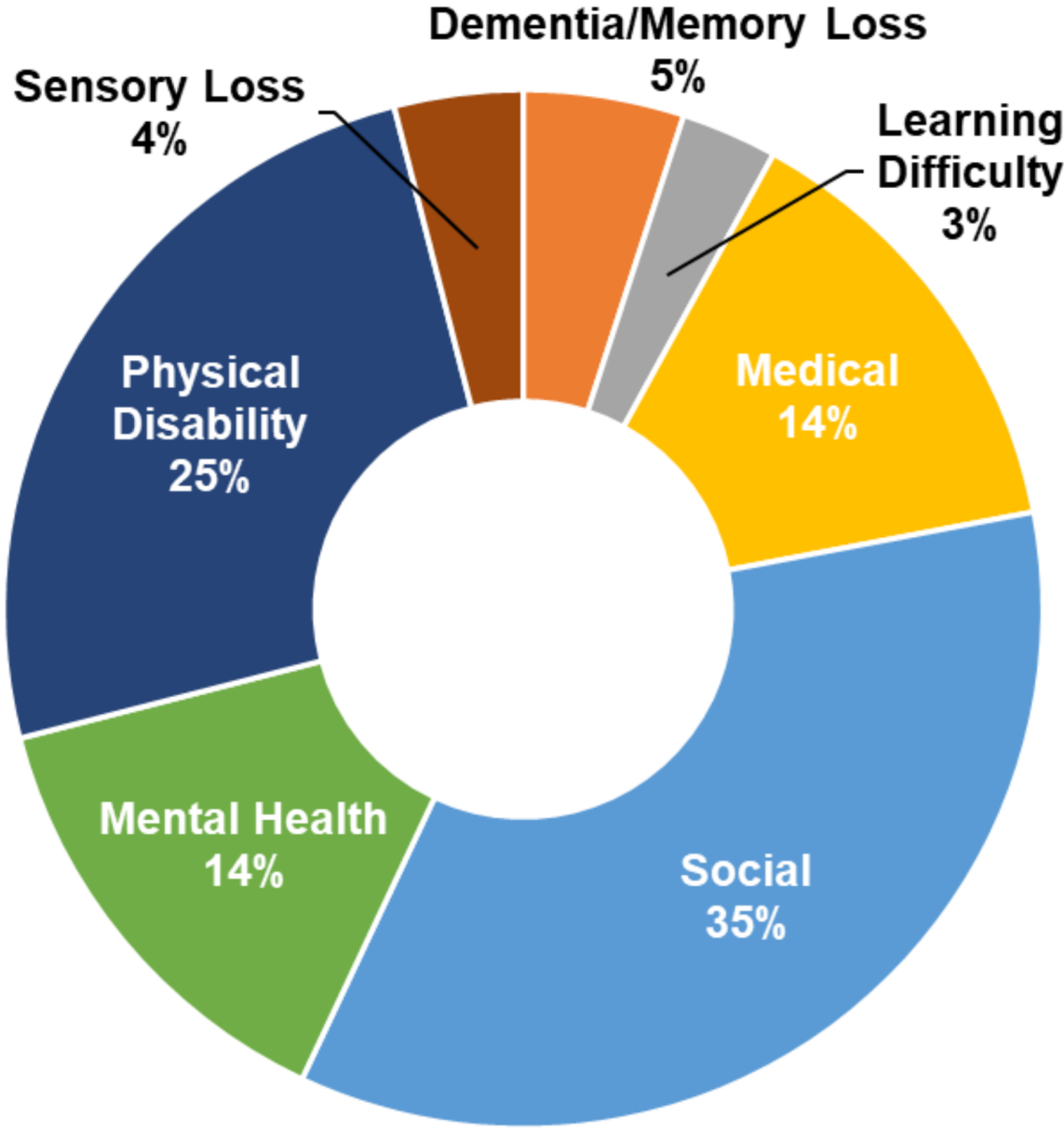
Figure 1 - Age Profile of Service Users 2022-23



The majority of those helped (35%) were experiencing some form of social difficulty (isolation/loneliness), followed by those with a physical challenge (25%) and 14% of those helped had some form of mental health issue.

Figure 2 - Primary Reason for Referral 2022-23

**OUR SERVICE USERS TELL US
THEY NEED OUR HELP DUE TO...**



The type of help we've given

In total we provided 557 lifts for service users for a variety of reasons. This includes medical and social appointments, attending Lunch and Friendship Clubs or activity sessions. 267 lifts were provided by SCA minibuses, of which 176 were a part of the new Travel Buddy project, funded by cta (Community Transport Association).

