



Trustees' Annual Report for the period

	Period start date			Period end date		
From	1	April	2024	31	March	2025

Section A Reference and administration details

Charity name

UPTON COMMUNITY CARE

Other names charity is known by

Registered charity number (if any)

1024349

Charity's principal address

15 HIGH STREET
 UPTON UPON SEVERN
 WORCS
 Postcode WR8 0HJ

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	MRS J BASTICK	CO-ORDINATOR	TO 26 APRIL 2024	
2	MR W BODEN	CHAIRMAN		
3	MR T JEYNES	SYSTEMS MANAGER		
4	MRS A ADDISON	ADMIN SUPPORT & DRIVER LIAISON		
5	MR J SAMPSON	TREASURER		
6	MRS N ROBINSON	POLICIES & PROCEDURES CO-ORDINATOR		
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8				
9				
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year
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Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document <i>(eg. trust deed, constitution)</i>	CONSTITUTION
How the charity is constituted <i>(eg. trust, association, company)</i>	COMMITTEE OF TRUSTEES PLUS GENERAL MEMBERSHIP
Trustee selection methods <i>(eg. appointed by, elected by)</i>	ELECTION BY MEMBERSHIP

Additional governance issues (Optional information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Drivers are issued with advice and procedure manuals and any issues arising are discussed at regular meetings, with minutes sent to all members. Because of the Coronavirus pandemic, procedures were amended and drivers are provided with face masks and hand sanitisers where required. Office workers are trained and have meetings to discuss procedures and changes.

Chairman attends meetings of the Worcestershire Community Transport Consortium, with whom UCC is associated but not governed by. The Local Government Grant is processed by WCTC and UCC receives a small percentage.

UCC has policies on Risk Assessment, Safeguarding and Data Protection.

Trustee's indemnity insurance is included in Charities Combined insurance policy.

The accounts are signed off annually by an independent examiner.

Section C

Objectives and activities

Summary of the objects of the charity set out in its governing document

UCC volunteers, who are all DBS checked, use their own cars to convey the elderly and infirm to medical appointments including doctors' surgeries, hospitals, dentists, opticians, physiotherapy, podiatry, osteopathy, day care and taking clients to visit close relatives in hospitals and nursing homes.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Clients telephone the UCC office to book transport, and office staff find an appropriate driver. The driver takes the client to the appointment, waits, and brings them home again. If the wait is scheduled for more than 2 hours, the driver may return home and go back later. A small charge is made to the client based on the miles driven, the rate depending on the holding or not of a bus pass. The income from the clients and the annual grant from Worcester County Council, plus compensation for bus pass concessions granted, off-sets the cost of paying drivers £0.45p per mile, phone calls, computer costs, insurance and admin running costs. None of the membership is paid other than expenses. Our charges are based on a planned minor shortfall of income over expenditure, but in practice we have seldom had a shortfall, due to client generosity and the occasional bequest.

Additional details of objectives and activities (Optional information)

You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

During the past few years considerable progress has been made on the IT front, with all 5 Committee Members (Trustees) able to access the database now with UCC dedicated computers at their home. Work on the security of computers and smartphones which carry personal data has been completed and paid for. They will necessitate annual upkeep.

UCC has solid finances but have increased non bus pass clients charges from 1st April 2023 to bring more into line with those with bus passes. We will review the finances annually in December and have decided that fares will remain unchanged for the year 2025/2026.

UCC continue to pay the maximum tax free mileage payment permitted by HM Revenue and Customs to our drivers. We appreciate the commitment of the Drivers and Administration volunteers and thank them for their continued support.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

UCC has 6 Administration staff to organise
Approx 27 Drivers for
Approx 300 Clients to
Over 100 Destinations
See comments below
Some Trustees, Admin staff and Drivers multifunction.

Only a very few client requests were not accepted, usually through too short notice. We made about 1,045 return journeys and the drivers covered 31,800 miles in the year (period of March to February)– both slightly decreased from the previous year's activity but still below pre-pandemic levels. Electronic communication has become much more common by the medical establishments in dealing with Clients. The office activities were conducted from staff homes as often as in the office.

The volume of demand fluctuates during the year, as does the availability of the drivers. Even though journeys have only slightly decreased, we continue to take action to add to the pool of drivers because demand and availability are not in step. This includes a video advert in Upton Surgery, and flyers delivered to some residents.

