

Trustees' Annual Report 2020-21



CHARITY COMMISSION
FOR ENGLAND AND WALES

Period from: **01 April 2020** to **31 March 2021**

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	The trustees have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.

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 2020-21 many of our 35 volunteers continued to support our service delivery despite the challenges of Covid-related closures of 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>Our services were significantly affected by the Covid-related closures but re-opened in a Covid safe way at the earliest opportunity following each closure. Achievements this year relates more to survival than statistics.</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 was suspended due to the need to constrain expenditure.</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 little fund raising in the last year due to Covid restrictions and that the charity's services were closed for most of the year. In the last year £810 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 weathered the problems of closedown very well. This is mainly due to the financial support provided through government schemes. Without this the charity would have had to draw on reserves to a significant degree. The bank balance at the end of the year was £118,013. Total Income was £110,780, and our Expenditure was £51,007. Our reserves exceed 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. This will need careful monitoring as income will be significantly reduced until user numbers recover.</p>
Amount of reserves held	Para 1.22	£109,787 (greater than 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	Covid restrictions has significantly reduced the routine hire of our equipment during closedown periods and has been slow to recover since lockdown restrictions have eased. This has had a consequent impact on income. The charity has sufficient reserves that this will not affect the financial viability of the charity in the short term but will need to be monitored for the future, and strategies developed accordingly.

Additional information (optional)				
The charity's principal sources of funds (including any fundraising)	Para 1.47	<p>The charity's principal sources of funding and the sums generated in the last year are :</p> <ul style="list-style-type: none"> • User Subscriptions £ 1,908 • Hire charges £ 5,672 • Sales & commissions £ 627 (net of costs) • Donations and fund raising £ 327 (net of costs) <p>These are very significantly lower than the previous year.</p>		
Investment policy and objectives including any social investment policy adopted	Para 1.46	<p>Havering Shopmobility does not make financial investments.</p>		
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, 15 July 2019 and 20 October 2020.
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 and new trustees have been appointed.</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	Haverling 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	Christine FOLAN		Re-elected 15 July 2019	The AGM or the Trustees
5	Gillian COLVIN		Re-elected 15 July 2019	The AGM or the Trustees
6	Elaine GREEN		Re-elected 15 July 2019	The AGM or the Trustees
6	Michael MITCHELL		Re-elected 15 July 2019	The AGM or the Trustees
8	Jacky DANILOVIC		Elected 15 July 2019; deceased 28 March 2021	The AGM or the Trustees
9	Adrian SHERIDAN		Appointed 18 January 2021	The AGM or the Trustees
10	Jack WEBB		Appointed 18 January 2021	The AGM or the Trustees
11	Peter MILLWARD		Appointed 18 January 2021	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	18 th October 2021	18th October 2021