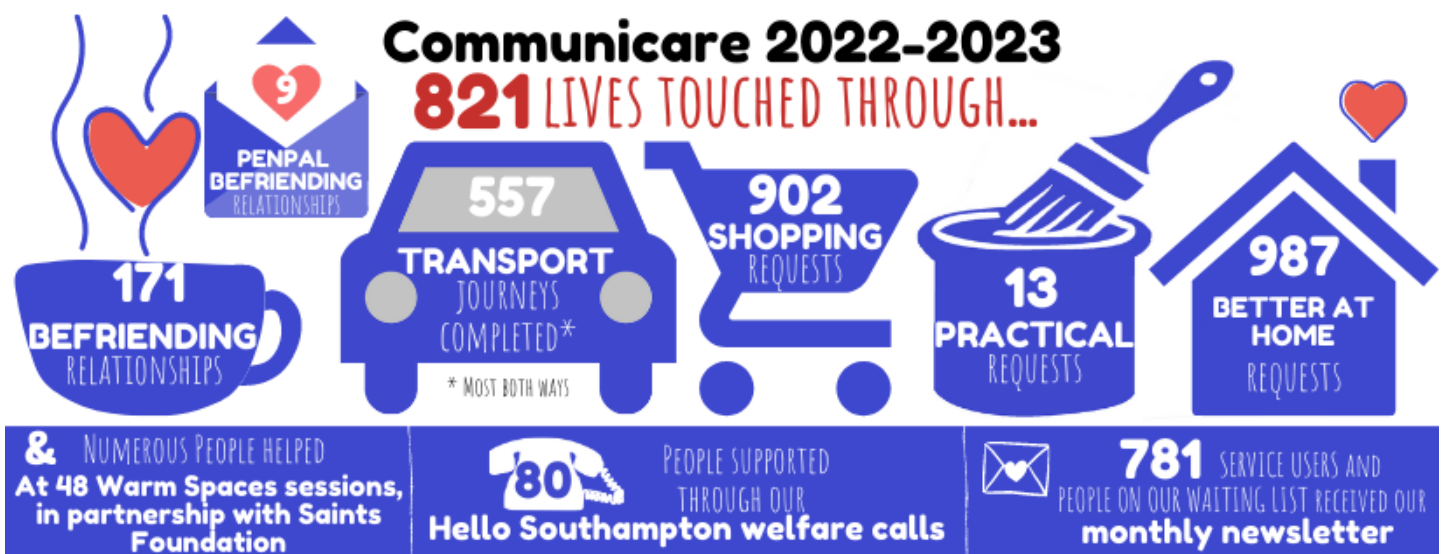
Our transport volunteers drove approximately 3,676.2 miles this year¹

Our volunteers provided approximately 19,863² hours of individual acts of kindness and in addition to this 25 volunteers provided hours of help at local vaccination and warm hubs.

The support we provide enables our service users to continue to live as independently as possible, in their own homes.

Figure 3 - Number of Service Users Helped, by Type of Request 2021-22

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



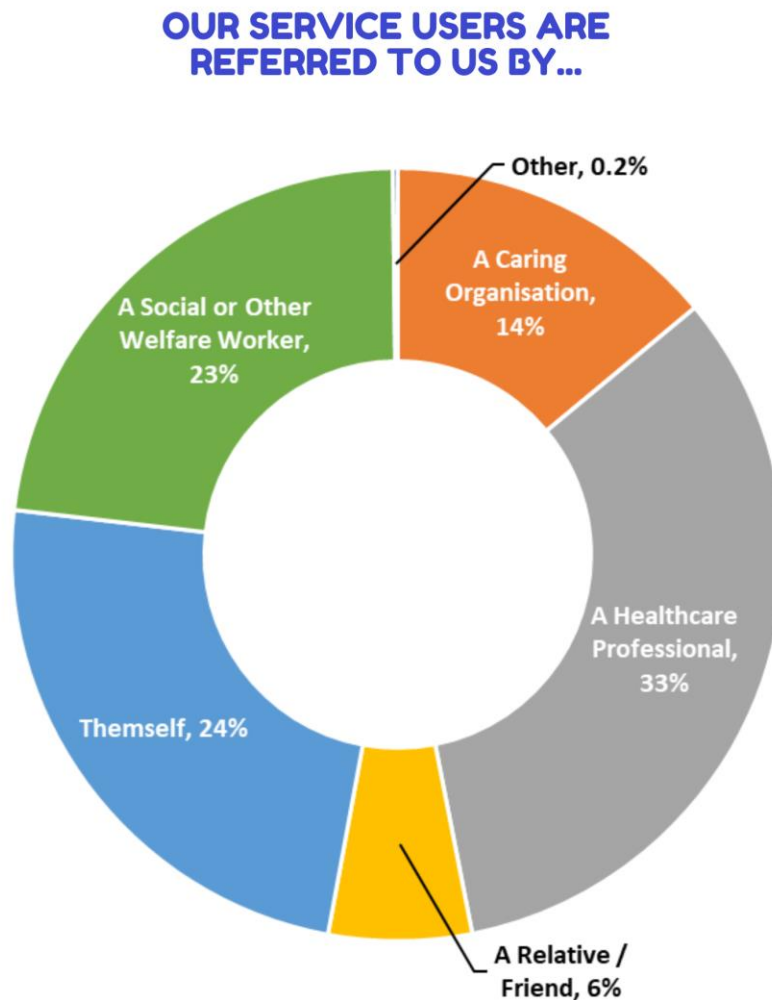
¹Calculated by multiplying the number of individual trips by the average volunteer's mileage claim per request. Based on 8 volunteer mileage submissions in 2022-23.

²Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 32 volunteers' submissions in 2022-23. The estimated number of hours provided by Hello Southampton callers was added.

Where do our service user referrals come from?

70% 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 32 years of its existence.

Figure 4 - Source of Referrals 2021-22



Waiting list

At the end of the year, 375 service users were on a waiting list for one or more of our services (excluding the postal project). Of these, 86 people were only waiting to be invited to tea parties or one-off events, leaving 289 service users waiting for one or more services (319 people in 2021-22 and 278 people in 2020-21). Some of these individuals may have been receiving support from one of our services while waiting for another, e.g. someone may have been having Hello Southampton calls and waiting for a telephone befriender.

There were 184 service users who had not yet been supported in any way by 31st March 2023 (except with the postal project and assessment visits).



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, including conferences and information sessions, are held to provide support and build a better understanding of requirements. In 2022-23, some of these have been face-to-face and some 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.

This year we have begun to roll out “Patch” meetings, which cater for smaller geographical locations. This provides an opportunity volunteers to meet others in their area, to share experiences of volunteering, learn from and encourage each other.

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 continues to manage the staff and oversee Communicare's day-to-day operational activities. The Manager reports to the Trustees at their regular 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 2023 was 44.

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, Director and Trustee
- Carolyn Renault: Director and Trustee
- Barrie Worth:..... Director and Trustee
- Carolyn Page:..... Director and Trustee
- John Ansell:..... Director and Trustee
- Lenka Fremerova: ... Director and Trustee
- Darren Crispin:..... Director and Trustee
- Deborah Hendry: 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.

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 2022-23 84.5% (83% 2021-22) of funding was from grants.

This included the last year of a 5 year “Reaching Communities” and a one year “uplift” grant from the National Lottery. During the year Communicare worked with Saints Foundation to secure a 3 year Partnership Grant, which came into effect from 1st April 2023 and will contribute towards replacing the “Reaching Communities” grant.

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 2023 there were reserves available to cover 6 months of expenditure.

The Trustees are aware that there is pressure on core grant givers (such as SCC) which could see reductions or suspensions of income to the charity, and therefore our reserves may be adversely affected going forward. The Trustees will be setting up a Finance Steering Group to monitor this closely, and explore alternative revenue sources.

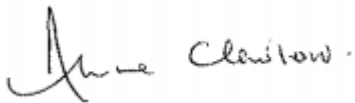
Risk Review

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. Cyber security is provided through subscription to Allteks.

