

**ONE COMMUNITY EASTLEIGH**  
**COMPANY NUMBER: 3132524**

**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**ONE COMMUNITY EASTLEIGH**  
**(company limited by guarantee)**

**TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2021**

Registered Company Number:	3132524	
Registered Charity Number:	1052978	
President:	Mayor of Eastleigh	
Directors/Trustees:	Mr Adrian Hughes – Chair Mr David Wrighton – Vice Chairman (resigned 25 Nov 2020) Mr Andrew Black – Honorary Treasurer Mr Peter Booker Mr Gareth Davies Mr Julian Smith (resigned 18 June 2021) Ms Patricia Statham Mrs Gail Bloomfield (appointed 25 Sept 2020) Mr Ronald Crank (appointed 25 Nov 2020, resigned June 2021) Mrs Samantha Macdonald (appointed 25 Nov 2020)	
Chief Executive and Company Secretary:	Mrs Jean Roberts-Jones	
Principal/registered address	75 Leigh Road Eastleigh Hampshire SO50 9DQ	
Bankers	Lloyds Bank Plc 36 Market Street Eastleigh Hampshire SO50 9YT	CAF Cash Limited Kings Hill West Malling Kent ME19 4TA
Auditors	Knight Goodhead Limited 7 Bournemouth Road Chandler's Ford Eastleigh Hampshire SO53 3DA	

# **ONE COMMUNITY EASTLEIGH (company limited by guarantee)**

## **TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees have pleasure in presenting their report and the financial statements of the charity for the year ended 31 March 2021.

Due to the outbreak of Covid-19 and the subsequent emergency restrictions in place this report covers service provision from 16<sup>th</sup> March 2020 when new support services for all our existing clients were put in place. In the main these covered continued contact, hot meals where appropriate, shopping and collecting prescriptions. However, a range of support was put into place often alongside our normal services.

### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing Document**

One Community Eastleigh is a company Limited by Guarantee and a registered charity. It is governed by its Memorandum and Articles of Association. The company was incorporated as Eastleigh Community Services on 30 November 1995 and was granted charitable status on 14 February 1996. It changed its name in April 2007 to One Community Eastleigh, trading as One Community.

#### **Recruitment and Appointment of Trustees**

All trustees who have served during the period are as indicated on Page 1. The Memorandum and Articles of Association of the company govern the appointment of Trustees. Under those Articles nine Trustees can be elected by thirds by members at the AGM and serve for a period of three years. The Trustees are authorised to co-opt up to three new Trustees. Members of One Community are invited to put forward nominations for Trustees on an annual basis. The Trustees seek to achieve a balance of professional skills and knowledge of the communities of Eastleigh and Fareham within their number.

#### **Trustees Induction and Training**

All new Trustees undergo a familiarisation process with the work of One Community, an induction into their role as a Trustee and relevant training, e.g. safeguarding. Trustees are invited to attend One Community events in order get to know One Community staff and volunteers. Specific Trustees are allocated to the various sections of work undertaken by One Community in order to develop a more in-depth understanding of that area of work and to be able to bring any issues connected with that area to the attention of the other Trustees.

#### **Risk Review**

The Trustees have conducted their own review of the major risks to which the charity is exposed and systems have been established to manage those risks. The charity recognises external funding as a key risk and is continually looking to diversify its funding streams for projects to ensure future funding is forthcoming. Internal risks are minimised by the implementation of procedures for the authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. An additional COVID-19 Risk Assessment was put in place and has been revised constantly during the year.

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## **TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2021**

### **ORGANISATIONAL**

#### **Structure**

The Trustees determine the strategic direction and general policy of the company. The day-to-day management of the charity is delegated to the Chief Executive.

#### **Related Parties**

In so far as it is complementary to the charity's objects the charity is guided by national, regional and local policy and works in partnership especially with local stakeholders to meet its mission statement. One Community would like to thank these local stakeholders for their support:

- Eastleigh Borough Council
- Fareham Borough Council
- Hampshire County Council

### **OBJECTIVES OF ONE COMMUNITY**

To promote any charitable purposes for the benefit of the community in the area of the administrative authorities comprising the historic county of Hampshire (including Portsmouth and Southampton) and in particular the local government district of Eastleigh and, if the Trustees shall so decide, in any of the administrative authorities immediately adjoining, and in particular the advancement of education, the protection of health and the relief of poverty, distress and sickness.

To promote and organise co-operation in the achievement of the above purposes and to that end bring together representatives of the voluntary organisations operating within the local government district of Eastleigh and relevant statutory authorities engaged in the furtherance of the above purpose.

### **ACTIVITIES, ACHIEVEMENTS, PERFORMANCE AND FUTURE DEVELOPMENTS FOR PUBLIC BENEFIT**

#### **Evaluation**

One Community largely seeks to achieve its mission by running a series of services. In planning the activities undertaken by these services the Trustees have taken account of the Charity Commission's guidance on public benefit. These projects are grouped for administrative purposes into sections. The internal management of One Community services is undertaken by the Senior Management Team (SMT) which consists of the Chief Executive and \*four Senior Managers who each take responsibility for certain areas of work. \*There were four Senior Managers till September 2020, and subsequently three following the retirement of the Senior Operations Manager.

The quality of services offered is a high priority to both staff and Trustees and One Community is proud that it has passed its annual audit as holders of ISO 14001 and ISO 9001 for the past 13 years. One Community also holds for perpetuity, since 2018, the Queen's Award for Voluntary Service.

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One Community is a membership organisation, but our services are open to non-members, albeit at a different rate if a charge is made. During the year One Community clarified the classes of membership open to groups into Core and Core Plus. Core Plus Membership, open to voluntary and community groups, provides voting rights, access to minibus hire, room hire, administration support and equipment hire. All members receive our monthly e-news and information about funding and training opportunities. At 31 March 2021 we had 181 members and 7 associate members.

The activities and achievements of each of our sections are detailed below. Some are formal services some are initiatives within or across our work. Our SMT, led by our CEO, is active in promoting the voice of local Voluntary & Community Organisations (VCO) at various fora (see below), many of which have continued to meet via Zoom/Teams.

- Adult Health and Care Carers Operational Group (which was formerly the Bronze COVID-19 Response: Carers Work stream)
- Eastleigh Borough Council Community Safety Board & Hate Crime sub-group
- Eastleigh Borough Council Health & Well Being Board
- Eastleigh Early Help Hub
- Eastleigh Supported Families Board
- Eastleigh Welfare Agencies Partnership
- Eastleigh Youth Partnership
- Hampshire Adult Safeguarding Board Sub Group
- Hampshire Adult Safeguarding Communications Group
- Hampshire Carers Partnership Board (with associated task and finish groups) – formerly Joint Carers Strategy Group.
- Hampshire Children's Trust Board.
- Hampshire Health & Well Being Ageing Well Sub Group (Chair)
- Hampshire Transport Operators Forum
- Hampshire Voluntary Sector Consortium
- Hampshire Volunteer Centre Network
- Hampshire Young Carers Alliance
- Hampshire Young Carers Steering Group
- West Hampshire CCG Integrated Care Team
- West Hampshire CCG Involvement Steering Group

One Community has continued to lead the VCO engagement with key topics such as social isolation and loneliness. Unfortunately, due to COVID the team was unable to hold its usual Community Showcase and Volunteer Awards events, although we were able to mount the annual Community Christmas Tree Festival, at first virtually with a short film of the trees and then actually, each tree representing a group's response to the pandemic.

