

REGISTERED COMPANY NUMBER: 02951827 (England and Wales)
REGISTERED CHARITY NUMBER: 1043321

REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

FOR

SERVE

Elsby & Company (Sywell) Ltd
Statutory Auditors
Thistledown Barn
Holcot Lane
Sywell
Northampton
Northamptonshire
NN6 0BG

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for the year ended 31 MARCH 2020

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SERVE

REFERENCE AND ADMINISTRATIVE DETAILS
for the year ended 31 MARCH 2020

TRUSTEES

A Armson Chairman/ Director
M Coles Treasurer
J Baker Director
B Coker Director (deceased 25.11.19)
Z Cunliffe Director
T Higgs Director
T James Director (appointed 17.7.19)
M Core Director

COMPANY SECRETARY

M Core

REGISTERED OFFICE

19 Church Street
Rushden
Northamptonshire
NN10 9YU

REGISTERED COMPANY NUMBER 02951827 (England and Wales)

REGISTERED CHARITY NUMBER 1043321

AUDITORS

Elsby & Company (Sywell) Ltd
Statutory Auditors
Thistledown Barn
Holcot Lane
Sywell
Northampton
Northamptonshire
NN6 0BG

SOLICITORS

Hannah Solicitors
11 Church Street
Rushden
Northants
NN10 9YU

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reference and administrative details

Charity Name:	SERVE
Charity registration number:	1043321
Company registration number:	2951827
Registered Office and Operational address:	19 Church Street Rushden Northants NN10 9YU

Directors & Members (Management Committee)

Alan Armson	Chairman
Martin Coles	Treasurer
Maureen Core	Secretary
Bernard Coker	Director – deceased 25 November 2019
Jake Baker	Director
Zara Cunliffe	Director
Trevor Higgs	Director
Jimmy James	Director - appointed 17 July 2019

In accordance with the company's articles of association, Mr M Coles, Mrs Z Cunliffe and Mrs M Core retire by rotation and all 3 offer themselves for re-election.

All trustee/directors of SERVE are required to disclose any matter that may be considered as being a conflict of interest and may not vote on any matter that may be of conflict. They do not receive any payment for the services they provide to the company but may receive reasonable out of pocket expenses incurred in the discharge of their official duties.

Chief Executive Officer (CEO)

The CEO is responsible for the day-to-day management of SERVE's affairs and for implementing policies agreed by the Management Committee. The CEO is assisted by senior managers.

Senior Managers (as at 31 March 2020)

CEO	Jessica Slater
Care Operations Manager	Paul Jones
Registered Care Manager	Samantha Horne
Transport Manager	Jenni Anker

Head Office Management and Staff (as at 31 March 2020)

Finance & Payroll Coordinator	Natalie Clarke
Wellbeing Manager	Gemma Hager
Scheduler	Sarah Boyle
Homecare Team Leaders	Hayley Kingston
	Ashley Davidson
Homecare Support	Lucy Rice
Reception & Transport Assistant	Gill Willis
Rehabilitation Shop/Tea Room	Judith Nelson
Reception & Well-being Coordinator	Dianne Moore
Activities Worker	Lynda Norris
Community Support Worker	Jenny Standen

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Volunteers

SERVE has a long tradition of voluntary service. The organisation was founded in 1981 by a team of volunteers and did not employ a paid manager until two years after its formation. Today SERVE has an average active portfolio of 94 volunteers and the Trustees wish to acknowledge the tremendous service that they provide. The number of hours that volunteers contributed between April 2019 and March 2020 is 34,727, with a notional value in excess of £344,609. (Based on NMW 2020 plus 13.8% on costs).

An additional 40 volunteers were recruited between March and April 2020 to assist with the Coronavirus Crisis to support people who are shielding in the community. They support people with prescription collection and grocery shopping. The average number of hours of support is 160 hours per week at a notional value of £1,588 per week.

Member Organisations

Members are recruited through a skills audit process by the current Directors/Members. As at 31 March 2020 the Directors mentioned above were individual members along with the organisations listed below;

Royal British Legion
The Cobblers Day Centre
Rushden Branch Royal Air Force Association
St Vincent de Paul Society
Rushden

OBJECTIVES AND ACTIVITIES

Objectives and aims

In accordance with its Memorandum of Association the objects of the Company shall be to promote any charitable purpose for the benefit of the community, in particular the aged and disabled members of the community, in Rushden in the county of Northamptonshire and Bedfordshire, and in particular the advancement of education, the furtherance of health and the relief of poverty, distress and sickness.

The focus of our work and how our services deliver public benefit

SERVE promotes the independence of vulnerable adults' people and people with disabilities, our aim is to provide a range of services to assist them to live at home independently for as long as they wish to do so. Our services improve their quality of life, improve their health and well-being and prevent poverty and isolation.

Strategic Overview

The Annual Report brings together the many reports to the Management Committee and illustrates the scope and scale of the Charity's activities and the issues it faces as it plans for the following year.

Recent times remain challenging for SERVE and even more so through the impact of the Covid 19 pandemic on its operations. Wellbeing activities for elderly and vulnerable service users have been temporarily halted in line with government guidance and it is unclear at the time of writing when they will be allowed to resume. SERVE's personal care services continue with stringent adherence to the provision of personal protective equipment for our carers, albeit at reduced level resulting from the effects of the virus on personal circumstances.

However, SERVE was well placed with the infrastructure and knowledge to step up to providing vital support to vulnerable adults in the local community in these times of crisis. Working in partnership with the Community Resilience Hub set up by the Government, which is being led by East Northamptonshire Council, SERVE is supporting individuals with the delivery of essential groceries, prescriptions, the provision of mobility equipment, hearing aid battery collection and making approximately 500 wellbeing befriending telephone calls each week.

