

## Communicare in Southampton

Registered Company No.5430846

Registered Charity No.1110427

### Report of the Trustees

Year Ended 31 March 2022



The Trustees have pleasure in presenting their report and the financial statements of the Charitable Company for the period ended 31 March 2022.

## **Purposes and Aims**

The Charitable Objects of Communicare in Southampton are set out in the Articles 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.

## **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 usual drop-in sessions at satellite offices in Shirley, Woolston and Lordshill remained suspended post COVID-19 restrictions.

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 297 volunteers, coordinated and supported by 7.9 salaried employees (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 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 2021-22 with a variety of organisations with similar goals and ethos to support the local community. These include (but are not limited to) Southampton University, 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 and Wessex AHSN.

We're also delighted to have been supported by several local businesses: Signature Retirement Home, The Southern Daily Echo, Spectrum Signs & Workwear Ltd, Made in: Here, Drop the Mask, Eling Studios and Good Life Sorted.

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.

## Progress on plans proposed in Trustee's Report 2020-21

The impact of the pandemic continued to affect the way that Communicare was able to deliver on its objectives.

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

Key areas of focus included:

- **Service review;** considering ways in which current services may need adapting and updating together with exploring the introduction of new areas of work to address the growing demand for support.  
Telephone and postal support were delivered consistently throughout the year, even as restrictions fluctuated depending on the prevalence of the virus.  
Face to face opportunities were organised with appropriate safety guidelines whenever possible.
- **Commercial;** finding ways in which the charity can use commercial activity to provide financial resilience.  
A new company, "CommuniBakes" was set up and a local bakery purchased in November 2021.
- **Strategic planning;** writing and implementing strategies to ensure that the most efficient and effective pathways are being adopted.  
A digital strategy was written following consultation with stakeholders and is being implemented. First steps concentrate on cyber security.
- **Volunteer opportunities, recruitment, management, deployment;** looking at the range of roles available within the charity, together with how we are able to appropriately work with volunteers to deliver the range of services we aspire to offer.  
Consultation with volunteers culminated in a successful conference day, which included information sessions aimed at increasing confidence with areas highlighted as concerns.
- **Intergenerational work;** considering ways in which the charity can best work with people in every age group for the benefit of all concerned.  
Partnerships with SCPA and St Patrick's Church have contributed significantly to taking this area of development forward. It was hampered by pandemic restrictions but where activity was able to take place some exciting new groups are taking off.
- **Group activity;** exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.  
This area has yet to be fully explored.

## Better at Home

A new project, funded through the City Commissioners, was launched in September 2021. This has been set up to combine current projects, Hospital Homecoming and Hello Southampton, both of which provide short-term support to residents of the City, who would benefit from simple good neighbourly help with tasks such as shopping and light housework or daily welfare telephone calls. It aims to reduce re-admission to hospital by ensuring that help is on hand with some of the basics where patients are vulnerable but don't qualify for statutory services.

## Future Plans

As our community adjusts to a new reality, with vaccinations providing a source of protection for the majority of the population, additional challenges arising from the enforced period of lockdown or restricted activity have emerged.

Changes due to Brexit are also significant for many people's lives.

Recognising the considerable differences that have emerged, the key areas of focus during the period from April 2022-March 2023 include:

- 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
- Commercial; continuing to explore ways in which the charity can use commercial activity to provide financial resilience
- Strategic and business planning; reviewing and updating the business plan. Writing and implementing strategies to support the delivery of the business plan
- 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
- Intergenerational work; build on the work already begun and seek more opportunities and partners to increase this area of activity
- Group activity; exploring ways in which people can interact in groups of different sizes, for a range of purposes to support one another.

## Who we've helped

Our volunteers touched the lives of 440 individuals or families with 3264 requests. This figure 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.

Of those helped 67% were over 65 years of age, and 37% (39% 2020-21) were over 80.