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



19th October 2023

Anne Clewlow, Company Secretary

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

INCOME		2022-23	of which Gift Aided	Designated	Restricted	2021-22
Donations	Service Users	£5,108.58	£915.63			£2,403.31
	Regular Giving	£8,431.00	£8,381			£7,167.25
	Volunteers	£1,862.02	£282.71			£1,821.27
	Virgin Money Giving	£0.00				£2,147.84
	Churches	£1,852.00				£1,906.90
	Other	£1,808.99				£1,013.62
	DONR Text Giving	£33.25				£47.00
	Amazon Smile Donation	£47.10				£48.18
	General Donations	£909.49				£8,868.70
	JustGiving Donations	£3,534.21				£242.07
		£23,586.64				£25,666.14
Fundraising	Marathon Fundraising	£2,273.08				£4,302.89
	Vintage & Craft Fairs	£0.00				£1,419.51
	Sponsored Dive	£0.00				£0.00
	Tree of Light	£1,261.66	£748.50			£1,254.61
	General Fundraising	£1,783.36				£389.20
	Business Events	£3,410.00				£1,000.00
	Plant Sale	£374.34				£499.90
	Volunteer Conference	£0.00				£140.00
	SO: Lotto	£462.00				£203.00
	Easy Fundraising	£90.64				£22.53
	Work for Good	£255.62				£0.00
	Co-op Local Community Fund	£215.31				£0.00
		£10,126.02				£9,231.64
Legacies		£0.00				£0.00
Membership Fees		£110.00				£74.00
Commercial Project: CommuniBakes	Crowdfund & Donations	£0.00				£6,942.64
Commercial Project: Robin's Nest		£198.92				£591.99
Grants	NHS Hampshire Southampton & Isle of Wight	£0.00				£58,202.00
	National Lottery Community Fund	£13,886.00			£13,886.00	£106,783.00
	National Lottery Uplift Grant	£51,564.50			£51,564.50	£0.00
	Virgin Media/O2 Together Fund	£0.00				£1,000.00
	National Lottery COVID Fund	£0.00				£0.00
	SCC Grant	£24,750.00				£18,249.50
	Henry Smith Grant	£5,000.00				£10,000.00
	Mental Health Network	£9,999.50			£9,999.50	£31,998.50
	Southampton Voluntary Services – Green Project	£0.00				£664.00
	Grants General	£98,902.00			£93,902.00	£19,956.35
		£204,102.00				£246,853.35
SU Shopping Payment		£39.60				£600.48
Tax Refund on Gift Aid		£3,349.67				£6,466.56
TOTAL INCOME		£241,512.85				£296,426.80

EXPENDITURE	Salaries and NI	£203,054.37			£162,239.16
	Pensions	£3,404.53			£6,323.49
	Staff Expenses	£1,309.31			£16.00
	Volunteers' Expenses	£6,395.31			£2,922.50
	DBS Fees	£0.00			£180.80
	Rent	£5,627.78			£12,253.67
	Telephone & Internet	£3,828.88			£4,596.15
	Social Events (Volunteers & Tea Parties)	£1,847.14			£1,053.85
	Postage & Office Supplies	£9,824.72			£6,794.72
	Insurance	£321.20			£491.12
	Fundraising Expenses	£672.00			£1,488.77
	Website & Publicity	£22,445.88			£14,719.00
	Training	£6,218.43			£5.00
	Volunteer Conference	£209.99			£4,775.77
	IT Expenses	£4,887.96			£1,861.33
	Fees	£2,316.52			£943.28
	Equipment	£1,192.05			£1,717.58
	Robin's Nest	£122.20			£497.05
	Shopping Reimbursement	£39.40			£477.20
	Other Expenses	£220.00			£1,216.32
	CommuniBakes	£0.00			£29,908.24
TOTAL EXPENDITURE		£273,937.67			£254,481.70
NET LOSS(-)/SURPLUS		-£32,424.82			£41,945.70

Balance Sheet at 31 March 2023

	2022-23	2021-22
Fixed Assets		-
Current Assets	£257,259.64	289,684.46
Cash at Bank and in Hand	£257,259.64	289,684.46
Other Debtors	-	-
	-	-
Net current assets less current liabilities	£257,259.64	289,684.46
Total assets less current liabilities	£257,259.64	289,684.46
Liabilities	-	-
Total net assets less liabilities	£257,259.64	289,684.46

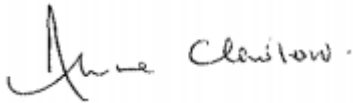
The Trustees are of the opinion that the charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006, relating to small companies. No notice has been deposited under Section 476 of the Act in relation to the accounts for the period.

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 19th October 2023.



Anne Clewlow, Company Secretary



Miles Newton, Chair of Trustees

Balance Sheet

BALANCE SHEET	2022-23	2021-22
Reserves brought forward	£289,684.46	£247,738.76
Loss(-)/Surplus	£-32,424.82	£41,945.70
CLOSING BALANCE C/FWD	£257,259.64	£289,684.46

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

Office accommodation was provided through an underlease with SCiA (Social Care in Action) at Amplevine House, Dukes Road, SO14 0ST, 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 2022 were as follows:

Gain/loss on ordinary activities for the period	£-32,424.82
Balance at start of the year	£289,684.46
Balance at the end of the year	£257,259.64

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 10-13, for the year ended 31 March 2023.

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

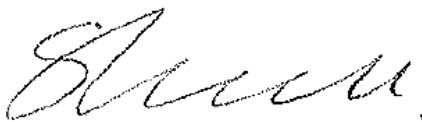
My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or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

18th October 2023



Simon Rudd

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