The partnership has a network of voluntary organisations, including mental health support, family support and finance and benefits advice. Support can require complex solutions and the project enables management of an individual's situation effectively and will ensure consistent follow up care after the restrictions with social distancing have been lifted. Positive changes for beneficiaries can include:

- Vulnerable adults feeling supported with mental health via virtual online support and telephone befriending.
- Families will be supported by a professional team of family support links and youth counselling.
- Vulnerable adults will be supported with their universal credit applications and finance/budget management.

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REPORT OF THE TRUSTEES for the year ended 31 MARCH 2020

COVID-19 has also affected the setting up of the two new unitary councils planned to take over from the existing County, District and Borough Councils on 1 April 2021. Elections planned to take place in May 2020 were postponed for 12 months and consequently unitary councillors will not be in place in time to confirm budgets for 2021/22. Arrangements have been put in place to run shadow authorities with councillors from the existing authorities, but it is expected that crucial decisions potentially affecting future funding for SERVE will be delayed.

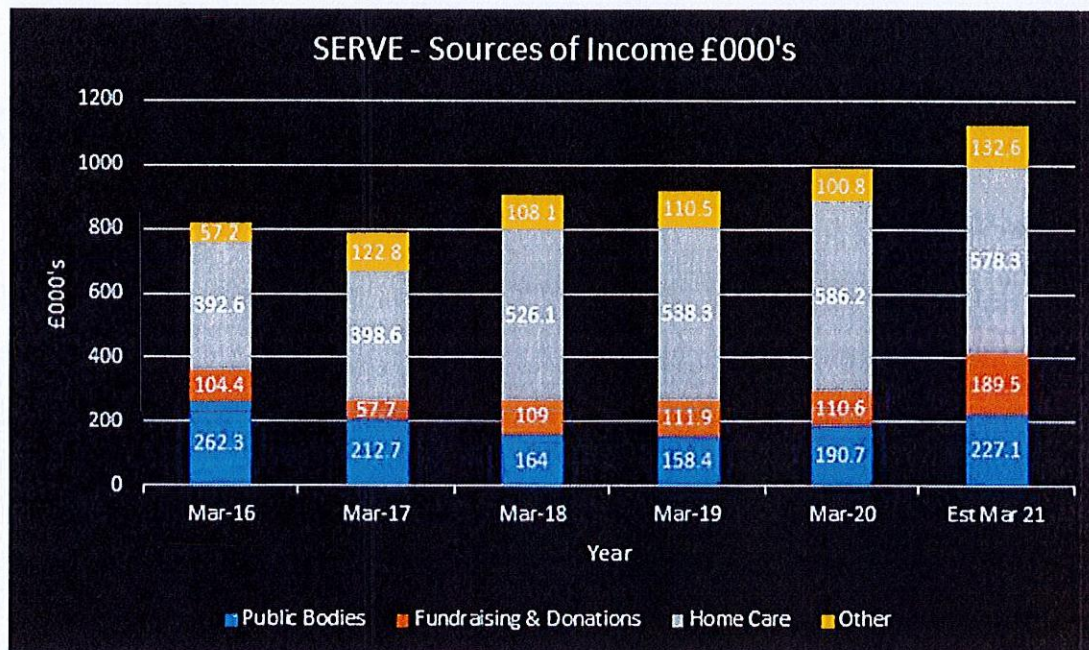
There has been a one-year extension to the County Council's Social Wellbeing Contract, SERVE has been notified that it will come to an end on 31 March 2021. Following a cut of approx. £50k on the contract value for the 2020/21 financial year, the loss of the remaining £100k will have a significant impact on SERVE's financial position in 2021/22 unless alternative funding is provided, however, The Public Health Team at the Council will be issuing a tender for a new service provision for the year 2021/22.

In October 2020, SERVE will have a revised budget for 2021/22 and will restructure services to align with demand in the community and statutory outcomes. SERVE have also set a revised fundraising budget for 2021/22 to focus on replacement funding for those services that are still demand. There has been a focus on restructuring some of our services to save on expenditure including using community buildings rather than SERVE leasing buildings for our wellbeing services which will give more flexibility, increase capacity at short notice and save on rental costs.

The graphic below shows the forecast financial profile for 2020/21 and earlier years. It indicates an increase in Homecare services in line with SERVE's strategy for growth in this area to offset future potential loss of funding from Public Bodies, There has been a significant increase in Fundraising as beneficiaries have been extremely generous to assist with the negative impacts of COVID-19

In April 2020, SERVE merged with Nene Valley Community Action (NVCA) and as a result closed the charity NVCA, however all contracts were novated over to SERVE and a cash balance of £142k was transferred to SERVE.

The graphic below shows the forecast financial profile for 2020/21 and earlier years and the intention to grow the homecare services which is part of our strategic plan for future sustainability.



SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

SERVE's business planning process means that it will be reviewing current plans over the next financial year, but the existing plan takes account of a changing climate created by the changing environment within which social services are being commissioned and the challenges of a growing population of older people. The Trustees and key staff realised the importance of an increasing demand for wellbeing services and recognised the harsher funding environment and the need for SERVE to become more independently financially sustainable.

The current business plan sets out key priorities which give a commitment to growth, a commitment to provide good quality services to beneficiaries and the need to run the organisation efficiently with the requirement for financial sustainability and independence.

The key outcomes from the business plan are:

- a) The plan affirms SERVE's key objective to help independent living of the aged and infirm within the environs of East Northamptonshire District and North Bedfordshire.
- b) To support statutory bodies in the County of Northamptonshire through Hospital Discharge interim low-level care.
- c) SERVE will continue to place emphasis on services that make a real difference to quality of life that are either neglected or poorly resourced by the state or service providers.
- d) The main strategic issues identified:
 - i) SERVE will continue to develop sustainable sources of income with less reliance on public grants or vulnerable service contracts.
 - ii) To become a catalyst for significant volunteering in the local community;
 - iii) To greatly increase provision of services that require volunteers, e.g. drivers, domestic shoppers, gardeners, activity to centre tutors etc.
- iv) Increase net revenues arising from trading activities, e.g. home care.
- v) To further develop partnership to increase the range of services, avoid replication and increase success for search of funding.
- e) To develop wellbeing services which will become more self-sustainable to lessen the burden of fundraising and maintain essential services.
- f) The need to develop operational plans to fulfil our strategic objectives for volunteering and home care.