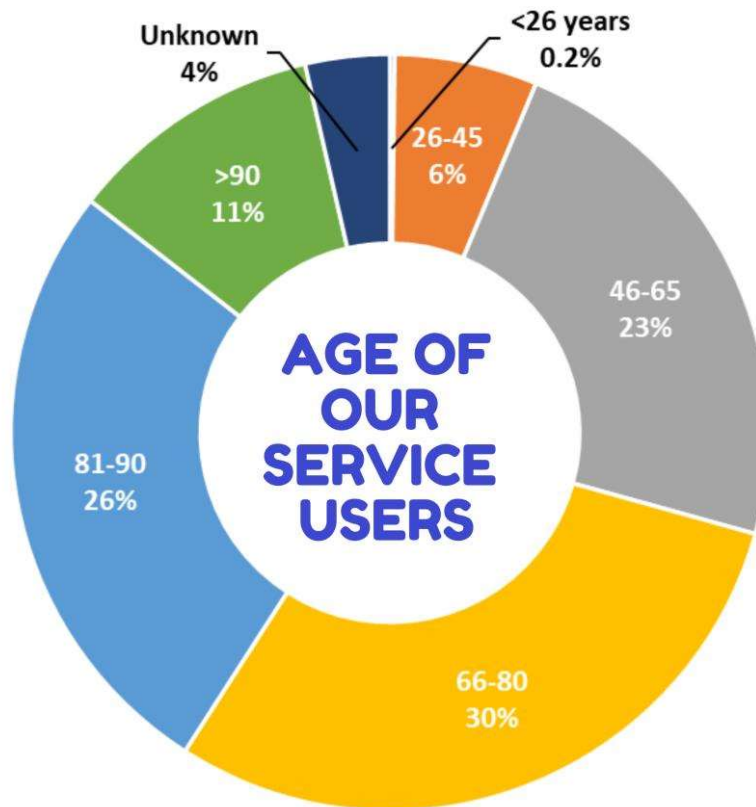


Figure 1 - Age Profile of Service Users 2021-22

The majority of those helped (37%) were experiencing some form of social difficulty (isolation/loneliness), closely followed by those with a physical challenge (25%) and 14% of those helped had some form of mental health issue.

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

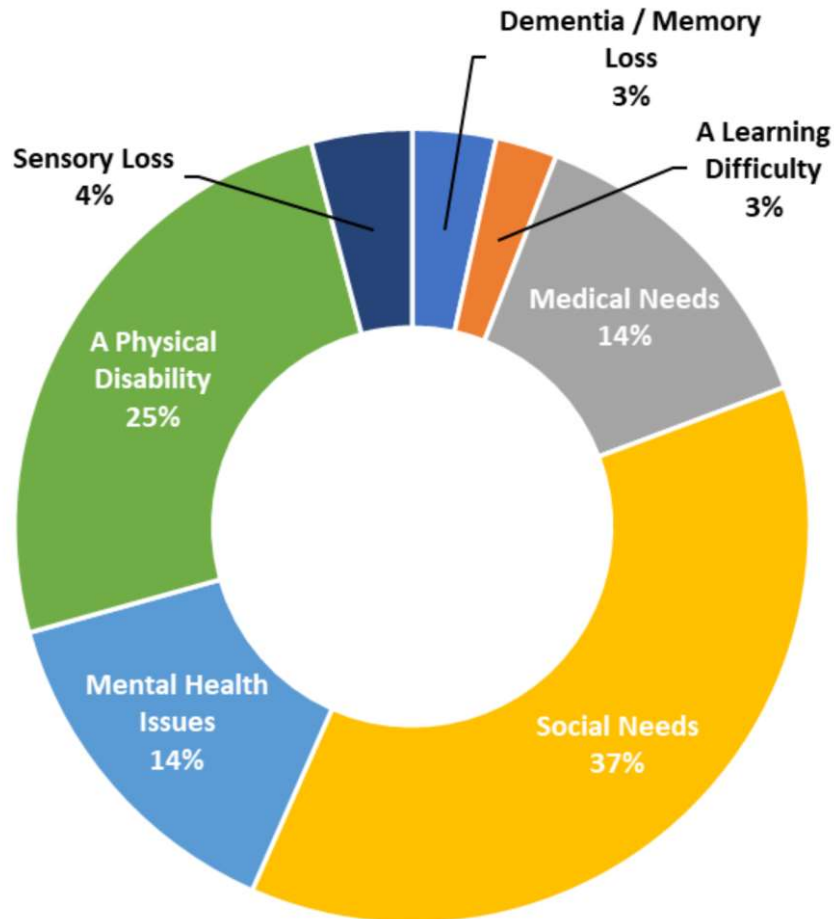


Figure 2 - Primary Reason for Referral 2021-22

### The type of help we've given

In total we completed 237 trips to and from medical and social appointments (776 hours of transport time). Our volunteers provided approximately 16,309<sup>1</sup> hours of individual acts of kindness and in addition to this over 70 volunteers provided hours of help at local vaccination hubs. The support we provide enables our service users to continue to live as independently as possible, in their own homes.

<sup>1</sup> Calculated by average time spent per request multiplied by the number of requests completed in the period. Based on 45 volunteers' submissions in 2021-22



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.

We were delighted to reinstate our community tea parties this year, thanks to funding from Southampton Voluntary Services and The Gannett Foundation via Newsquest. We have focussed on a VE/VJ Day theme and intergenerational work with local schools.