One Community also has an established and growing 'Friends of' group, as of 31 March 2021 we have 37 supporters who act as ambassadors, helping to promote our services.

As from 2014, One Community took the decision to form a 'cluster agreement' with neighbouring Councils of Voluntary Services (CVSs), Community First New Forest and Unity In The Community, in order to reduce duplication and enhance service provision by sharing good practice and jointly producing support

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materials, e.g. fact sheets. However, this arrangement ceased at 31 March 2020 when Community First New Forest merged with Community First Wessex. One Community remains a member of the Hampshire CVS Network.

### One Community – Statement Regarding new Community Infrastructure Partnership ICI

Over the past two years relationships with funders and fellow CVSs have faced challenges and pressure, not least since March 2020 and the additional stresses of COVID-19. Meanwhile from June 2020 One Community has found increased support from working in an informal partnership with six other CVSs in Hampshire:

- Basingstoke Voluntary Action
- Community Action Hampshire
- Gosport Voluntary Action
- Hart Voluntary Action
- Rushmoor Voluntary Services
- Unity in the Community

We share good practice as well as providing practical solutions, for example One Community and Unity jointly fund a transport manager, who can cover five days a week while each CVS funds just 20 hours a week.

Therefore, the Trustee Boards of the seven CVSs took the decision to form a more formal partnership and new legal entity, a Community Interest Company (CIC), known as Community Infrastructure Partnership (CIP) as a vehicle to hold grants and contracts which may cover more than one borough whilst allowing each CVS to remain the local provider of individual services.

All members of the CIP wish to go on record that they have no plans to merge or move away from local delivery, however, they do feel that this formal alliance allows them a stronger position to hold contracts.

### **VOLUNTARY SECTOR SUPPORT**

Voluntary Sector Support (VSS) at One Community comprises our Community Development and Volunteer Centre Services working across Eastleigh and Fareham, with staff based in our Eastleigh headquarters, our Fareham Information Centre and Eastleigh Museum.

Community Development Workers offer a service to all local voluntary and community groups to provide information, advice and guidance around the complexities of running a local group or charity, such as help to set up a new group, support to create and implement a constitution and policies, help to source funding and advice on funding applications. We give support to trustees and committees, develop action plans, provide information about legislation and legal requirements and put on a range of training and information workshops.

During the year we provided assistance to groups on 1,605 occasions, with Digital Awareness, Events, Funding, Governance, Media, Networks/Forums, Policy & Procedure, Practical Support, Training, Vision & Strategy, and Volunteer Recruitment. We helped groups achieve a total of £71,081 in funding during the year.

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The team holds quarterly Community Building Network meetings for both the boroughs of Eastleigh and Fareham – this year on Zoom – which have been appreciated more than ever with groups keeping on top of current rules for COVID compliance, HR issues around paid staff and dealing with the sudden loss of room hire income.

We manage bookings for the **Flourish pop-up shop** in Eastleigh's Swan Centre, the town's shopping mall, providing a free shop front for local voluntary and community organisations. The shop closed almost as soon as it opened in March 2020, but reopened 14 August 2020 for a few months. Eastleigh Rotary Club held regular Dementia Awareness sessions in the shop and Eastleigh Lions had a successful day promoting their Message in a Bottle scheme in September. We hosted a Hate Crime Awareness week event and training there in October.

One Community contributed Beginner's Social Media, Pinterest for Community Groups, Podcasts 1, 2 and 3, and Volunteer Re-Engagement training on Zoom to the "All About Digital" training programme delivered by the Hampshire, Southampton and Isle of Wight CVSs to the voluntary and community sector within those areas, funded by Hampshire and IoW Community Foundation and the National Emergencies Trust/DCMS Fund.

In our general training, mostly on Zoom, we offered a selection of volunteer management training topics as well as regular volunteer manager forums to support those responsible for the volunteers in their organisation, adapting our volunteer management training to include COVID volunteer support, boundaries and remote working. We also designed volunteer re-engagement training, with guidance on supporting long absent volunteers on their return. We provided enormously popular risk assessment training on YouTube and Zoom.

We delivered a total of 60 training events/downloadable materials reaching 3,724 learners.

Our Volunteer Centre advertises volunteering opportunities, recruits volunteers and promotes voluntary activity. It provides information and support to volunteers, and matches volunteers with volunteer-involving organisations from the voluntary, community and statutory sector. We advise on good practice in recruiting and supporting volunteers, and we work with the private sector to facilitate corporate/employee volunteering.

This year was like no other before, as many of the volunteering opportunities we would normally offer were withdrawn as organisations closed during the pandemic, while other organisations were newly established or rapidly expanded their services to meet the needs of local people shielding from COVID. We recruited enormous numbers of volunteers for COVID response volunteering, vaccination centres and rapid flow testing marshalling. Some of this work we coordinated ourselves, recruiting, inducting and deploying our own teams of volunteers for shopping, prescription collection, telephone companionship, delivering essentials for Eastleigh Basics Bank, and vaccination and rapid flow test marshalling. During this time One Community volunteers, coordinated by One Community staff made 1,982 deliveries from Eastleigh Basics Bank to the homes of people in need.

This year we had enquiries from 1,110 people interested in volunteering, from which we were able to establish 635 confirmed placements. Of the people we worked with, 130 disclosed their disability status (19 self-classified as disabled); 182 disclosed their ethnicity (13 self-described themselves as BAME); 226 disclosed their employment status (22 disclosed as unemployed and 1 as unable to work because of a health condition); 261 disclosed their age (28 up to 29 years old, 104 over 60).

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### **Eastleigh Museum**

One Community is responsible for the day-to-day running of Eastleigh Museum, in Eastleigh High Street, including its shop, cafe and galleries, in an innovative partnership with Hampshire Cultural Trust and Eastleigh Borough Council. A member of the VSS team is office based at the museum, while One Community volunteers provide front of house services.

Our aim is to preserve the museum and its record of Eastleigh's heritage while providing a community hub including the **One Community Information Centre** based at Eastleigh Museum, offering information about volunteering, support, services, events and activities ... anything that might be of interest or benefit to local people. Under normal circumstances, a computer is available for public use, particularly to access information and apply for benefits online, with staff assistance. The museum also acts as a **Hate Crime Reporting Centre** for anyone who feels they have been targeted because of their disability, race or ethnicity, religion or belief, age, sexual orientation, transgender identity or sub-culture. People can talk through an incident over the phone or in person with a trained support worker.

The museum was closed for large parts of the year in line with the government's COVID regulations, though information and support services continued remotely, including Hate Crime Reporting on a couple of occasions, and issuing Eastleigh Basics Bank Vouchers on 159 occasions. Benefits advice and information was given on 117 occasions.

We also managed to hold our annual Community Christmas Tree Festival in the exhibition gallery at the museum, briefly between lockdowns, with the theme of the community's response to COVID.