It is pleasing to update on a couple of on-going initiatives which will bring further benefits to SERVE:

Firstly, and following negotiations led by the CEO's of the two organisations, an agreement has been reached for SERVE to take over the running of NVCA, another local charity based in Rushden. NVCA were part of SERVE until 2008 when they demerged and formed an independent charity and have been very successful in that endeavour. However, the retirement of their CEO prompted a rethink on their future direction. SERVE is delighted with this opportunity to bring the charities together again under the SERVE umbrella which will benefit both organisations. The merger took place on the 1 April 2020.

A key service offered by NVCA is a befriending scheme under the name of HOME@LONE which is to significantly improve the wellbeing of frail, elderly, lonely or isolated people living across the County through trained volunteer supporters and thereby reducing the need for more intensive costly interventions. This service sits very well within the SERVE offer and is an area where further growth is expected.

Secondly, November 2019 saw SERVE as the proud recipients of a Northamptonshire Community Foundation, Lifetime Achievement Award.



SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

ACHIEVEMENT AND PERFORMANCE

Operational Overview

Background

Northamptonshire's Public Health have developed A Joint Strategic Needs Assessment (JSNA) which identifies the needs and service requirements that are most relevant and important to a defined population.

It brings together information from a range of sources to summarise the current picture.

People are living longer and the population of the whole of the UK is growing, it is also ageing. There are many challenges associated with an ageing population, not least for the individuals concerned. Quality of life, susceptibility to illness, keeping active and social isolation are just some of the issues facing the elderly in society. For organisations, the increasing need and the increasing cost of meeting that need is at odds with current budget levels. Keeping people active, independent and engaged at all ages is important, but the advantages for all in promoting and supporting healthy lifestyle choices, social inclusion and prevention strategies for older people are clear.

This document provides a high-level summary of the current population of older people in Northamptonshire and then projects the growth anticipated in the next 15 years.

65+ Population of Northamptonshire at County and District level

	Population aged 65+	% of population aged 65+	% change since 2014
Northamptonshire	131,425	17.73%	11.95%
Corby	9,750	14.02%	8.33%
Daventry	16,900	20.45%	14.97%
East Northamptonshire	19,081	20.49%	15.64%
Kettering	18,468	18.42%	11.93%
Northampton	33,738	14.95%	9.90%
South Northamptonshire	18,566	20.39%	13.21%
Wellingborough	14,922	18.91%	9.72%

SERVE are able to offer services to support and promote independent living and all our activities focus on the support of older people, socially isolated people and people with physical and sensory disabilities and are undertaken to help promote independent living and to further our charitable purpose for the public benefit.

Homecare Services

Northamptonshire has the highest population growth in the over 70's, which emphasises the importance of promoting independence and quality of life for adults as we age. Social isolation and loneliness are critical issues that affect quality of life for older people.

Homecare is valuable to our beneficiaries, it supports prevention of hospitalisation, gives more people the opportunity to live in their homes for longer, and promotes social inclusion. SERVE recognises the importance of supporting care in the home and, along with other vital services, SERVE provides a holistic approach to care. The service provides personal and domestic care and within the financial year SERVE delivered a mean average of 29,300 hours.

Homecare is delivered by fully trained care workers who have been DBS checked and supported by experienced management on an ongoing basis through supervision and appraisal. SERVE charge a competitive rate for homecare services and any contribution in surpluses go back into the business to support our voluntary services. Our plan was to grow the homecare hours delivered each month with a target of delivering 4,000 hours per month to be delivered at the year- end 2020. The increase was targeted to improve the income stream and enable the business to become more financially sustainable, however the business was unable to achieve this goal during the year. A new target of 3,000 hours by March 2021 has been set.

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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Health and Wellbeing Opportunities

The Northamptonshire Health and Care Partnership (NHCP) previously known as the Northamptonshire STP is not a new organisation but a new way of working in partnership to improve health and care for people living in Northamptonshire, within this includes the Health & Wellbeing Board 'Supporting Northamptonshire to Flourish Strategy 2016-2020.

Priority 3 in the strategy is targeted at promoting independence and quality of life for older people. Social isolation and loneliness are critical issues that affect quality of life (including mental wellbeing).

SERVE's Wellbeing Services in the local community are perfectly and uniquely placed to prevent social isolation and loneliness. They sustain independence by recognising and meeting the needs of people who are not in the social care system, ensuring they are part of a supportive community that promotes their quality of life. The established wellbeing department comprises of a wellbeing centre, an activity centre and community buildings with access to our own minibuses which provide disabled access to the facilities.

The Wellbeing Centre (Rushden)

Our wellbeing centre runs a range of wellbeing activities, there are 12 different group activities each week.

Activities Include:
Stronger Seniors (OTAGO)
Craft & Sewing
Computer Training
Movement to Music
Community Forum
Musical Moments



The Day & Activity Centre (Higham Ferrers)

The Day & Activity Centre also offers Bathing.

The centre is open 5 days per week and offers activities throughout the day, minibus transportation and a two-course hot meal.



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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Day Trips and Wellbeing Activities

An incredible 3610 people benefitted from our daily outings and wellbeing activities during this financial year. SERVE is fortunate to have three minibuses providing disabled access transport to pub lunches, garden centres, supermarket shopping, seaside and theatre trips. Beneficiaries are able to socialise and interact with people their own age and purchase a hot meal and these activities are essential in combating the issue of social isolation.



Community Transport

SERVE and Volunteer Action based in Oundle work in partnership to deliver the contract supporting the whole of East Northamptonshire with their transport needs. The scheme is funded by East Northamptonshire Council, Northamptonshire County Council and the NHS. Funding is secured up to 31 March 2021.