### 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 31 years of its existence.

At the end of the year, 386 service users were on a waiting list for one or more of our services (excluding the postal project). Of these, 67 people were only waiting to possibly be invited to tea parties, leaving 319 service users waiting for one or more services (278 people in 2020-21 and 413 people in 2019-20). 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 137 service users who had not yet been supported in any way by 31<sup>st</sup> March 2022 (except with the postal project and assessment visits).

## OUR SERVICE USERS ARE REFERRED TO US BY...

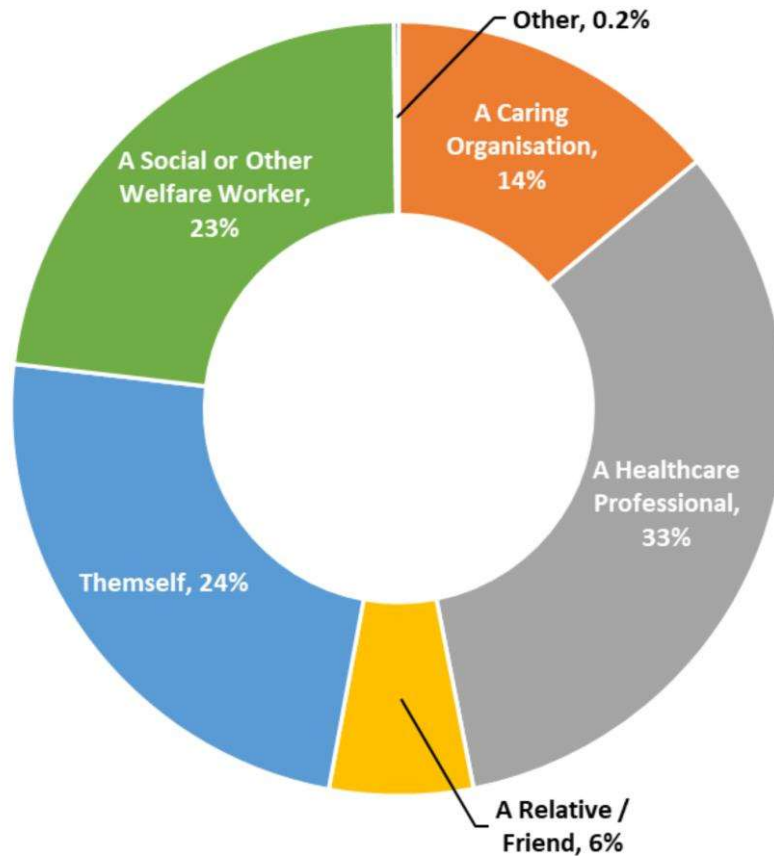


Figure 4 - Source of Referrals 2021-22

### 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 2021-22, 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.





## 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 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 2022 was 17.

## 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
- Barrie Worth..... Director and Trustee
- Carolyn Page ..... Director and Trustee
- David Thomas..... Director and Trustee
- Hannah Silver ..... Director and Trustee
- John Ansell..... 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 2021-22 83% (82% 2020-21) of funding was from grants.

## **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 1<sup>st</sup> April 2022 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



15<sup>th</sup> September 2022

### Anne Clewlow, Company Secretary

Registered Office:

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

INCOME		2021-22	of which Gift Aided	Designated	Restricted	2020-21
<b>Donations</b>	Service Users	£2,403.31	£120.00			£4,897.80
	Regular Giving	£7,167.25	£6,866.00			£6,112.65
	Volunteers	£1,821.27	£1,000.00			£10,827.48
	Virgin Money Giving	£2,147.84				£3,072.48
	Churches	£1,906.90				£2,651.10
	Other	£1,013.62		£409.94		£6,852.11
	DONR Text Giving	£47.00				£0.00
	Amazon Smile Donation	£48.18				£0.00
	General Donations	£8,868.70				£0.00
	JustGiving Donations	£242.07				£0.00
		<b>£25,666.14</b>				<b>£34,413.62</b>
<b>Fundraising</b>	Marathon Fundraising	£4,302.89				£1,181.00
	Vintage & Craft Fairs	£1,419.51				£0.00
	Sponsored Dive	£0.00				£100.00
	Tree of Light	£1,254.61	£10.00			£1,484.00
	General Fundraising	£389.20	£5.00			£2,401.99
	Business Events	£1,000.00				£861.02
	Plant Sale	£499.90				
	Volunteer Conference	£140.00				
	SO: Lotto	£203.00				£0.00
	Easy Fundraising	£22.53				
		<b>£9,231.64</b>				<b>£6,028.01</b>
<b>Legacies</b>		<b>£0.00</b>				<b>£10,000.00</b>
<b>Membership Fees</b>		<b>£74.00</b>				<b>£57.00</b>
<b>Commercial Project: CommuniBakes</b>	Crowdfund & Donations	<b>£6,942.64</b>		<b>£6,942.64</b>		<b>£5,000.00</b>
<b>Commercial Project: Robin's Nest</b>		<b>£591.99</b>				<b>£230.00</b>
<b>Grants</b>	NHS Hampshire Southampton & Isle of Wight	£58,202.00			£58,202.00	£78,791.00
	National Lottery Community Fund	£106,783.00			£106,783.00	£53,971.00
	Virgin Media/O2 Together Fund	£1,000.00			£1,000.00	£69,540.00
	National Lottery COVID Fund	£0.00				£21,392.00
	SCC Grant	£18,249.50				£16,948.00
	Henry Smith Grant	£10,000.00				£8,000.00
	Mental Health Network	£31,998.50			£31,998.50	
	Southampton Voluntary Services – Green Project	£664.00		£664.00		
	Grants General	£19,956.35		£8,771.35	£10,000.00	£9,881.00
		<b>£246,853.35</b>				<b>£258,523.00</b>
<b>SU Shopping Payment</b>		£600.48				£1,016.00
<b>Tax Refund on Gift Aid</b>		<b>£6,466.56</b>				<b>£0.00</b>
<b>TOTAL INCOME</b>		<b>£296,426.80</b>				<b>£315,269.00</b>

