Lutterworth Community Transport

Lutterworth **Volunteer Centre** Limited

Annual Report & Accounts



April 2025 to March 2026

Lutterworth Volunteer Centre Limited

(A Charitable Company registered in England & Wales)
Company No: 07798878 & Charity No: 1148255

Lutterworth Volunteer Centre Limited is a full member of
The National Council for Voluntary Organisations
and
The Community Transport Association

SUPPORTED BY

Leicestershire County Council

Department of Highways, Transportation & Waste Management

DISTRICT OF HARBOROUGH

LUTTERWORTH AREA COMMUNITY FUND

MEMBERS OF

cta community transport association

MiDAS MINIBUS DRIVER AWARENESS SCHEME

NCVO CHAMPIONING VOLUNTARY ACTION

PERSONNEL

TRUSTEE-DIRECTORS:

Chair:	John Warren
Treasurer:	Rob Harrop
Secretary:	Paul Jackson
	Jane Beaumont
	Lewis Freeman
	Sarah Simms
	David Macpherson

Independent Examiners:	Crowfoot and Co.

STAFF:

General Manager:	Graeme Thomson
Administrator:	Nigel Essen
Transport Co-ordinator:	Inger Parsons *(Retired December 2025)*

Office Volunteers:	Sylvia Bills
	Anne Cooper
	Sue Goodwin
	Millie Thomson
	Fiona Winton
	Melanie Thomson

MANAGEMENT COMMITTEE

TRUSTEE DIRECTORS:

John Warren—Chair
Past manager of Lutterworth Volunteer Centre for 18 years retiring in 2015.
Set up the One Stop Shop with 10 organisations co-locating under one roof. A founder member and past Chair of Lutterworth and Villages Foodbank. Past Chair of Directors at Lutterworth College, a governor and Director for over 37 years.

Rob Harrop—Treasurer
Rob joined Community Transport several years ago as a volunteer minibus driver and became a trustee in 2018. Prior to retirement he ran several HR consultancy and business support companies. His former career with the Automobile Association comes in handy when trying to understand the complexities of running a successful and safe community transport organisation.

Jane Beaumont
Jane spent 20 years in engineering followed by 17 years teaching. She ran the Community Computer Centre at the One Stop Shop and The Enterprise Centre next door for a number of years. Currently she is the Manager of the Academy for Dementia Research and Education and leads groups of teenagers doing their Duke of Edinburgh's Award.

Lewis Freeman
Former teacher with Lutterworth College and the Enterprise Centre, currently a Volunteer car driver.

Paul Jackson – Secretary

Paul retired at the end 2018 after nearly 40 years working in Financial Services, and has been a volunteer driver for LCT since October 2019, and a Trustee since 2020.

Sarah Simms

Worked for Leicestershire Police for 32 years. Currently a Lutterworth Town Councillor and Trustee for Age Concern Lutterworth & District. Volunteers within the Community in many roles.

David Macpherson

Dave has been a volunteer bus driver since 2023 and a Trustee since 2025.

He spent his career in Logistics (with a short period in Port Management) having worked for several major organisations during that time

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STAFF:

Graeme Thomson - General Manager
Appointed 1 November 2021, after retiring from Leicestershire Police.

Nigel Essen - Administrator
Joined as a volunteer in 1996 assisting in the Transport office. Employed as Administrator from 1998.

Inger Parsons – Transport Co-ordinator
Joined in 2003 as a Co-ordinator for the Village Link Bus service after retirement from the Post Office Management Training Centre at Coton House. Now oversees the Social Car Scheme. *(Retired December 2025)*

CHAIRPERSON'S REPORT

The past year has brought some significant changes to our team of staff and volunteers, and I would like to begin by recognising the tremendous contribution made by everyone who gives their time to Lutterworth Community Transport.

One of the biggest changes has been the departure of Inger, who has been such an important part of our office volunteer team for many years. Inger is moving away from Lutterworth to be closer to her family, and she will be greatly missed. Her contribution to Community Transport, and more importantly to the wider community, has been immense. We gave her a well-deserved send-off in January, and it was wonderful to see so many of our drivers, both past and present, come along to wish her farewell and bon voyage. I know she will remain very fondly remembered by us all.