This community transport scheme mainly provides for medical related journeys. SERVE have also given people access to a regular shopping journeys to undertake their weekly shop, including assistance to carry goods from store to home, and it enables older people to access a meal at a supermarket cafeteria. SERVE have a purpose-built wheelchair accessible vehicle which can be used for both medical and social purposes.

The transport scheme has access to 40 volunteer drivers who undertake medical related journeys using their own cars. Drivers will escort clients to and from their door and wait with them during their appointment period. Beneficiaries are charged a modest fare based on a national standard set mileage rate to cover volunteer driver expenses.

The scheme is very popular and has 1671 members and has undertaken just over 31,803 journeys in the past year. On average 2650 journeys are delivered each month.

Mobility equipment Hire & Sales

SERVE operate a loan and sales facility for a wide range of mobility equipment. This includes wheelchairs, walking frames, commodes, a large selection of continence products and various sensory aids.



Hearing aids & Tubing

SERVE's offices in Rushden provide a re-tubing and battery replacement service for hearing aids. This local service is valuable for people who may not have the means or ability to travel to the General Hospital in Kettering. This is a free service and during the Coronavirus Crisis the Wellbeing department have continue to deliver hearing batteries and re-tubing.

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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Voluntary Services

SERVE is very fortunate to have a strong volunteer base and employ a volunteer coordinator who actively recruits new volunteers. SERVE is always looking for new ways to attract people to assist with administrative functions and to raise skill levels within the volunteering activity. SERVE conduct induction training for all volunteers and also offer on the job training to up-skill where necessary.

During the year 94 volunteers engaged in a wide range of support activities. This includes activities such as manning the reception area at the Head Office and Activity Centre, providing drivers for the community car scheme, tutors for the Wellbeing Centre and general office and administrative duties.

Volunteer Hours Committed



- Administration & Office Support
- Community Fundraising
- Community Transport
- Wellbeing & Day Activities

The Management Committee recognise the outstanding contribution volunteers make to the success of SERVE and are keen to increase the volunteer base so that they can continue to develop the services they can offer.

The Susan Hollowell Memorial Celebration

One of the founders of SERVE was Susan Hollowell and SERVE introduced a trophy in her memory. The Susan Hollowell Trophy is awarded annually to the person voted to have been the most active volunteer in the Rushden area and is open for nominations from all voluntary and community groups. On the 3rd December 2019 Dominica Jones was awarded the Trophy at our annual Sing for SERVE Carol Concert.



Former Rushden librarian Dominica Jones was named the winner of this year's Susan Hollowell Award for her work in the town.

Responding to the Coronavirus Pandemic (progress up until 30/06/2020)

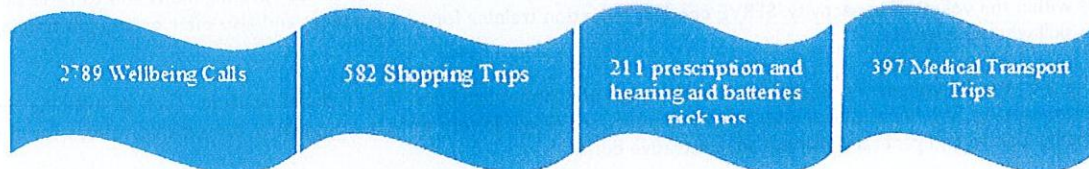
It has been particularly challenging during this time, but our team of dedicated staff and volunteer rose to the challenge and our services adapted to a new environment within a matter of days when lockdown was announced in late March. As a result, all our group activities and community outings came to halt. SERVE did not stop working, our services adapted to the change overnight and supported the vulnerable in our community with their essential needs including grocery shopping, prescription

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

collection, hearing aid and mobility equipment deliveries. SERVE was also awarded funding to support the wider community with their family, mental health and financial support through this time of uncertainty.

During the first quarter these essential services were delivered.



An additional 37 volunteers were recruited, and SERVE are grateful for their support during this crisis.



SERVE started an outdoor wellbeing activity at a local park.



Essential Shopping and Prescription deliveries

Publicity

SERVE has its own web site and participate in regular networking forums and partnership arrangements to keep abreast of current changes and to raise awareness of the issues surrounding older people.

Charitable activities

The Trustees have a formal risk management process to assess business risks and implement risk management strategies. This has involved identifying the types of risks SERVE faces and implementing ways to mitigate those risks. The Register is monitored by the Management Committee and departmental managers of SERVE.

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

FINANCIAL REVIEW

Financial Position

The Statement of Financial Resources for the year to 31 March 2020 shows total income of £989,626 (2019: £918,139) and after all expenses a net deficit of £92,685 (2019: £9,233 deficit). The deficit directly impacted on our cash balances - falling from £257,781 at the beginning of the year to £162,341 at the end.

The deterioration in our financial position reflects the particular difficulties, explained elsewhere in this report, that are currently experienced by SERVE and other organisations in the social care sector. However, because of future funding uncertainties (which were identified over three years ago), the trustees and management team will continue to pursue their goal of financial independence from the vagaries of the historical grant system. This requires significant growth in home care and other trading operations, and in the short term may require investment in resources before deficits can be eliminated.

SERVE have sufficient reserves and run at 7 months operational cost reserves. This takes into account the merger with NVCA.

Financially:

	2020	2019
• Fundraising & Donations:	£137,372	£112,173
• Service Levels Agreements:	£165,428	£157,772
• Transport & Care Charges:	£685,038	£647,198

Investment policy and objectives

The Trustees considered that the charitable company has insufficient funds for them to be invested in the longer term. All funds that are not required for immediate use are held on interest bearing deposit and reviewed on a monthly basis.

Reserves Policy

The Balance Sheet shows net assets at 31 March 2020 of £271,755 (2019: £364,440). Of this balance £Nil, (2019: £Nil) is restricted funds.