### **One Community Fareham Information Centre**

In Fareham, One Community is based in the town centre shopping mall, making support accessible for everyone interested in volunteering, assistance with their voluntary or community group, or seeking help with health or social issues. One Community volunteers support the service front of house, as a community hub, signposting to a range of local services, selling second hand books and DVDs, and frequently seeing 60 visitors a day. The Centre also provides space for a local knitting group and, for many weeks during the pandemic, Fareham CAB was housed with us as their usual premises were not suitable for public admission during COVID.

### **One Community's Digital Lead**

One Community's Digital Lead works across the organisation but sits within the Voluntary Sector Support Team. Her role is to deliver One Community's Digital Strategy, and ensure a high profile digitally, on all appropriate platforms, furthering One Community's work and the work of the sector in general, promoting services, information and support to the benefit of all in our areas of operation.

## **ONE COMMUNITY TRANSPORT**

When our Senior Operations Manager, whose responsibilities included transport, retired in September 2020 his role was restructured. Since then we have jointly funded a Transport Manager with neighbouring CVS Unity, based in Test Valley. The manager is available full time with each CVS funding 20 hours.

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### **Group Transport**

We provide group transport for community and charitable organisations who are registered members of One Community. These might be sports clubs, older people's lunch clubs or youth groups. We run a fleet of accessible vehicles that can be driven by club members where suitably qualified or we are able to supply suitably qualified volunteer drivers. The vehicles are available 24 hours a day, seven days a week. Prior to COVID we would normally have had a hire rate of over 1,850 hires per year and support over 400 different organisations. The service was on hold during the pandemic.

### **Dial-A-Ride**

Dial-A-Ride is a door to door service for registered users who meet the membership requirements and live in the borough of Eastleigh. The service runs six days a week providing transport for those who cannot use a public transport bus service and enables travel within the borough of Eastleigh. Whilst we have not been able to run at full capacity due to lockdowns and social distancing, our team has remained very busy and committed to the welfare of the passengers. They have completed 2,732 individual shopping trips since the beginning of the first lockdown, ensuring that passengers who were not able to shop for themselves had essential supplies delivered to their door. The team has also carried out 1,836 welfare calls with registered users of the service to check that they were safe.

### **Hedge End Park**

The Hedge End Park service provides door to door transport for people living in the borough of Eastleigh, enabling them to shop at Hedge End Park's Sainsbury's and Marks & Spencer stores. This contract is funded by Arcus who oversees Hedge End Park. During the pandemic, this service was used to undertake and deliver shopping to clients.

### **Parish Link Service**

This service provides shopping opportunities to Eastleigh town centre on a Thursday and also provides a link to neighbouring villages in the parishes. The service was utilised to undertake and deliver shopping to clients during the pandemic.

### **Eastleigh Shopper Service**

This new service was originally designated a "Taxi Share" by Hampshire County Council. We incorporated it into the Dial-A-Ride service as a test model, and it has proved to be successful. It provides door to door transport from the Chalvington Road and Campbell Road areas of Eastleigh to Eastleigh town centre and back, Monday to Saturday, on a set time schedule, and is pre-booked by passengers who are registered to use the service.

### **Day Centres**

The Transport service also provide drivers and vehicles to the One Community day activity service, this service is funded by day activities and runs five days a week, currently with additional routes being added when demand requires it. As with other services during the year, it was only available outside full lockdown and was able to accommodate travel to a new day activities venue.

## **OPTIONS**

Options provides a range of services that support carers and assist people to live independently. Through COVID these services were necessarily adapted and included a service to provide shopping, by staff and One Community volunteers, to vulnerable people shielding at home on over 4,000 occasions.

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### **Lifeline**

A telephone linked support service, Lifeline is designed to maintain a safer lifestyle and the independence of clients while bringing peace of mind to relatives and carers. In an emergency the client presses a panic button, worn on the person, which alerts by telephone a 24-hour control centre where assistance can be immediately arranged. Key safes can also be provided.

Over the last year the Lifeline service has begun installing smoke, CO2 and flood detectors to interlink to the lifeline machine. This is to further assist clients to live independently at home.

Throughout the pandemic the Lifeline team has adapted the service to ensure that installations and repairs could still take place. We completed 98 lifeline unit installations, six smart hub installations and various extras such as fall and smoke detectors. We currently have 700 active units keeping people independent at home.

Our Wristband service continues to provide peace of mind to vulnerable individuals when out and about. The wristband has a unique number which identifies the individual and a 24/7 number which can be called in an emergency. We currently have 87 wristbands in place. With the nation being told to stay at home for much of the year, uptake has been understandably lower.

### **Options Personal Assistant**

This service has two objectives, to provide respite for carers and to support individuals to live independently. The service is registered with the Care Quality Commission.

We support clients across all ages who have a variety of health conditions. Referrals to the service come either through Hampshire County Council, for the carer, under the Take a Break scheme, or privately for our support at home. We provide support in a person centred way to ensure clients get the best out of the service, whether it be respite or companionship.

Within the last year the service has adapted to ensure clients are supported to be independent, working alongside them to ensure their safety and wellbeing. The priority during the pandemic was our highest need clients, and the team reacted very swiftly to identify action plans for each person, keeping both them and their next of kin informed at all times.

The service has provided over 3,950 hours of direct care and support.

### **Day Service**

Our Day Service provides a wide range of activities for older people to enable them to live independently, meet, socialise and provide respite to their Carers. Referrals to the service come either through Hampshire County Council or privately from individuals.

During the last year we adapted the service to be delivered at home. This included many activities, with clients making hanging baskets, playing table top games and preparing and serving a two-course lunch, for example. We delivered over 1,100 sessions at home with clients.

We were successful in securing a new venue in October for a return to building based activities. Clients have enjoyed cookery, gardening, painting, reminiscence and walks in the extensive grounds. We have introduced a breakfast service and changed the operational structure, all with positive results.

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Clients are served a two-course lunch, or they can opt to bring their own food, either way they are supported with their nutrition and hydration needs.

It has been a challenging year for Day Services, including the change of location. Currently we operate in central Eastleigh, offering 80 sessions across the week. We will be opening a second centre in the Southern Parishes by the end of June 2021, and this will provide 64 sessions per week. Since re-opening we have held 854 sessions for clients at the new location.

### **Young Carers**

This service provides support to Young Carers aged 8-18 within the borough of Eastleigh, giving them time off from their caring role and the opportunity to make friends with other young people in a similar situation. The aim is to empower the young people and provide them with positive experiences in a safe and fun environment where they can be themselves, as well as improve confidence and self-esteem, while supporting them to achieve their aspirations.

Over the past 12 months the project adapted to ensure that Young Carers were still supported while their usual activities were suspended because of the pandemic. This was achieved in a variety of ways, including exploration, activity packs at home, zoom club, 1-2-1 walks, and advocating for Young Carers to be able to attend school as vulnerable children. Finally, we were able to offer socially distanced club sessions outside. We managed to fit in over 100 hours of socially distanced clubs during the year.

The project has delivered 594 Activity packs, over 130 hours on Zoom and supported over 120 Young Carers directly, as well as their families.

We changed the journey of a Young Carer through the project this year, to ensure we were really identifying the individual, who they are and what support they need to achieve their objectives and everything we support all our Young Carers to be.

