

Trustees' Annual Report 2019-20



CHARITY COMMISSION
FOR ENGLAND AND WALES

Period from: **01 April 2019** to **31 March 2020**

Charity name: **Havering Shopmobility Association**

Charity registration number: **1051614**

Objectives and Activities

| | SORP reference | |
|--|--------------------|--|
| Summary of the purposes of the charity as set out in its governing document | Para 1.17 | <p>To relieve people with mobility problems within the London Borough of Havering and other areas, by the provision of mobility related equipment for use whilst shopping or visiting Romford Town Centre, and its environs;</p> <p>To facilitate mobility and travel for longer periods of use as required at, or away from home, and to use on short breaks and holidays worldwide.</p> |
| Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts. | Para 1.17 and 1.19 | <p>The main activities of the charity are the provision of electric scooters, electric wheelchairs, manual wheelchairs and walkers for people who have limited mobility for use when visiting Romford Town Centre.</p> <p>We provide equipment for short term or longer use for people with temporary or permanent mobility needs and for use on holiday.</p> <p>We also sell some disability and mobility aids.</p> |
| Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit. | Para 1.18 | <p>The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.</p> |

Additional information (optional)

| | SORP reference | |
|--|----------------|--|
| Policy on grant making | Para 1.38 | Havering Shopmobility does not give financial grants. |
| Policy on social investment including program related investment | Para 1.38 | Havering Shopmobility does not make financial investments. |
| Contribution made by volunteers | Para 1.38 | Havering Shopmobility is reliant on our team of dedicated volunteers who deliver our services. Without them, we simply could not operate. In 2019-20 our 35 volunteers gave over 25,000 hours of voluntary service to our community through our two shops. |

Achievements and Performance

| | SORP reference | |
|---|----------------|--|
| Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole. | Para 1.20 | We give our users independence to use and enjoy all the shopping, leisure and health facilities within Romford and further afield. They benefit from their retained independence and reduced isolation, whilst the local economy also benefits from their spending power, which would otherwise be lost. |

Additional information (optional)

| | | |
|--|-----------|--|
| Achievements against objectives set | Para 1.41 | <p>The charity has largely managed to maintain services from both of our two shops six days per week despite challenges of falling numbers of volunteers. The service from our Liberty shop had to close on 16 March due to Coronavirus, as both our users and volunteers are in the groups classified as vulnerable. This had resulted in demand plummeting and difficulty in staffing the shop. This was followed on 18 March with the closure of the Brewery shop, slightly in advance of the nationwide lockdown on 23 March.</p> <p>In the last year our equipment - electric scooters, electric wheelchairs and manual wheelchairs - was used on a total of 7966 times.</p> <p>A programme of replacing our older equipment has been maintained during the year.</p> |
| Performance of fundraising activities against objectives set | Para 1.41 | Trustees financial strategy is to raise sufficient funds to ensure the continued viability of the charity. As such Trustees have not set objectives or fundraising targets. There has been less 'fund raising' activity during the last year due to prioritising service delivery and staff absence and sickness. In the last year £5408 was raised net of costs. |
| Investment performance against objectives | Para 1.41 | Havering Shopmobility does not make financial investments. |

Financial Review

| | SORP reference | |
|--|----------------|---|
| Review of the charity's financial position at the end of the period | Para 1.21 | From a financial point of view, we have had another successful year. The bank balance at the end of the year was £56,830, a small increase on the previous year. Total Income was £55,444 almost the same as last year, and our Expenditure was £56,544, slightly down on the previous year. Our reserves are £50,293 the best ever and which now meets the Trustee's Policy on Reserves which is to maintain one year's operating costs. |
| Statement explaining the policy for holding reserves stating why they are held | Para 1.22 | <p>The Trustee's policy is to transfer funds not required for short term use to an interest-bearing account with Metro Bank.</p> <p>The Trustee's policy on reserves is to maintain a sum equal to one year's operating costs, as a reserve. This is to ensure the longer term financial stability of the charity in the current economic uncertainties.</p> |
| Amount of reserves held | Para 1.22 | £50,293 (equal to one year's operating costs) |
| Reasons for holding zero reserves | Para 1.22 | Havering Shopmobility holds reserves. |
| Details of funds materially in deficit | Para 1.24 | No funds are in deficit. |
| Explanation of any uncertainties about the charity continuing as a going concern | Para 1.23 | There are no uncertainties about the charity continuing as a going concern. |