The trustees have considered the need to maintain and monitor the level of unrestricted reserves and have built this requirement into the current risk register against potential exposure from any significant loss of income. The risk register is monitored through regular finance sub - committee meetings.

At any point in time the ratio of reserves to expenditure will vary due to the timing of events and transactions. But having regard to any exceptional items the trustees propose to maintain the charity's unrestricted reserves to cover at least four months of future operational expenditure.

Future Plans

From April 2020, SERVE merged with Nene Valley Community Action (NVCA) and as a result closed the charity NVCA, however all contracts were novated over to SERVE, and the graphic below shows a spike in public bodies funding streams as SERVE continue to deliver these vital services. Looking to the future, next year shows a significant drop in public bodies income when those contracts expire in line with the Unitary Authorities being set up.

SERVE's business planning process means that they will be reviewing their current plan over the next financial year, but the existing plan takes account of a changing climate created by the changing environment within which social services are being commissioned and the challenges of a growing population of older people. The Trustees and key staff realised the importance of an increasing demand for wellbeing services and recognised the harsher funding environment and the need for SERVE to become more independently financially sustainable.

Grant Making Policy

The policy of the Trustees is not to make grants to individuals or other charities.

SERVE

REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Equal Opportunities

SERVE is an equal opportunity employer and service provider and will apply objective criteria to assess merit or need. It aims to ensure that no job applicant, employee, volunteer or service user receives less favourable treatment on the grounds of colour, race, nationality, religion, ethnic or national origin, sex, marital status, sexual orientation, age or disability. Selection criteria, assessment and procedures will be reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits, abilities and need.

All employees and volunteers will be given equal and, where appropriate and possible, special training to enable them to progress both within and outside the organisation. SERVE is committed to a programme of action to make this policy effective and will bring it to the attention of all employees and volunteers.

DBS Disclosure

The Trustees are conscious of the need to protect service users from abuse and other misdemeanours and have a policy that all employees and volunteers who are engaged in direct service provision are subject to rigorous checks and are subjected to DBS disclosures.

Corporate Governance

Internal controls over all forms of commitment and expenditure are regularly reviewed. Processes are in place to ensure that performance is monitored, and the appropriate management information is prepared and reviewed regularly by both the executive management and the Board of Trustees.

The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. They include:

- A Business Plan and annual budget approved by the Trustees
- Regular consideration by the Trustees of financial results, variation from budgets and non-financial indicators
- Delegation of day to day management authority and segregation of duties, and;
- Identification and management of risks
- Health & Safety issues and procedures

Risk management

The Trustees have a formal risk management process to assess business risks and implement risk management strategies. This has involved identifying the types of risks SERVE faces and implementing ways to mitigate those risks. The Register is monitored by the Management Committee and departmental managers of SERVE.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

The articles of association of the company govern the appointment of Trustees and members of the Management Committee and in this regard provide the company to:

- Elect the Management Committee at the General Meeting of the Company
- Subject to the articles of association, an individual may stand for election provided that he/she is a member of the organisation
- Have a minimum of six persons as a Management Committee
- Permit the Management Committee to elect one of their number as Chairperson and to co-opt no more than two persons to the Management Committee.

Induction and training of new trustees

Newly elected trustees attend meetings with the Chairperson and key members of staff to observe the provision of services to beneficiaries. They are also given guidance which include an outline of their role. On a regular basis Trustees meet with other members of staff, volunteers and users of services to update their knowledge and discuss the organisations impact on beneficiaries.

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REPORT OF THE TRUSTEES **for the year ended 31 MARCH 2020**

Acknowledgements

The Trustees are grateful to the following organisations for their support in providing grants, donations and project funding:

Northamptonshire County Council (Commsortia)
East Northamptonshire Council
NHS Northamptonshire
Department for Transport
ASDA
WAITROSE
CO-OP
MORRISONS
Northamptonshire Community Foundation
Lord Hanson Foundation
The Frederick & Phyllis Cann Trust
The Margaret Giffen Charitable Trust
David Laing Foundation
Benham Charitable Settlement The Constance Travis Charitable Trust
Bernard Sunley Charitable Foundation
Garfield Weston Foundation
The Sir Derek Greenaway Foundation
Soroptimist International of Rugby Charitable Trust
Albert Hunt Trust
WG Edwards Foundation
The Gilander Foundation
Marsh Christian Trust
The Edward Gosling Foundation
The Elaine Barratt Charitable Trust
Maud Elkington Charitable Trust
Clothworkers Foundation
WO Street Charitable Foundation
Edgar E Lawley Foundation
Douglas Arter Foundation
Bedfordshire Charitable Trust

And to everyone who kindly made donations of cash and goods and for all the staff, Friends of SERVE and volunteers who gave up so much of their valuable time in raising funds.

EVENTS SINCE THE END OF THE YEAR

Subsequent to the outbreak of the Coronavirus disease it has resulted in governments worldwide enacting emergency measures to combat the spread of the disease. The duration and impact of the disease is not known at this time and it has been particularly challenging. SERVE's team of dedicated staff and volunteers have risen to the challenge and services adapted to a new environment.

The Trustees believe despite trading income falling due to the lockdown restrictions, from July 2020 trading activities have started to grow. Our Care and Transport Charges are expected to meet pre-lockdown budget targets and the merger with NVCA and brought in new trading income from DBS sales. DBS sales were expected to fall 60%, but during the months of July and August, this service is likely to increase above revised post lockdown budgets.

In addition, the contracts held by NVCA were novated to SERVE and have increased our revenue streams to the value of £66k, the services include befriending, carers needs and aspirations and a local infrastructure contract. The new services fit perfectly into SERVE's objectives and have increased our fundraising abilities.

At the time of this report, SERVE is expected some wellbeing services to resume in the Autumn, but until further easing of restrictions are lifted because of COVID- 19, this is uncertain. The wellbeing services provide an income of approximately £3,300 per month and up to September 2020 SERVE have been able to take advantage of the Government Furlough Scheme.