### **Back to the Future**

This service supports vulnerable, socially isolated people to re-engage in their communities with the help of a volunteer over a number of sessions. This might be support to access an activity, club or hobby, or help to get to grips with public or community transport, so they can go shopping or visit friends and family independently. Easier once you've done it a few times with a helpful companion. The type of community re-engagement will be agreed through an assessment, and then worked towards by the client and the volunteer, with a reducing level of support as confidence increases.

Over the past 12 months the service has adapted to ensure vulnerable clients received shopping on 1,274 occasions and others were connected over the telephone or by a visit to their driveway/window to keep in touch. During this time 2,993 calls were made to socially isolated clients. This has helped build clients' confidence. Towards the end of restrictions we have volunteers who have built up a great rapport with clients, who are now creating action plans to re-engage them with the community.

### **Leaf Home from Hospital Project**

This service is operated out of Southampton General Hospital. We work in partnership with Unity (Test Valley CVS) to reduce the amount of hospital admissions. The service supports patients home who have received either same day emergency care or have had a short stay in the acute medical unit, and who are unable to make their way home on their own. Staff take clients home by car and help settle them back at home, ensuring they have everything they need.

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Over the past 12 months the service has gone from strength to strength and we have supported 148 clients home from hospital.

### **FINANCE AND ADMINISTRATION**

**Finally, our Finance Manager oversees our finances and payroll, and manages the office administration and reception team.**

Until 1 October 2019, 16 Romsey Road was our main office, providing working space for many of our own services as well as providing office accommodation for a voluntary sector organisation on a licence agreement. Resource facilities for the sector included meeting rooms, and acting as a Post Box for 2 groups who do not have premises and would prefer not to give out their home addresses. After our move to temporary accommodation at 75 and 77 Leigh Road in October 2019, we were no longer able to offer meeting room facilities but did have a dedicated room at the nearby arts centre, The Point, in partnership with Eastleigh Borough Council. Our tenants moved with us.

Our reception team also saw an understandable decrease to 75 external DBS checks from 7 different organisations as we are registered as an "Umbrella Body" with the Disclosure & Barring Service (DBS) and can therefore offer services to countersign DBS applications. This was due to the change in volunteering roles for organisations.

### **CORPORATE PRIORITIES**

The trustees revisited their review of the strategic direction of One Community three years ago and amended their mission statement to read "Our Mission is to work locally to promote voluntary activity, encourage work in partnership, provide community services and advocate change which enhances the quality of life for all in our community." The vision and core values of the organisation and the critical success factors were still seen as appropriate as were the strategic goals detailed below:

- To build and maintain a vibrant voluntary and community sector in Eastleigh and Fareham and across Hampshire.
- To enhance the quality of life for clients, service users and carers.
- To have sustainable partnerships working to deliver mutual success.
- To ensure that public recognition of the work of One Community is high.
- To be an excellent employer.
- To be a socially responsible organisation.

Our services continue to reflect both our capacity to cope within our own financial restraints, as well as the needs of the local communities. One Community will continue to change to provide the best support to both member groups and individual clients.

### **DEVELOPMENT**

Restricted resources and cuts in grants have continued, as has the move from grants to tenders. Increasing competition from other charities as well as private companies has threatened some of our services. However, we continue to seek out new opportunities to diversify our income streams.

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One Community will continue to ensure that the services offered are of a good quality, appropriate to client needs and offer value for money.

**FINANCIAL REVIEW**

Income has decreased to £1,249,129 (2020: £1,346,003). There continues to be considerable effort employed to attract funds to further the aims and objectives of the organisation. The Trustees have endeavoured to ensure that the maximum amount of money possible is expended on the work of the charity for its beneficiaries.

Expenditure for the year totals £1,173,307 (2020: £1,350,788). This has resulted in a total surplus in the year of £75,822 (2020: deficit of £4,785).

Overall, the Trustees are pleased that the monitoring reports received enable expenditure to be closely controlled by the Chief Executive and the Senior Management Team. The Trustees are satisfied that the restricted funded projects are being delivered in accordance with each project plan.

**RESERVES POLICY**

The Trustees have examined the charity's requirement for reserves in the light of the main risks to the organisation. They have concluded that unrestricted funds not committed or invested in tangible fixed assets held by the charity should be approximately three months of expenditure. This is to allow services involving vulnerable people to be continued for an appropriate period in the event of cessation of funding. Reserves are also held to even out cash flow and to fund exceptional future building project costs. The balance of free reserves at 31 March 2021 was £205,587 (2020: £242,918), which equates to just over 3 months of unrestricted expenditure. The trustees are keeping this under close review.

**PRINCIPAL FUNDING SOURCES**

The principal funding sources for the charity are those organisations which use One Community's services and in certain cases give grants towards our charitable work. Further details are given in note 12 to the financial statements. One Community would like to acknowledge our thanks to all the organisations and individuals that have supported us in the last year.

**INVESTMENT POLICY**

The Trustees have the authority to invest the money that One Community does not immediately need in any investments or properties. At present, surplus funds are on deposit ensuring that funds are readily available if required, but that interest is received on the bank balance.

**FUNDS HELD AS CUSTODIAN TRUSTEE**

One Community acts as custodian trustee for certain funds which are detailed in note 11 of the accounts.

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**FUTURE DEVELOPMENTS**

We moved out on 1<sup>st</sup> October 2019 to temporary accommodation at 75 and 77 Leigh Road while our new leasehold accommodation is being built in partnership with Eastleigh Borough Council and Age Concern Eastleigh. Work progresses well despite a few delays due to Covid and the aim is to relocate back in early 2022.

**COVID-19**

As One Community come out of the intense period of the Covid 19 pandemic and consequential lockdowns, services have started to return to normal albeit in smaller client numbers. However, as we go forward, these numbers are increasing slowly and we have begun to cease doing shopping in favour of helping people do their own shopping.

Our funders have remained supportive as our services go back to previous commitments and they understand how we are working with clients to return to "business as normal". The Senior Management Team, in partnership with Trustees are monitoring the changing situation and are confident One Community is in a strong position to continue to grow as necessary in response to community needs.

**RESPONSIBILITIES OF THE TRUSTEES**

The trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (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 income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements, and
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

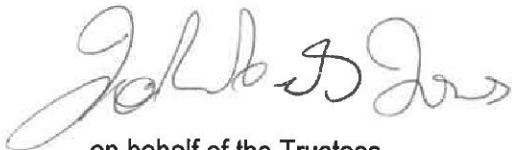
**AUDITORS**

A resolution to re-appoint Knight Goodhead Limited as Auditors for the ensuing year will be proposed at the annual general meeting in accordance with section 485 of the Companies Act 2006.

**SMALL COMPANY PROVISIONS**

This report has been prepared in accordance with the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 and the provisions for small companies under Part 15 of the Companies Act 2006.

Signed



on behalf of the Trustees  
Jean Roberts-Jones (Company Secretary)

31 August 2021

# **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

## **Opinion**

We have audited the financial statements of One Community Eastleigh for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Cashflow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable to the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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 2021, and of 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 of 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **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 auditor's report 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.

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.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- the company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Annual Report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

### **Responsibilities of the trustees**

As explained more fully in the trustees' responsibilities statement, the trustees 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 they 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.

### **Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under the Companies Act 2006 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 an auditor's report 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations.