<b>EXPENDITURE</b>	Salaries and NI	£162,239.16	£500.00	£116,871.73	£142,419.00
	Pensions	£6,323.49		£4,645.66	£4,963.00
	Staff Expenses	£16.00		£3.50	£3,056.00
	Volunteers' Expenses	£2,922.50	£37.35	£2,885.15	£3,406.00
	DBS Fees	£180.80		£180.80	£156.00
	Rent	£12,253.67	£1,117.56	£11,089.44	£7,000.00
	Telephone & Internet	£4,596.15	£1,577.30	£2,736.75	£4,789.00
	Social Events (Volunteers & Tea Parties)	£1,053.85		£520.55	£0.00
	Postage & Office Supplies	£6,794.72	£3,596.59	£3,150.13	£8,029.00
	Insurance	£491.12	£4.12	£487.00	£455.00
	Fundraising Expenses	£1,488.77			£398.00
	Website & Publicity	£14,719.00	£733.80	£13,985.20	£11,636.00
	Training	£5.00		£5.00	£35.00
	Volunteer Conference	£4,775.77		£4,775.77	£0.00
	IT Expenses	£1,861.33		£1,861.33	£0.00
	Fees	£943.28		£457.28	£4,597.00
	Equipment	£1,717.58		£222.26	£10,634.00
	Robin's Nest	£497.05			£613.00
	Shopping Reimbursement	£477.90			£1,166.00
	Other Expenses	£1,216.32	£129.72	£711.60	£2,310.00
	CommuniBakes	£29,908.24	£11,942.64		£0.00
		<u>£254,481.70</u>			<u>£205,668.00</u>
<b>TOTAL EXPENDITURE</b>					<b>£205,668.00</b>
<b>NET LOSS(-)/SURPLUS</b>		<b>£41,945.70</b>			<b>£109,601.00</b>

## Statement of Financial Activities for the Period Ended 31st March 2022

### Balance Sheet at 31 March 2022

	2021-22	2020-21
<b>Fixed Assets</b>		-
<b>Current Assets</b>	£289,684.46	247,738.76
Cash at Bank and in Hand	<b>£289,684.46</b>	<b>247,738.76</b>
Other Debtors	-	-
	-	-
<b>Net current assets less current liabilities</b>	£289,684.46	247,738.76
<b>Total assets less current liabilities</b>	£289,684.46	247,738.76
<b>Liabilities</b>	-	-
<b>Total net assets less liabilities</b>	<b>£289,684.46</b>	<b>247,738.76</b>

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 15<sup>th</sup> September 2022.



**Anne Clewlow, Company Secretary**



**Miles Newton, Chair of Trustees**

## Balance Sheet

<b>BALANCE SHEET</b>	<b>2021-22</b>	<b>2020-21</b>
Reserves brought forward	£247,738.76	£138,137.76
Loss(-)/Surplus	£41,945.70	£109,601.00
<b>CLOSING BALANCE C/FWD</b>	<b>£289,684.46</b>	<b>£247,738.76</b>

**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	<b>£41,945.70</b>
Balance at start of the year	£247,738.76
Balance at the end of the year	<b>£289,684.46</b>

**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 2022.

### **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.

15<sup>th</sup> September 2022



**Simon Rudd**

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

Communicare in Southampton

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Trustees Report 2021-22