Besides requiring new drivers there is a need to add both administration staff and Trustees.

The clients are very pleased with the service, and the local surgery is very aware of the need for UCC, as is the Worcester County Council, hence the annual grant, albeit now a small one. Malvern Hills District Council also supports us by reimbursing expenses incurred through concessionary fares.

Representatives from the Committee attend meetings with MHDC and with the Consortium, which has a WCC representative. Although emphasis is now on Minibus use, bought and leased, with their routes to compensate for reducing commercial bus service, and an on demand service in parts of Worcestershire, all the Consortium members also have a car service. Additionally, there have been developments towards social drives following mental declines through loneliness that became apparent during the pandemic. Currently our drives remain for medical purposes but we are investigating arrangements with the local Age UK to further help local residents. The meetings are valued as we exchange news, procedural problems, and standards of data protection etc.

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Section E Financial review

Brief statement of the charity's policy on reserves

Currently 32% of UCC's finances is invested in COIF. UCC has other finances ring-fenced in case there should ever be a need to pay rental – accommodation for the office which is at present provided free by a town shop. The fares are set so that any loss is forecast and manageable. It has been decided that our deposit account, should not be invested in COIF or similar at this for easy access and risk purposes.

Details of any funds materially in deficit

None.

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

UCC's principal source of funds is the charge made to the client who books us. Worcester County Council allot us a small annual grant, and recompenses UCC for the reduction of charges to Bus Pass holders. Malvern Hills District Council also recompense us for Bus Pass holders.

Although the number of drives per annum has fallen compared to pre Covid levels, the throughput is stable enough for UCC to be able to forecast expenditure reasonably well.

With the lower volumes (compared to pre Covid) UCC believes it is able to manage the finances with existing funds.

Section F Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Mr W Boden	Mr J Sampson
Position (eg Secretary, Chair, etc)	Chairman	Treasurer
Date	10 September 2025	



Section A

Independent Examiner's Report

Report to the trustees	Upton Community Care		
On accounts for the year ended	31 March 2025	Charity no (if any)	1024349
	1 - 6		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: **Date:**

Name:

Relevant professional qualification(s) or body (if any):

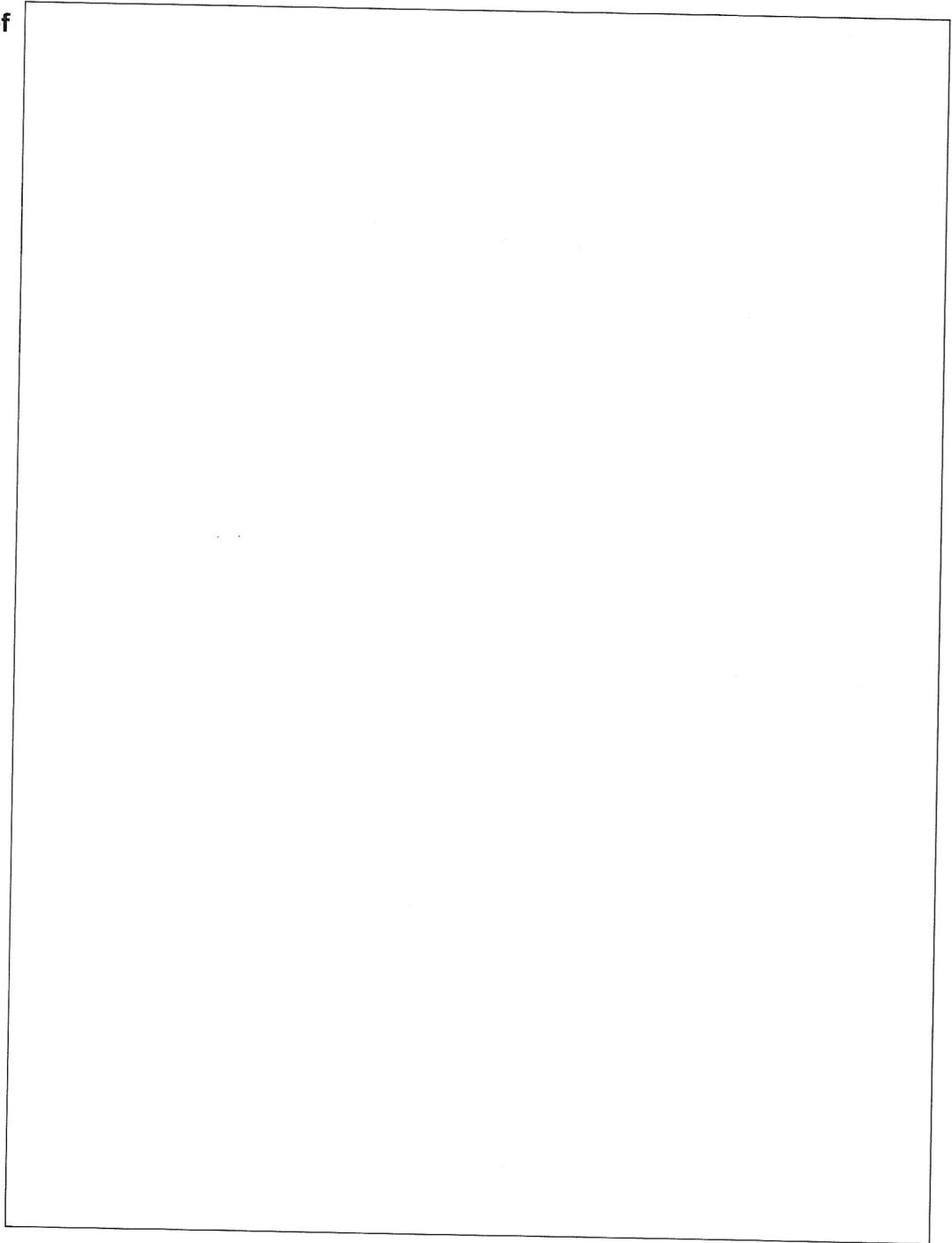
Address:

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.



UPTON COMMUNITY CARE, Reg Charity No. 1024349

INCOME & EXPENDITURE ACCOUNT 2024/2025

<u>INCOME</u>	<u>£</u>	<u>EXPENDITURE</u>	<u>£</u>
CONCESSIONS PAYMENTS	4,182.50	DRIVER COSTS MILES	4,010.45
WCC GRANT via PARTNERSHIP	998.48	ADMIN & OFFICE MISC EXPENSES	1,814.47
DONATIONS AND LEGACIES	21,913.76	BHIB INSURANCE	856.80
INTEREST & DIVIDENDS	1,429.50	ELECTRICITY	0.00
		COMMUNICATIONS	1,427.54
		MISCELLANEOUS	658.07
TOTAL INCOME	28,524.24	TOTAL EXPENDITURE	8,767.33
EXCESS OF INCOME	19,756.91		

BALANCE SHEET 2024/2025

<u>CLOSING BALANCES @ 31.3.25</u>	<u>£</u>	<u>OPENING BALANCES @ 1.4.24</u>	<u>£</u>
CURRENT & SAVINGS ACCOUNTS		OPENING BALANCES	
LLOYDS BANK DEPOSIT ACCOUNT	23,262.84	COIF	27,782.76
LLOYDS BANK CURRENT ACCOUNT	931.24	LLOYDS BANK DEPOSIT ACCOUNT	33,912.74
LLOYDS BANK 32DAY NOTICE	30,323.56	LLOYDS BANK CURRENT ACCOUNT	847.99
TOTAL CURRENT/SAVGS	54,517.64	PETTY CASH	0.00
		OFFICE EQUIPMENT	0.00
A/Cs RECEIVABLE	0.00	TOTAL OPENING BALS	62,543.49
TOTAL A/C RECEIVABLE	0.00	MOVEMENT IN YEAR	
TOTAL CURRENT ASSETS	54,517.64	NET INCOME (LOSS)	19,756.91
FIXED ASSETS		PLUS NOMINAL GAIN (LOSS) ON COIF	-1,286.42
OFFICE EQUIPMENT	0.00	LESS ACCOUNTS PAYABLE	0.00
TOTAL FIXED ASSETS	0.00	NET MOVEMENT	18,470.49
OTHER ASSETS			
COIF INVESTMENT FUND	26,496.34		
TOTAL OTHER ASSETS	26,496.34		
TOTAL ALL ASSETS	81,013.98		
CURRENT LIABILITIES		TOTAL LIABILITIES & EQUITY	81,013.98
TOTAL LIABILITIES	0.00		
NET CURRENT ASSETS	81,013.98		

Signed on behalf of the charity's trustees on 10 September 2025

Mr W Boden

Mr J Sampson