| Additional information (optional) | | | | |
|---|-----------|---|---|--|
| The charity's principal sources of funds (including any fundraising) | Para 1.47 | The charity's principal sources of funding and the sums generated in the last year are : <ul style="list-style-type: none"> • User Subscriptions £ 6,692 • Hire charges £ 30,402 • Sales & commissions £ 6,029 (net of costs) • Donations and fund raising £ 5,408 (net of costs) | | |
| Investment policy and objectives including any social investment policy adopted | Para 1.46 | Haverling Shopmobility does not make financial investments. | | |
| A description of the principal risks facing the charity | Para 1.46 | Risk Item | Minor Event | Major Event |
| | | Loss of Equipment | Non return/theft | Fire/theft/ destruction |
| | | Loss of Finances | Theft/Pilfering/Error | Theft/Fraud Bank collapse |
| | | Loss of Premises | Partial damage or destruction | Damage or destruction Withdrawal of use |
| | | Loss of Staff | Illness, absence, vacancy | Extended absence. Loss of all staff at the same time |
| | | Loss of Volunteers | Availability Gradual decline | Extended absence. Loss of all staff at the same time |
| | | Loss of Trustees | Availability Gradual decline | |
| | | Loss of Information | System failure Accidental loss or erasure Intentional | System loss Accidental loss or erasure Intentional |
| | | Reputational Damage | Bad publicity Scandal | |

| Structure, Governance and Management | | |
|---|----------------|---|
| Description of charity's trusts: | SORP reference | |
| Type of governing document | Para 1.25 | Constitution adopted on 5 th December 1995, as amended on 25 th March 1998, 2 nd July 2009, 30 th June 2014 and 15 July 2019. |
| How is the charity constituted? | Para 1.25 | An unincorporated Association |
| Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees | Para 1.25 | Trustees are appointed from members by the AGM of members or a meeting of trustees on the recommendation of an Appointments Panel of Trustees. Officers are elected from trustees at the AGM. |

| Additional information (optional) | | |
|---|-----------|--|
| Policies and procedures adopted for the induction and training of trustees | Para 1.51 | <p>Newly appointed trustees are provided with a portfolio of information on the organisation, the role of a trustee, key policies and procedures and key information.</p> <p>Trustees have adopted a Medium Term Plan following a review of objectives, the skills needed to deliver these and an audit of current and required skills and commitment. Portfolios of responsibility have been agreed to use to recruit new trustees.</p> |
| The charity's organisational structure and any wider network with which the charity works | Para 1.51 | <p>Trustees meet on a quarterly basis and receive formal reports on policy, resources, finance, reports of sub committees and operational performance.</p> <p>Trustees established three sub committees to do the work – Performance and Development to deal with how services are delivered and future direction; Membership and Staffing to look after the appointment of trustees, staff and volunteers; and Fund Raising to oversee the raising of monies essential to maintain our services.</p> <p>A Mission Statement and Values were agreed by trustees on 19 January 2015.</p> <p>The charity's day-to-day operations are led by a full time manager supported by a part-time assistant manager with additional management support as the need arises. Services are largely delivered by our volunteers who work as a team in shift patterns.</p> <p>Services delivery is co-ordinated by a management team comprising the Chairman, Deputy Chairman/Treasurer and Manager meeting bi-monthly.</p> <p>The charity maintains networking relationships with similar organisations in the voluntary and statutory sectors, and with local trading and community organisations.</p> |
| Relationship with any related parties | Para 1.51 | Havering Shopmobility is not related to any other party. |