We identified the laws and regulations applicable to the charitable company through discussions with trustees and other management and we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

## **INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships, tested journal entries to identify unusual transactions and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance; and
- enquiring of management as to actual and potential litigation and claims;

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Knight Goodhead Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's 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's members as a body, for our audit work, for this report, or for the opinions we have formed.



**CJ GOODHEAD FCA**

**Senior Statutory Auditor**

**Knight Goodhead Limited**

Chartered Accountants and Statutory Auditors

7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA

Dated: 2 September 2021

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

(Including Income and Expenditure Account)

	Notes	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
<b>INCOME</b>					
Donations and legacies					
<i>Grants from local authorities</i>		59,837	-	59,837	26,292
<i>Donations</i>		31,514	16,363	47,877	14,810
Charitable activities	3	699,851	433,893	1,133,744	1,295,323
Investment Income		5,530	-	5,530	5,367
Other income		2,141	-	2,141	4,211
<b>TOTAL INCOME</b>		<b>798,873</b>	<b>450,256</b>	<b>1,249,129</b>	<b>1,346,003</b>
<b>EXPENDITURE</b>					
Fundraising costs	4	21,225	-	21,225	9,216
Charitable activities	4	797,265	354,817	1,152,082	1,341,572
<b>TOTAL EXPENDITURE</b>		<b>818,490</b>	<b>354,817</b>	<b>1,173,307</b>	<b>1,350,788</b>
<b>NET INCOME/ (EXPENDITURE) BEFORE TRANSFERS</b>		<b>(19,617)</b>	<b>95,439</b>	<b>75,822</b>	<b>(4,785)</b>
Transfers between funds	7,13,14	92,526	(92,526)	-	-
<b>NET INCOME/ (EXPENDITURE) FOR THE YEAR</b>		<b>72,909</b>	<b>2,913</b>	<b>75,822</b>	<b>(4,785)</b>
Balances brought forward at 1 April 2020		1,262,143	149,791	1,411,934	1,416,719
<b>Balances carried forward at 31 March 2021</b>		<b>1,335,052</b>	<b>152,704</b>	<b>1,487,756</b>	<b>1,411,934</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in notes 13 and 14 to the financial statements.

**ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

Company number: 3132524

**BALANCE SHEET AS AT 31 MARCH 2021**

	Notes	£	2021 £	2020 £
<b>FIXED ASSETS</b>				
Tangible assets	8		<u>11,816</u>	<u>16,545</u>
			11,816	16,545
<b>CURRENT ASSETS</b>				
Debtors	9	715,577		740,117
Cash at bank and in hand		<u>1,077,074</u>		<u>840,562</u>
		1,792,651		1,580,679
<b>CREDITORS: amounts falling due within one year</b>	10	<u>316,711</u>		<u>185,290</u>
<b>NET CURRENT ASSETS</b>			<u>1,475,940</u>	<u>1,395,389</u>
<b>NET ASSETS</b>	15		<u>1,487,756</u>	<u>1,411,934</u>
<b>FUNDS</b>				
Restricted funds	13		152,704	149,791
Unrestricted funds	14		<u>1,335,052</u>	<u>1,262,143</u>
<b>TOTAL FUNDS</b>			<u>1,487,756</u>	<u>1,411,934</u>

The accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the board of trustees on *31 August 2021*



**Adrian Hughes**  
Trustee

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
NET CASH FLOW PROVIDED BY OPERATING ACTIVITIES	1	230,982	34,521
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest received		5,530	5,367
CASH FLOWS FROM FINANCING ACTIVITIES			
Fixed asset additions		-	(20,987)
NET CASH FLOW		<u>236,512</u>	<u>18,901</u>
Change in cash and cash equivalents in the period		236,512	18,901
Cash and cash equivalents at start of the period		<u>840,562</u>	<u>821,661</u>
Cash and cash equivalents at the end of the period	2	<u>1,077,074</u>	<u>840,562</u>

### NOTES TO THE CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

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

		2021 £	2020 £
Net income / (expenditure) for year		75,822	(4,785)
Interest received		(5,530)	(5,367)
Depreciation		4,729	4,729
Decrease/(increase) in debtors	3	24,540	(5,695)
Increase/(decrease) in creditors		131,421	45,639
Net cash flow from operating activities		<u>230,982</u>	<u>34,521</u>

#### 2 ANALYSIS OF CASH AND CASH EQUIVALENTS

Cash at bank and in hand	<u>1,077,074</u>	<u>840,562</u>
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#### 3 ANALYSIS OF DEBTORS

Decrease/(increase) in debtors	24,540	(635,695)
Non-cash value of freehold transfer from fixed assets	-	630,000
	<u>24,540</u>	<u>(5,695)</u>

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

### 1 ACCOUNTING POLICIES

#### a) Accounting convention

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the FRS 102 (effective January 2019) and the Companies Act 2006.

The charity meets the definition of the public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

#### b) Reserves

The charity's reserves policy is derived from a risk assessment of each category of income and expenditure. This assessment specifies the level of readily realisable reserves required to cover costs and commitments during an unforeseen period of difficulty.

#### c) Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Designated funds represent unrestricted funds allocated by Trustees for identifiable future expenditure.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

#### d) Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of grants, donations, legacies and gifts, and is included in full in the Statement of Financial Activities when receivable. Grants (including government grants), when entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Donated goods and assets are accounted for when received. Goods are recognised as stock until they are distributed. Assets are capitalised and depreciated in line with the tangible fixed asset policy.
- Investment income is included when receivable.
- Income from charitable activities is accounted for when earned.
- Resources are deferred when, at the end of an accounting period, they have been received but the charity has yet to become unconditionally entitled to them.

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 1 ACCOUNTING POLICIES (continued)

#### e) Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. It includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Fundraising costs comprise the costs associated with attracting voluntary income and the costs of fundraising.
- Charitable activities expenditure comprises of costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned between activities in line with their respective proportion of income received.

#### f) Intangible assets

Intangible assets are stated in the balance sheet at cost less amortisation.

Amortisation is provided to spread the cost over the estimated useful life of the asset. Amortisation is charged at 33% per annum straight line.

#### g) Tangible fixed assets

Fixed assets are stated in the balance sheet at cost less depreciation. Assets under £750 are not capitalised by the charity.

Depreciation is provided so as to write off the cost of fixed assets in equal instalments over the estimated useful lives of the assets. The rates used are as follows:

Freehold land and buildings	nil
Motor vehicles	15% straight line
Furniture and equipment	10% straight line
Computer equipment	25% straight line

#### h) Pension scheme

The charity operates a defined contribution scheme for staff. Contributions are recognised when they become payable.

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 1 ACCOUNTING POLICIES (continued)

#### i) Liabilities

Liabilities are recognised when incurred. Liabilities are divided between those payable within one year and those that will become payable in over one year.

### 2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 30 November 1995 in England and Wales and was registered on 14 February 1996 with the Charity Commission in England and Wales. The charity is a public benefit entity.

The registered office of the charitable company is 75 Leigh Road, Eastleigh, Hampshire, SO50 9DQ.