SERVE are expecting to achieve a surplus to 31 March 2021 and are currently achieving above budget.

SERVE

REPORT OF THE TRUSTEES
for the year ended 31 MARCH 2020

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of SERVE for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to;

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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.


In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITOR

The auditor, Elsby & Company (Sywell) Limited, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the Trustees approved by order of the board of trustees, as the company directors, on 30 September 2020 and signed on the board's behalf by:



A Armson - Trustee

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVE

Opinion

We have audited the financial statements of Serve (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF SERVE

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Elsby & Company (Sywell) Ltd
Statutory Auditors
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006
Thistledown Barn
Holcot Lane
Sywell
Northampton
Northamptonshire
NN6 0BG

Date: 30 September 2020

SERVE

STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 MARCH 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	33,649	103,723	137,372	112,173
Charitable activities					
Service Level Contracts	4	-	165,428	165,428	157,772
Transport and Care Charges		685,038	-	685,038	647,198
Investment income	3	799	-	799	996
Other income		989	-	989	-
Total		720,475	269,151	989,626	918,139
EXPENDITURE ON					
Raising funds	5	13,195	-	13,195	14,247
Charitable activities					
Service Level Contracts	6	808,884	180,283	989,167	658,492
Other		79,949	-	79,949	254,633
Total		902,028	180,283	1,082,311	927,372
NET INCOME/(EXPENDITURE)		(181,553)	88,868	(92,685)	(9,233)
Transfers between funds	18	88,868	(88,868)	-	-
Net movement in funds		(92,685)	-	(92,685)	(9,233)
RECONCILIATION OF FUNDS					
Total funds brought forward		364,440	-	364,440	373,673
TOTAL FUNDS CARRIED FORWARD		271,755	-	271,755	364,440

The notes form part of these financial statements

SERVE

BALANCE SHEET
31 MARCH 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
FIXED ASSETS					
Tangible assets	12	87,493	-	87,493	79,931
CURRENT ASSETS					
Stocks	13	1,158	-	1,158	809
Debtors	14	118,654	-	118,654	106,246
Cash at bank and in hand		<u>162,341</u>	<u>-</u>	<u>162,341</u>	<u>257,781</u>
		282,153	-	282,153	364,836
CREDITORS					
Amounts falling due within one year	15	(88,641)	-	(88,641)	(63,895)
NET CURRENT ASSETS		<u>193,512</u>	<u>-</u>	<u>193,512</u>	<u>300,941</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		281,005	-	281,005	380,872
ACCRUALS AND DEFERRED INCOME	17	(9,250)	-	(9,250)	(16,432)
NET ASSETS		<u>271,755</u>	<u>-</u>	<u>271,755</u>	<u>364,440</u>
FUNDS	18				
Unrestricted funds				<u>271,755</u>	<u>364,440</u>
TOTAL FUNDS				<u>271,755</u>	<u>364,440</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that 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 each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

SERVE

BALANCE SHEET - continued
31 MARCH 2020

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 30th September 2020 and were signed on its behalf by:


.....
A Armson - Trustee


.....
M Coles - Trustee

SERVE

CASH FLOW STATEMENT
for the year ended 31 MARCH 2020

	Notes	2020 £	2019 £
Cash flows from operating activities			
Cash generated from operations	I	(66,785)	17,727
Tax paid		<u>5,211</u>	<u>(5,211)</u>
Net cash (used in)/provided by operating activities		<u>(61,574)</u>	<u>12,516</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(34,665)	(34,282)
Sale of tangible fixed assets		-	1,200
Interest received		<u>799</u>	<u>996</u>
Net cash used in investing activities		<u>(33,866)</u>	<u>(32,086)</u>
Change in cash and cash equivalents in the reporting period			
		(95,440)	(19,570)
Cash and cash equivalents at the beginning of the reporting period		<u>257,781</u>	<u>277,351</u>
Cash and cash equivalents at the end of the reporting period		<u><u>162,341</u></u>	<u><u>257,781</u></u>

The notes form part of these financial statements

SERVE

NOTES TO THE CASH FLOW STATEMENT
for the year ended 31 MARCH 2020

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2020 £	2019 £
Net expenditure for the reporting period (as per the Statement of Financial Activities)		
Adjustments for:	(92,685)	(9,233)
Depreciation charges	27,103	24,846
Profit on disposal of fixed assets	-	(725)
Interest received	(799)	(996)
Increase in stocks	(349)	(481)
(Increase)/decrease in debtors	(17,619)	522
Increase in creditors	<u>17,564</u>	<u>3,794</u>
Net cash (used in)/provided by operations	<u><u>(66,785)</u></u>	<u><u>17,727</u></u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.19 £	Cash flow £	At 31.3.20 £
Net cash			
Cash at bank and in hand	<u>257,781</u>	<u>(95,440)</u>	<u>162,341</u>
	<u>257,781</u>	<u>(95,440)</u>	<u>162,341</u>
Total	<u><u>257,781</u></u>	<u><u>(95,440)</u></u>	<u><u>162,341</u></u>

NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 MARCH 2020

I. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income received for a specific restricted purpose is credited to a separate restricted fund which is shown in a note to the financial statements. Total incoming resources credited to restricted funds are disclosed on the statement of financial activities which also shows incoming resources in respect of unrestricted funds. Donations and grants received are credited on the statement of financial activities in the year to which they relate.

Donations and Gifts:

All monetary donations and gifts are included in full in the statement of financial activities when receivable, provided that there are no donor imposed restrictions to the timing of the related expenditure, in which case recognition is deferred until the pre-condition has been met.

Legacies are included when the charity is advised by the personal representative of an estate that payment will be made, property transferred and the amount involved can be quantified. They are included in the statement of financial activities.