| Reference and Administrative details | |
|--------------------------------------|--|
| Charity name | Havering Shopmobility Association |
| Other name the charity uses | Havering Shopmobility |
| Registered charity number | 1051614 |
| Charity's principal address | Havering Shopmobility 1 The Brewery, Waterloo Road, Romford, RM1 1AU |

| Names of the charity trustees who manage the charity | | | | |
|--|--------------------|-----------------------------|-----------------------------------|---|
| | Trustee name | Office (if any) | Dates acted if not for whole year | Name of person (or body) entitled to appoint trustee (if any) |
| 1 | Michael JOYCE | Chairman | Re-elected 15 July 2019 | The AGM or the Trustees |
| 2 | Jackie TOKLEY | Deputy Chairman & Treasurer | Re-elected 15 July 2019 | The AGM or the Trustees |
| 3 | Brian SAUNDERS | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 4 | Beryl BARBOUR | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 5 | Christine FOLAN | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 6 | Gillian COLVIN | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 6 | Barbara CORMACK | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 8 | Margaret GLENISTER | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 9 | Elaine GREEN | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 10 | Michael MITCHELL | | Re-elected 15 July 2019 | The AGM or the Trustees |
| 11 | Jacky DANILOVIC | | Elected 15 July 2019 | The AGM or the Trustees |
| 12 | Vacant | | | |

| Corporate trustees – names of the directors at the date the report was approved | | |
|---|--|--|
| Director name | | |
| None | | |

| Name of trustees holding title to property belonging to the charity | | |
|---|-----------------------------------|--|
| Trustee name | Dates acted if not for whole year | |
| None | | |



| Funds held as custodian trustees on behalf of others | |
|---|------|
| Description of the assets held in this capacity | None |
| Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects | None |
| Details of arrangements for safe custody and segregation of such assets from the charity's own assets | None |

| Additional information (optional) | | |
|---|---------------|---------------------------|
| Names and addresses of advisers (Optional information) | | |
| Type of adviser | Name | Address |
| Independent Financial Examiner | Mr John Percy | c/o Havering Shopmobility |
| | | |

| Name of chief executive or names of senior staff members (Optional information) |
|--|
| Ms Mandy Bunn, Manager |

| Exemptions from disclosure |
|--|
| Reason for non-disclosure of key personnel details |
| None |

| Other optional information |
|-----------------------------------|
| Intentionally blank |

| Declarations | | |
|---|---|--|
| <p>The trustees declare that they have approved the trustees' report above. Signed on behalf of the charity's trustees</p> | | |
| Signature |  |  |
| Full name | Michael JOYCE | Jacqueline TOKLEY |
| Position | Chairman | Deputy Chairman & Treasurer |
| Date | 12 October 2020 | 12 October 2020 |

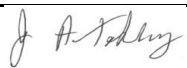
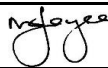


| | | | | |
|-----------------------------------|------------|---------|------------|-------|
| HAVERING SHOPMOBILITY ASSOCIATION | | 1051614 | | CC16a |
| Receipts and payments accounts | | | | |
| For the period from | 01/04/2019 | To | 01/04/2020 | |