### 3 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2021	2020
	£	£	£	£
<b>Transport</b>				
- Contractual funding	-	236,259	236,259	235,532
- Service fees	20,935	8,154	29,089	118,612
- Other incoming resources	3,849	5,541	9,390	35,854
<i>Total income from transport activities</i>	<b>24,784</b>	<b>249,954</b>	<b>274,738</b>	389,998
<b>Day Care Centres</b>				
- Contractual funding	117,574	-	117,574	101,780
- Service fees	92,411	-	92,411	169,764
- Coronavirus Job Retention Scheme	21,629	-	21,629	-
<i>Total income from day care activities</i>	<b>231,614</b>	-	<b>231,614</b>	271,544
<b>Other activities</b>				
- Contractual funding	177,884	71,141	249,025	289,249
- Service fees	139,732	476	140,208	144,945
- Other incoming resources	115,134	105,129	220,263	199,587
- Coronavirus Job Retention Scheme	10,703	7,193	17,896	-
<i>Total income from other activities</i>	<b>443,453</b>	<b>183,939</b>	<b>627,392</b>	633,781
<b>Total income from charitable activities</b>	<b>699,851</b>	<b>433,893</b>	<b>1,133,744</b>	1,295,323

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 4. TOTAL EXPENDITURE

	CHARITABLE ACTIVITIES				2021 Total £	2020 Total £
	Transport £	Day Care centres £	Other activities £	Voluntary income £		
<b>Costs directly allocated to activities</b>						
Staff costs (note 6)	166,250	162,523	351,068	-	679,841	683,061
Staff recruitment and training	120	888	4,911	-	5,919	3,804
PPE and staff welfare	-	-	13,250	-	13,250	-
Travel expenses	-	2,764	3,721	-	6,485	9,191
Volunteer expenses	69	122	3,244	-	3,435	7,799
Lunch costs	-	6,887	-	-	6,887	23,886
Vehicle expenses	79,660	-	-	-	79,660	195,526
Premises cost	-	4,547	651	-	5,198	21,593
Special event costs	-	-	1,099	-	1,099	17,875
Resources and equipment	386	414	26,497	-	27,297	21,079
Computer costs	430	-	30,644	-	31,074	34,600
Printing, postage, stationery & telephone	754	861	2,849	-	4,464	10,311
Audit and accountancy	-	-	7,125	-	7,125	6,501
Depreciation	4,729	-	-	-	4,729	4,729
Bad debts	-	-	-	-	-	340
Response centre and warden costs	-	-	15,730	-	15,730	19,943
Other direct costs	665	86	35,713	-	36,464	30,405
<b>Total direct costs</b>	<b>253,063</b>	<b>179,092</b>	<b>496,502</b>	<b>-</b>	<b>928,657</b>	<b>1,090,643</b>

(Continued on next page)

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

#### 4. TOTAL EXPENDITURE (continued)

	CHARITABLE ACTIVITIES			Voluntary income	2021 Total	2020 Total
	Transport	Day Care centres	Other activities			
	£	£	£	£	£	£
Total direct costs (from previous page)	253,063	179,092	496,502	-	928,657	1,090,643
<b>Support costs allocated to activities</b>						
Staff costs (note 6)	45,601	38,450	104,121	17,886	206,058	208,949
Staff recruitment and training	332	280	756	130	1,498	407
Travel expenses	21	18	49	8	96	481
Premises costs	2,318	1,947	5,272	896	10,433	23,963
Resources and equipment	232	196	531	91	1,050	1,079
Office costs	2,720	2,294	6,211	1,066	12,291	12,689
Other support costs	2,926	2,468	6,682	1,148	13,224	12,577
	<u>307,213</u>	<u>224,745</u>	<u>620,124</u>	<u>21,225</u>	<u>1,173,307</u>	<u>1,350,788</u>

Included within audit and accountancy above are amounts due to the auditors in relation to the audit of £4,500 (2020: £4,500). Also included is £2,625 for other work (2020: £2,001).

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 5 DEFERRED INCOME

The movement in deferred income during the year was:	£
Deferred income at 31 March 2020	38,090
Deferred income at 31 March 2021	(140,818)
Deferred income movement	<u>(102,728)</u>

### 6 STAFF COSTS

	2021 £	2020 £
Wages and salaries	780,344	787,299
Social security costs	42,460	42,681
Pension costs	31,095	29,951
Retirement Benefit payment to Local Authority	32,000	32,079
	<u>885,899</u>	<u>892,010</u>

The average number of employees in the year was 59 (2020: 70).

No employees received emoluments over £60,000 during the current or prior year.

There are no staff members to whom retirement benefits are accruing under defined benefit schemes.

Key management personnel comprising of five employees received total remuneration including pension contributions of £164,094 (2020: £177,573 to six employees).

At the year end there were outstanding pension contributions payable of £89,464 (2020: £69,464). Total pension contributions of £63,095 (2020: £62,030) were accounted for in the year and are included in the SOFA.

#### Trustees remuneration:

The trustees received no remuneration during this or the prior year.

During the year, three trustees were reimbursed £227 for expenses incurred on the charity's behalf (2020: £280 to one trustee) which were subsequently gifted back to the charity.

### 7 TRANSFERS BETWEEN FUNDS

A transfer is made from restricted funds into the unrestricted fund to cover the internal support costs incurred by the charity in administering those funds.

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

<b>8 TANGIBLE FIXED ASSETS</b>	<b>Freehold land &amp; buildings</b>	<b>Motor vehicles</b>	<b>Furniture &amp; equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>COST OR VALUATION</b>				
At 1 April 2020	-	308,839	120,150	428,989
At 31 March 2021	-	308,839	120,150	428,989
<b>DEPRECIATION</b>				
At 1 April 2020	-	303,442	109,002	412,444
Charge for year	-	953	3,776	4,729
At 31 March 2021	-	304,395	112,778	417,173
<b>NET BOOK VALUE</b>				
At 31 March 2021	-	4,444	7,372	11,816
At 1 April 2020	-	5,397	11,148	16,545

<b>9 DEBTORS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
VAT	4,070	11,142
Other debtors	660,621	683,938
Prepayments and accrued income	50,886	45,037
	<u>715,577</u>	<u>740,117</u>

Included within other debtors is £1,357 which is due in more than one year (2019: £632,985).

Included within other debtors is £630,000 relating to the redevelopment of the Romsey Road property. In October 2019, One Community Eastleigh ("OCE") entered into an agreement whereby the freehold was passed to Eastleigh Borough Council for redevelopment. New purpose built premises on the same site will be passed back to OCE on a 999 year lease with a peppercorn rent once the development has been completed.

The debtor represents OCE's contractual right to receive the interest in the property once redeveloped. The long leasehold will be valued on completion but OCE has received indicative valuations well in excess of £630,000 which was the carrying value of the former freehold interest. The charity is expecting to move into the redeveloped building in early 2022.