Gifts in-kind are accounted for as the trustees' estimate of fair value to the charity or sale value as follows:

- Assets received for distribution by the charity are recognised only when distributed.
- Assets received for resale are recognised, where practicable, when receivable or otherwise sold.
- Gifts of fixed assets for charity use or funds for acquiring fixed assets for charity use are accounted for (as restricted funds) immediately on receipt.

Donated services and income is included at a valuation which is an estimate of the financial cost borne by the donor where such a cost is quantifiable and measurable. An equivalent amount is charged as expenditure. No income is recognised when there is no financial cost borne by a third party. Voluntary help is not included as income.

Donations under Gift Aid together with the associated income tax recoveries are credited as income when the donations are received and tax claimed.

Grants Receivable:

Revenue grants are credited as incoming resources when they are receivable provided conditions for receipt have been complied with, unless they relate to specified future periods, in which case they are deferred.

Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation on the fixed assets purchased with such grants is charged against the restricted fund, unless it is determined that the acquisition of the assets discharges the restricted fund.

Investment Income:

Investment income, including associated income tax recoveries, is recognised when receivable.

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020**

I. ACCOUNTING POLICIES - continued

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is allocated on an actual use basis on the statement of financial activities between restricted and unrestricted funds, and is further analysed between:

- Cost of raising funds comprise all fundraising costs
- Expenditure on charitable activities includes the costs incurred directly to the fulfilment of the Charity's objectives
- Governance costs (relating to compliance with constitutional and statutory requirements).

Irrecoverable VAT is taken as a core cost.

Support Costs and Governance Costs:

Support costs are those functions that assist the work of the charity, but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and accountancy fees.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Improvements to property	- at variable rates on reducing balance
Fixtures and fittings	- at variable rates on reducing balance
Motor vehicles	- 25% on reducing balance

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Restricted funds are donations to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

1. ACCOUNTING POLICIES - continued

Going concern

The accounts have been prepared on a Going Concern basis. The Coronavirus pandemic has had an effect on the Charity as described in Note 20. The Trustee's do not believe that the pandemic will affect the going concern status of the Charity as the charity has responded to the pandemic by seeking additional funding and managing its cashflow positively. There is therefore no material uncertainty about the Going Concern status of the Charity.

2. DONATIONS AND LEGACIES

	2020	2019
	£	£
Donations	30,773	27,175
Gift aid	2,052	-
Donated services and facilities	74,299	83,511
Other grants	<u>30,248</u>	<u>1,487</u>
	<u>137,372</u>	<u>112,173</u>

3. INVESTMENT INCOME

	2020	2019
	£	£
Deposit account interest	<u>799</u>	<u>996</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2020	2019
		£	£
Council	Service Level Contracts	154,664	147,008
Northamptonshire NHS	Service Level Contracts	10,764	10,764
Day Care and Transport Charges	Transport and Care Charges	589,928	597,487
Transport Registration	Transport and Care Charges	24,480	26,002
Equipment sales	Transport and Care Charges	14,350	19,595
Hire charges	Transport and Care Charges	1,539	1,600
Shop commissions	Transport and Care Charges	878	2,514
Other charges	Transport and Care Charges	<u>53,863</u>	<u>-</u>
		<u>850,466</u>	<u>804,970</u>

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

5. RAISING FUNDS

Raising donations and legacies

	2020	2019
Fundraising and expenses	£ <u>13,195</u>	£ <u>14,247</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
Service Level Contracts	£ <u>766,190</u>	£ <u>222,977</u>	£ <u>989,167</u>

7. SUPPORT COSTS

	Governance costs
Other resources expended	£
Service Level Contracts	79,949
	<u>222,977</u>
	<u>302,926</u>

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2020	2019
Depreciation - owned assets	£	£
Surplus on disposal of fixed assets	27,103	24,846
	<u>-</u>	<u>(725)</u>

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Timothy (Jimmy) James was appointed as trustee on the 17th July 2019. He is also our fundraising consultant and was paid £12,240 for fees

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

Key management salaries and expenses paid during the year were £134,753

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

10. STAFF COSTS AND OTHER EMPLOYEE BENEFITS

	2020	2019
Wages and salaries	707,120	634,831
Pension costs	10,130	6,198
Other employment costs	59,408	62,989
	<u>776,658</u>	<u>704,018</u>

Included within other employment costs is recruitment costs of £2,181 (2019: £2,154) and expenses of £13,755 (2019: £10,349).

The average number of employees during the year was 62 (2019: 55). These were employed according to the following:

	2020 Number	2020 FTE	2019 Number	2019 FTE
Raising funds	1	1	1	1
Charitable activities	57	27	50	24
Governance	4	4	4	4
	<u>62</u>	<u>32</u>	<u>55</u>	<u>29</u>

No employee earned £60,000 or more during the current or preceding year.

Included within wages and salaries is £10,130 paid in respect of defined contribution pension scheme payments (2019: £6,198)

There was nothing outstanding at 31 March 2020 (2019: Nil)

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	29,704	82,469	112,173
Charitable activities			
Service Level Contracts	-	157,772	157,772
Transport and Care Charges	647,198	-	647,198
Investment income	996	-	996
Total	677,898	240,241	918,139
EXPENDITURE ON			
Raising funds	14,247	-	14,247
Charitable activities			
Service Level Contracts	546,427	112,065	658,492

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Other	254,633	-	254,633
Total	815,307	112,065	927,372
NET INCOME/(EXPENDITURE)	(137,409)	128,176	(9,233)
Transfers between funds	128,176	(128,176)	-
Net movement in funds	(9,233)	-	(9,233)
RECONCILIATION OF FUNDS			
Total funds brought forward	373,673	-	373,673
TOTAL FUNDS CARRIED FORWARD	364,440	-	364,440