Section A Receipts and payments

| | Unrestricted funds to the nearest £ | Restricted funds to the nearest £ | Endowment funds to the nearest £ | Total funds to the nearest £ | Last year to the nearest £ |
|---|--|--------------------------------------|-------------------------------------|---------------------------------|-------------------------------|
| A1 Receipts | | | | | |
| EQUIPMENT HIRES | 30,402 | - | - | 30,402 | 34,804 |
| MEMBERSHIP RENEW/NEW | 6,692 | - | - | 6,692 | 7,692 |
| PROMOTIONS & SHOP SALES | 993 | - | - | 993 | 1,148 |
| COLLECTION TINS & DONATIONS | 554 | - | - | 554 | 1,651 |
| RAFFLES & FUNDRAISING | 4,854 | - | - | 4,854 | - |
| SHOPMOB SALES | 5,000 | - | - | 5,000 | 873 |
| FIRST STEP | 1,658 | - | - | 1,658 | 3,131 |
| ANGEL SALES | 2,525 | - | - | 2,525 | - |
| INSURANCE REFUND | 1,256 | - | - | 1,256 | 6,651 |
| ACORN COMMISSION | 229 | - | - | 229 | 1,229 |
| Sundry | 1,281 | - | - | 1,281 | 193 |
| Sub total (Gross income for AR) | 55,444 | - | - | 55,444 | 57,372 |
| A2 Asset and investment sales, (see table). | | | | | |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | - | - | - | - | - |
| Total receipts | 55,444 | - | - | 55,444 | 57,372 |
| A3 Payments | | | | | |
| EQUIPMENT MAINTENANCE | 3,164 | - | - | 3,164 | 2,647 |
| OFFICE EQUIP MAINT/PURCHASE | 1,119 | - | - | 1,119 | 157 |
| STATIONERY | 999 | - | - | 999 | 1,044 |
| PHONE & INTERNET | 1,644 | - | - | 1,644 | 1,647 |
| INSURANCE | - | - | - | - | 2,512 |
| TRAINING/FIRST AID | 10 | - | - | 10 | 200 |
| CCTV BOTH SHOPS | - | - | - | - | 2,074 |
| SALRIES & HMRC PAYMENTS | 36,511 | - | - | 36,511 | 32,895 |
| NEW TELEPHONE/COMPUTERS | - | - | - | - | 272 |
| PAT TESTING | 120 | - | - | 120 | - |
| SAINATRY WASTE | 326 | - | - | 326 | 304 |
| PARKING PERMITS | 110 | - | - | 110 | 110 |
| STOCK FOR RESALE | 5,428 | - | - | 5,428 | 5,170 |
| PETTY CASH | 1,136 | - | - | 1,136 | 1,682 |
| SUNDY | 173 | - | - | 173 | 219 |
| CHRISTMAS DO | 788 | - | - | 788 | 739 |
| | - | - | - | - | - |
| | - | - | - | - | - |
| Sub total | 51,528 | - | - | 51,528 | 51,672 |
| A4 Asset and investment purchases. (see table) | | | | | |
| NEW SCOOTERS & WHEELCHAIRS | 5,016 | - | - | 5,016 | 2,198 |
| | - | - | - | - | 16,000 |
| Sub total | 5,016 | - | - | 5,016.00 | 18,198 |
| Total payments | 56,544 | - | - | 56,544 | 69,870 |
| Net of receipts/(payments) | - 1,100 | - | - | - 1,100 | - 12,498 |
| A5 Transfers between funds | 4,984 | - | - | 4,984 | - |
| A6 Cash funds last year end | 2,621 | - | - | 2,621 | 15,119 |
| Cash funds this year end | 6,505 | - | - | 6,505 | 2,621 |

Section B Statement of assets and liabilities at the end of the period

| Categories | Details | Unrestricted funds to nearest £ | Restricted funds to nearest £ | Endowment funds to nearest £ |
|---|---|---|----------------------------------|---------------------------------|
| B1 Cash funds | BARCLAYS CURRENT ACC *****046 | 2,823 | - | - |
| | METRO CURRENT ACC *****023 | 3,682 | - | - |
| | | - | - | - |
| | Total cash funds (agree balances with receipts and payments account(s)) | 6,505 | - | - |
| B2 Other monetary assets | Details | to nearest £ | to nearest £ | to nearest £ |
| | METRO INSTANT ACCESS *****413 | 32 | - | - |
| | METRO SAVINGS *****687 | 50,293 | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| | | - | - | - |
| B3 Investment assets | Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
| | None | | - | - |
| | | | - | - |
| | | | - | - |
| | | | - | - |
| B4 Assets retained for the charity's own use | Details | Fund to which asset belongs | Cost (optional) | Current value (optional) |
| | SCOOTERS & WC 2016 & earlier | UNRESTRICTED | | 7,150 |
| | SCOOTERS & WC 2017 | UNRESTRICTED | 7,424 | 3,040 |
| | OFFICE EQUIP 2017 | UNRESTRICTED | 2,365 | 969 |
| | 2 SML SCOT 2 BARIATRIC WC 2017 | UNRESTRICTED | 667 | 340 |
| | NEW WHEELCHAIRS SCOOTER | UNRESTRICTED | 2,301 | 1,841 |
| | NEW SCOOTERS 2018 | UNRESTRICTED | 2,400 | 1,536 |
| | SCOOTERS WHEELCHAIRS 18/19 | UNRESTRICTED | 2,198 | 1,759 |
| | SCOOTERS WHEELCHAIRS 19/20 | UNRESTRICTED | 5,016 | 5,016 |
| B5 Liabilities | Details | Fund to which liability relates | Amount due (optional) | When due (optional) |
| | None | | - | |
| | | | - | |
| | | | - | |
| | | | - | |
| Signed by one or two trustees on behalf of all the trustees | | Signature | Print Name | Date of approval |
| | |  | JACQUELINE TOKLEY | 12/10/2020 |
| | |  | MIKE JOYCE | 12/10/2020 |