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

<b>10 CREDITORS: amounts falling due within one year</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Other creditors	113,974	100,929
PAYE and NI	12,648	12,718
Accruals and deferred income	180,738	62,836
Amounts held as custodian trustees (see note 11)	9,351	8,807
	<u>316,711</u>	<u>185,290</u>

<b>11 AMOUNTS HELD AS CUSTODIAN TRUSTEES</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Day centres - Members funds	3,733	3,733
Pilands Wood Community Centre	2,808	2,808
Locks Heath Community Centre	250	250
HYCA	1,750	1,750
Funding conference	-	46
CIP CIC	600	-
Eastleigh Mayor's Charities	210	220
	<u>9,351</u>	<u>8,807</u>

## 12 PRINCIPAL FUNDING SOURCES

Included in income from donations, legacies and charitable activities are the following major sources of funds:

	<b>Grants</b>	<b>Contracts</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Central Government - CJRS	39,525	-	39,525
Local Government - Hampshire County Council	156,250	302,298	458,548
Eastleigh Borough Council	128,024	-	128,024
Fareham Borough Council	46,000	-	46,000
Big Lottery	80,411	-	80,411
Children in Need	27,269	-	27,269
Hedge End Park	35,160	-	35,160
NHS Hampshire, Southampton and Isle of Wight CCG	63,900	-	63,900
	<u>576,539</u>	<u>302,298</u>	<u>878,837</u>

We are grateful for the support these organisations have provided and for that of our many other supporters.

A detailed annual report describing the year's activities on projects is available on request from One Community Eastleigh at the address on page 1.

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 13 RESTRICTED FUNDS

	At 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2021 £
Shopmobility	16,902	41,893	(35,834)	(6,140)	16,821
Shopmobility Scooter reserve	8,767	-	-	-	8,767
Hedge End Park Transport Scheme	3,319	37,438	(27,059)	(7,000)	6,698
Parish Link	10,862	6,881	(4,923)	(1,956)	10,864
Transport Organiser	-	48,861	(31,237)	(17,090)	534
Dial a Ride	16,504	159,463	(127,869)	(31,594)	16,504
Young Carers	23,561	12,559	(11,110)	(6,902)	18,108
Big Lottery Fund Youth	-	27,378	(23,260)	(4,118)	-
Children in Need 2019	6,295	27,269	(23,455)	(3,023)	7,086
Youth Choir	4,835	-	-	-	4,835
HIWCF adults	-	7,160	(5,160)	(2,000)	-
Vehicle replacement	26,956	4,086	-	-	31,042
Back to the Future	15,316	10,000	(9,613)	(3,793)	11,910
Wellness Café Hedge End	-	12	-	-	12
HYCA	13,534	54,490	(47,821)	(6,670)	13,533
Friends of Eastleigh Shopmobility	2,940	50	-	-	2,990
People with Learning Difficulties	-	3,000	-	-	3,000
Communities against Cancer	-	9,716	(7,476)	(2,240)	-
Total restricted funds	<u>149,791</u>	<u>450,256</u>	<u>(354,817)</u>	<u>(92,526)</u>	<u>152,704</u>

#### Shopmobility

To offer both electric and non-electric scooters for visitors needing mobility support in the town centre.

#### Shopmobility Scooter Reserve

To provide replacement scooters for shopmobility scheme in Eastleigh town centre.

#### Hedge End Park Transport Scheme

This service offers door to door transport, Monday to Friday, for people living in the Borough of Eastleigh or the Eastern side of Southampton to the superstores at Hedge End.

#### Parish Link

This service offers transport to Eastleigh Town Centre on a Thursday from the Southern Parishes, also linking neighbouring villages.

#### Transport Organiser

To provide funding for a member of staff to organise community transport for the local area.

#### Dial a Ride

This service offers door to door transport for people who are unable to use ordinary public transport.

#### Young Carers

Independent fundraising for trips and activities for young carers.

## **ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)**

#### **13 RESTRICTED FUNDS (continued)**

##### **Big Lottery Fund Youth**

To contribute towards Eastleigh Young Carers.

##### **Children in Need 2019**

To support carers between the ages of eight and eleven.

##### **Youth Choir**

Project to establish a Young Carers choir, not only to help build young peoples confidence and team building skills, but also to have fun.

##### **HIWCF Adults**

To provide shopping and prescription collection help for people isolating or shielding due to the pandemic.

##### **Vehicle Replacement**

In partnership with Age Concern Eastleigh and Eastleigh Lions we are holding money towards purchasing a vehicle to go on the community transport fleet.

##### **Back to the Future**

Helping re-engage people back into their community by providing support to build confidence in going out.

##### **Wellness Café Hedge End**

A fortnightly drop in session to enable people to make new friends and find out what is available in the area.

##### **HYCA**

Co-ordination and support to the ten young carers groups across Hampshire.

##### **Friends of Eastleigh Shopmobility**

Support groups who kindly fundraise for new equipment for shopmobility.

##### **People with Learning Difficulties**

To provide transport or associated help for people with learning difficulties.

##### **Communities against Cancer**

Raising awareness of cancer symptoms.

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

#### 14 UNRESTRICTED FUNDS

	At 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2021 £
<b>Designated</b>					
One Community Transport	-	25,161	(59,662)	34,501	-
Building reserve	18,266	-	-	-	18,266
Lifeline & Telecare	210,031	139,035	(55,290)	(26,052)	267,724
Partnership fund	34,867	-	-	-	34,867
Pension reserve	60,000	-	-	-	60,000
Day Care Centre funding	-	231,614	(181,845)	(48,980)	789
Care & respite	5,724	88,415	(71,883)	(15,000)	7,256
A Little Bit of Help	26,822	-	-	-	26,822
Fareham Community	16,970	48,975	(43,020)	(6,000)	16,925
Fareham Community Lottery	-	6,000	(6,000)	-	-
Voluntary Sector Support Team	-	-	-	10,000	10,000
Covid contingency reserve	-	-	-	15,000	15,000
Infrastructure reserve	-	-	-	30,000	30,000
	<u>372,680</u>	<u>539,200</u>	<u>(417,700)</u>	<u>(6,531)</u>	<u>487,649</u>
<b>Capital reserve</b>	646,545	-	(4,729)	-	641,816
<b>General reserve</b>	<u>242,918</u>	<u>259,673</u>	<u>(396,061)</u>	<u>99,057</u>	<u>205,587</u>
Total unrestricted funds	<u>1,262,143</u>	<u>798,873</u>	<u>(818,490)</u>	<u>92,526</u>	<u>1,335,052</u>

#### One Community Transport

The service offers a fleet of accessible minibuses available for hire to voluntary and community groups.

#### Building Reserve

To cover any necessary building works required by the charity.

#### Lifeline and Telecare

To install and maintain telephone linked alarm pendants and fix door key safes where appropriate.

#### Partnership Fund

Support across One Community to enable us to work in partnership with voluntary organisations and statutory agencies.

#### Pension Reserve

This reserve relates to future payments expected to fall due in respect of a historic defined benefit pension arrangement (see note 18).

#### Day Care Centre

To provide supported enablement activities for older people.

#### Care & Respite

To provide care and respite services for people in their own homes.

#### A Little Bit of Help

A project set up with a range of services to assist older and isolated people to remain independent in the Eastleigh Borough.

#### Fareham Community

A project to provide the 'Big 3' in the Borough of Fareham. The 'Big 3' is a package of support provided to local groups comprised of funding advice, governance and building community resilience and volunteer and skills support.

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 14 UNRESTRICTED FUNDS (continued)

#### Fareham Community Lottery

Supporting community projects in the local area. Empowering local good causes to raise money in a fun and effective way.

#### Voluntary Sector Support Team

This funds covers the need to move to a new volunteer recruitment system and other promotional materials to engage with community groups.