12. TANGIBLE FIXED ASSETS

	Freehold property £	Improvements to property £	Fixtures and fittings £	Motor vehicles £	Totals £
COST					
At 1 April 2019	-	56,985	31,825	118,500	207,310
Additions	-	6,655	6,010	22,000	34,665
At 31 March 2020	-	63,640	37,835	140,500	241,975
DEPRECIATION					
At 1 April 2019	-	15,650	22,761	88,968	127,379
Charge for year	(224)	10,388	8,215	8,724	27,103
At 31 March 2020	(224)	26,038	30,976	97,692	154,482
NET BOOK VALUE					
At 31 March 2020	224	37,602	6,859	42,808	87,493
At 31 March 2019	-	41,335	9,064	29,532	79,931

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

13. STOCKS

	2020	2019
	£	£
Stocks	<u>1,158</u>	<u>809</u>

14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade debtors	108,329	93,324
Tax	-	5,211
Prepayments	<u>10,325</u>	<u>7,711</u>
	<u>118,654</u>	<u>106,246</u>

15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade creditors	8,861	25,571
Social security and other taxes	(2,633)	8,450
VAT	5,700	-
Other creditors	2,610	2,284
Accrued expenses	<u>74,103</u>	<u>27,590</u>
	<u>88,641</u>	<u>63,895</u>

16. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2020	2019
	£	£
Within one year	5,333	30,577
Between one and five years	<u>24,504</u>	<u>29,838</u>
	<u>29,837</u>	<u>60,415</u>

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

17. ACCRUALS AND DEFERRED INCOME

	2020	2019
	£	£
Accruals and deferred income	<u>9,250</u>	<u>16,432</u>

18. MOVEMENT IN FUNDS

	At 1.4.19	Net movement in funds	Transfers between funds	At 31.3.20
	£	£	£	£
Unrestricted funds				
General fund	364,440	(181,553)	88,868	271,755
Restricted funds				
Restricted	-	88,868	(88,868)	-
TOTAL FUNDS	<u>364,440</u>	<u>(92,685)</u>	<u>-</u>	<u>271,755</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	720,475	(902,028)	(181,553)
Restricted funds			
Restricted	269,151	(180,283)	88,868
TOTAL FUNDS	<u>989,626</u>	<u>(1,082,311)</u>	<u>(92,685)</u>

Comparatives for movement in funds

	At 1.4.18	Net movement in funds	Transfers between funds	At 31.3.19
	£	£	£	£
Unrestricted funds				
General fund	373,673	(137,409)	128,176	364,440
Restricted funds				
Restricted	-	128,176	(128,176)	-
TOTAL FUNDS	<u>373,673</u>	<u>(9,233)</u>	<u>-</u>	<u>364,440</u>

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued
for the year ended 31 MARCH 2020

18. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	677,898	(815,307)	(137,409)
Restricted funds			
Restricted	240,241	(112,065)	128,176
TOTAL FUNDS	<u>918,139</u>	<u>(927,372)</u>	<u>(9,233)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	373,673	(318,962)	217,044	271,755
Restricted funds				
Restricted	-	217,044	(217,044)	-
TOTAL FUNDS	<u>373,673</u>	<u>(101,918)</u>	<u>-</u>	<u>271,755</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,398,373	(1,717,335)	(318,962)
Restricted funds			
Restricted	509,392	(292,348)	217,044
TOTAL FUNDS	<u>1,907,765</u>	<u>(2,009,683)</u>	<u>(101,918)</u>

SERVE

NOTES TO THE FINANCIAL STATEMENTS - continued for the year ended 31 MARCH 2020

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.

20. POST BALANCE SHEET EVENTS

A mutual agreement has been attained with Nene valley Community Action (NVCA), a Rushden based Charity. This charity has been merged with SERVE and SERVE will take over the administration from April 2020. The merge will take place on the 1st April and NVCA will cease trading, their final reporting date will be 31 July 2020. The merger has been agreed with the Charity Commission.

On 11 March 2020 the World Health Organisation declared a Worldwide Pandemic following the discovery of the COVID-19 virus. COVID-19 has had a significant effect on the charity as the lockdown measures imposed by the Government caused trading income to fall by approximately £12k per month at the beginning of the year, from July 2020 trading activities have started to increase and some pre-lockdown budgets will be met. Other income budgets have been adjusted to account for smaller revenues generated. Additional COVID-19 Response Funding has been received amounting to £75K during the pandemic. This has enabled the Charity to quickly adapt services to provide essential support in the community. SERVE are expecting to achieve a surplus to 31st March 2021 and are currently achieving above budget.

SERVE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 MARCH 2020

	2020 £	2019 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	30,773	27,175
Gift aid	2,052	-
Donated services and facilities	74,299	83,511
Other grants	<u>30,248</u>	<u>1,487</u>
	137,372	112,173
Investment income		
Deposit account interest	799	996
Charitable activities		
Council	154,664	147,008
Northamptonshire NHS	10,764	10,764
Day Care and Transport Charges	589,928	597,487
Transport Registration	24,480	26,002
Equipment sales	14,350	19,595
Hire charges	1,539	1,600
Shop commissions	878	2,514
Other charges	<u>53,863</u>	<u>-</u>
	850,466	804,970
Other income		
Other income	<u>989</u>	<u>-</u>
Total incoming resources	989,626	918,139
EXPENDITURE		
Raising donations and legacies		
Fundraising and expenses	13,195	14,247
Charitable activities		
Wages	638,040	565,446
Care and establishment costs	101,047	68,925
Depreciation of tangible fixed assets	27,103	24,846
Loss on sale of tangible fixed assets	<u>-</u>	<u>(725)</u>
	766,190	658,492

SERVE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31 MARCH 2020

	2020	2019
	£	£
Support costs		
Governance costs		
Wages	138,618	138,572
General office costs	160,078	110,661
Accountancy and legal fees	4,230	5,400
	<u>302,926</u>	<u>254,633</u>
Total resources expended	<u>1,082,311</u>	<u>927,372</u>
Net expenditure	<u>(92,685)</u>	<u>(9,233)</u>

This page does not form part of the statutory financial statements