mj/ar/ 2020/1051614 cc16a signed/201012

**Havering Shopmobility 2019/20 accounts.
Independent Examiner's Report to the Charity Commission.**

7.2

Charity Name & Number: Havering Shopmobility 1051614

Accounting year: 1st April 2019 – 1st April 2020

Opening statement:

As the nominated Independent Examiner for Havering Shopmobility's 2019/20 accounts I confirm that:

- The charity is not a Company.
- The charity's gross income is less than £250,000
- The charity is not VAT registered.
- The charity's governing document (its constitution) does not require "accrual" accounts nor professional auditing/examination.
- The accounts have been prepared on a "receipts & payment" basis.
- The charity's trustees have elected to have an Independent Examination of the accounts.
- I, acting as the Independent Examiner, declare that I am neither a trustee nor do I have any close relationship with any trustee of the charity.

This report should be read in conjunction with the Charity Commission's reporting form CC16a.

Report.

I am confident that the end of year accounts report (form CC16a) accurately reflects the accounts maintained by the charity (Havering Shopmobility) throughout the 2019/20 accounting year.

The charity's personnel have fully cooperated with my examination of the accounts and provided all the relevant documentation that I requested (bank statements, till receipts, cheque book etc), and it is clear that they have been diligent in maintaining the accounts in a comprehensive and transparent fashion.

In support of my examination of the accounts, I prepared a check list of items to be inspected and/or confirmed - a copy of which I can provide should you request it.

In addition to auditing the annual accounts, I was requested by the chairman to conduct a "deep dive" of a random Month's accounts (I selected July 2019) and found them to be correct, properly recorded and matching the bank statement.

Although the accounts show a financial deficit of £1,100 for the 2019/20 financial year, analysis shows that this can be directly attributed to the month of March 2020 when the organisation's income was significantly affected by the government's Coronavirus "lock-down" measures. With regard to Coronavirus, I understand that the Trustees have taken actions to limit the on-going effect of the outbreak on the charity, and to take advantage of any government support schemes available to them.

As required by the Charity Commission's guide lines, the bank balance shown for both the start and end of the financial year has been declared as a "net" amount ie. the bank balance as shown on the bank statement less:

- Any un-presented cheques (there are none, since the charity has adopted electronic payments)
- Any other liabilities against the charity (eg. unpaid bills) – of which there are none.

In order to maintain a comprehensive and appropriate fleet of equipment, several new mobility "scooters" and wheel chairs were purchased by the charity during the financial year at a cost of £6,800. This, I feel, demonstrates the responsible management of the charity..

There have been no asset sales during this accounting period. However, the "old" mobility equipment has been written down (depreciated) by approx. £8000 primarily due to the 8 year old mobility scooters considered to now have little or no residual value.

End of report

Mr J. Percy
54 Fairfield Ave
Upminster
Essex RM14 3AY
Tel: 01708 640755

Dated: 10th July 2020