#### Covid contingency reserve

This funds is to cover any contingency requirements with any of our services as One Community is still uncertain regarding the full consequences and timing of the slow return to normal services and contribution from clients to cost.

#### Infrastructure reserve

This fund relates to a requirement to update our IT equipment so that it will be fit for requirements in our new building.

#### Capital Reserve

The capital reserve represents the value of funds related to fixed assets and the £630,000 debtor relating to the redevelopment of the Romsey Road premises.

### 15 NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	Total 2021 £
<b>2021</b>			
Fixed assets	11,816		11,816
Current assets	1,575,598	217,053	1,792,651
Current liabilities	(252,362)	(64,349)	(316,711)
Net assets	<u>1,335,052</u>	<u>152,704</u>	<u>1,487,756</u>
<b>2020</b>			
Fixed assets	16,545	-	16,545
Current assets	1,430,888	149,791	1,580,679
Current liabilities	(185,290)	-	(185,290)
Net assets	<u>1,262,143</u>	<u>149,791</u>	<u>1,411,934</u>

### 16 RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

## ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

#### 17 OPERATING LEASES

At 31 March 2021, the charity had annual commitments under non-cancellable operating leases, as follows:

	2021	2020
	£	£
Within one year	27,072	27,072
Between one to two years	13,536	27,072
Between two to five years	-	13,536
Total commitment	<u>40,608</u>	<u>67,680</u>

#### 18 DEFINED BENEFIT PENSION SCHEME

The charity's defined benefit pension liabilities relating to its membership of the Hampshire County Council pension scheme were subsumed into those of Eastleigh Borough Council (EBC) in 2017. One Community Eastleigh has come to an agreement with EBC whereby annual liabilities arising in respect of the charity's portion of the scheme will be passed back to the charity, but payments against those invoices will be limited to £12,000 per annum. A liability will be recognised in the charity's accounts to the extent that invoiced amounts exceed the payments made. No liability is recognised in respect of future uninvoiced pension costs as these rest with EBC.

#### 19 IMPACT OF COVID-19

As One Community come out of the intense period of the Covid 19 pandemic and consequential lockdowns, services have started to return to normal albeit in smaller client numbers. However, as we go forward, these numbers are increasing slowly and we have begun to cease doing shopping in favour of helping people do their own shopping. Our funders have remained supportive as our services go back to previous commitments and they understand how we are working with clients to return to "business as normal". The Senior Management Team, in partnership with Trustees are monitoring the changing situation and are confident One Community is in a strong position to continue to grow as necessary in response to community needs.

#### 20 DONATED GOOD AND SERVICES

During the year, the charity received donated gifts in kind with a total market value of £60,875. These items were deemed to have a donated value of £20,325 which has been included in income and expenditure. A significant proportion of these gifts related to items to assist the charity through the COVID-19 pandemic and the trustees wish to extend their thanks for these generous donations.

**ONE COMMUNITY EASTLEIGH**

(Company limited by guarantee and not having a share capital)

**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)****21 PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES - YEAR ENDED 31 MARCH 2020**

	Unrestricted funds £	Restricted funds £	2020 Total £
<b>INCOME</b>			
Donations and legacies			
<i>Grants from local authorities</i>	26,292	-	26,292
<i>Donations</i>	5,250	9,560	14,810
Charitable activities	813,930	481,393	1,295,323
Investment Income	5,367	-	5,367
Other income	4,211	-	4,211
	<u>855,050</u>	<u>490,953</u>	<u>1,346,003</u>
<b>EXPENDITURE</b>			
Fundraising costs	7,999	-	7,999
Charitable activities	963,673	379,116	1,342,789
	<u>971,672</u>	<u>379,116</u>	<u>1,350,788</u>
<b>NET (EXPENDITURE) / INCOME BEFORE TRANSFERS</b>	<b>(116,622)</b>	<b>111,837</b>	<b>(4,785)</b>
Transfers between funds	76,921	(76,921)	-
	<u>(39,701)</u>	<u>34,916</u>	<u>(4,785)</u>
<b>NET EXPENDITURE FOR THE YEAR</b>	<b>(39,701)</b>	<b>34,916</b>	<b>(4,785)</b>
Balances brought forward at 1 April 2019	1,301,844	114,875	1,416,719
<b>Balances carried forward at 31 March 2020</b>	<b><u>1,262,143</u></b>	<b><u>149,791</u></b>	<b><u>1,411,934</u></b>

# ONE COMMUNITY EASTLEIGH

(Company limited by guarantee and not having a share capital)

## NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (continued)

### 22 PRIOR YEAR FUNDS MOVEMENTS - YEAR ENDED 31 MARCH 2020

#### RESTRICTED FUNDS

	At 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2020 £
Shopmobility	14,615	44,289	(35,858)	(6,144)	16,902
Shopmobility Scooter reserve	8,767	-	-	-	8,767
Hedge End Park Transport Scheme	3,168	45,421	(36,832)	(8,438)	3,319
Parish Link	11,776	10,639	(8,345)	(3,208)	10,862
Transport Organiser	-	47,997	(26,868)	(21,129)	-
Dial a Ride	36,006	163,464	(158,510)	(24,456)	16,504
Young Carers	20,293	9,267	(1,729)	(4,270)	23,561
Big Lottery Fund Youth	-	34,700	(30,344)	(4,356)	-
Children in Need	14,831	9,218	(21,880)	(2,169)	-
Children in Need 2019	-	28,102	(20,412)	(1,395)	6,295
Youth Choir	5,394	-	(559)	-	4,835
Vehicle replacement	25	26,931	-	-	26,956
Back to the Future	-	22,504	(5,832)	(1,356)	15,316
Wellness Café Hedge End	-	740	(740)	-	-
HYCA	-	34,741	(21,207)	-	13,534
Rocky Road	-	10,000	(10,000)	-	-
Friends of Eastleigh Shopmobility	-	2,940	-	-	2,940
<b>Total restricted funds</b>	<b>114,875</b>	<b>490,953</b>	<b>(379,116)</b>	<b>(76,921)</b>	<b>149,791</b>

#### UNRESTRICTED FUNDS

	At 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2020 £
<b>Designated</b>					
One Community Transport	-	95,611	(105,805)	10,194	-
Building reserve	18,266	-	-	-	18,266
Lifeline & Telecare	191,090	143,070	(66,017)	(58,112)	210,031
Partnership fund	34,867	-	-	-	34,867
Pension reserve	125,000	-	-	(65,000)	60,000
Day Care Centre funding	-	271,544	(243,887)	(27,657)	-
Care & respite	-	100,958	(82,922)	(12,312)	5,724
A Little Bit of Help	26,822	-	-	-	26,822
Fareham Community	6,629	49,198	(32,857)	(6,000)	16,970
Mops and Shops	-	16,966	(21,120)	4,154	-
	402,674	677,347	(552,608)	(154,733)	372,680
<b>Revaluation reserve</b>	184,569	-	-	(184,569)	-
<b>Capital reserve</b>	445,718	-	(4,729)	205,556	646,545
<b>General reserve</b>	268,883	177,703	(414,335)	210,667	242,918
<b>Total unrestricted funds</b>	<b>1,301,844</b>	<b>855,050</b>	<b>(971,672)</b>	<b>76,921</b>	<b>1,262,143</b>