I would also like to thank our staff and volunteers in the office, led by Graeme and Nigel. Ann, Sylvia, Fiona, Sue, Melanie and Millie have continued to ensure that the organisation runs effectively and that our passengers receive the service and support they need. Much of what happens behind the scenes can easily go unnoticed, but it is absolutely essential to the successful running of Community Transport.

As with every year, we have also said goodbye to a number of valued volunteers. Sue Spriggs, Ruth Dring, Stuart Cassidy and Mike Dawson have all stepped away from our driving team, while Manisha Malegoankar has left the office team. We are extremely grateful for everything they have contributed during their time with us and wish them all the very best as they move on to new opportunities and other commitments.

It has also been particularly helpful to welcome Rick Allsopp back on a casual basis to look after our vehicle fleet. Rick carries out weekly safety checks and is able to identify and address potential issues before they become more serious—and potentially much more expensive—problems. This has taken some pressure away from Graeme and enabled him to focus more of his time on developing our services and improving our internal processes. It is another example of how the skills and experience within our volunteer community continue to be so valuable to the organisation.

Partnership working remains a really important part of what we do. We continue to work closely with a number of local organisations, recognising that by working together we can achieve far more for the benefit of the community than any one organisation could achieve on its own.

Age Concern Lutterworth and District, The Academy for Dementia Research and Education (ADRE), and their newly formed sister charity, South Leicestershire Dementia Community, all organise a wide range of activities and events for older people across Lutterworth and the surrounding area. Their work aligns extremely closely with our own core aim of helping to prevent rural and social isolation.

It is a genuine pleasure to work alongside their teams, particularly Sarah Boot from Age Concern and Jane Beaumont from ADRE, as we share the same fundamental objective of helping people remain connected, active and involved in their local community.

Lutterworth Community Transport is now very much woven into the fabric of our local community. Whether it is supporting the Lutterworth and Villages Foodbank with deliveries or providing transport and assistance to a wide range of other community groups, we continue to play a role across all sections of our local population.

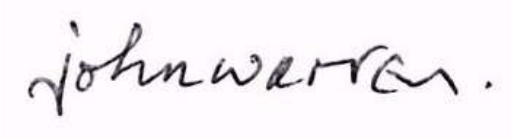
None of this would be possible without our fantastic team of volunteer drivers. Whether they drive one of our minibuses or use their own cars, these volunteers make an enormous difference to the lives of the people we serve. I would like to extend my sincere thanks to everyone who continues to give their time and energy to Community Transport.

Demand for our services continues to grow, and therefore one of our priorities must be to recruit more volunteers. If you have some spare time and would like to make a real difference to people in your local community, I would strongly encourage you to consider joining us. A few hours of your time can make an enormous difference to someone who might otherwise be isolated or unable to access the services and activities they value.

Finally, I would like to acknowledge the valuable financial support we have received during the year. Funding from the Lutterworth Area Community Fund, together with a very generous donation from one of our clients, has enabled us to purchase a new minibus.

We are extremely grateful for both contributions. The new vehicle will help us to meet increasing demand and, importantly, ensure that we can continue to provide a safe, reliable and accessible service to the people and organisations that depend on Lutterworth Community Transport.

Looking ahead, there will undoubtedly be challenges, but there are also many opportunities. With the continued commitment of our staff, volunteers, supporters and community partners, I am confident that Lutterworth Community Transport will continue to make a positive and lasting difference across Lutterworth and the surrounding villages.



John Warren

Chair

GENERAL MANAGER'S REPORT

It would be remiss of me to start this year's review without adding my thoughts about one of our stalwarts, Inger Parsons. Inger is known to all of our clients and volunteers as the lady who answered the phone and organised them for nearly 25 years, first as a member of staff and then as a volunteer. There have been times where Inger has held the service together, particularly during Covid where she organised vaccination trips from her own home, even keeping the bus keys there. During Inger's service we were recognised by receiving several awards for service to the Community, including Diamond and Platinum Jubilee awards by the Lord Lieutenant's office. Inger deserves much of the credit for our many successes.

On the same note, Inger and I were very pleased to receive an award on behalf of Lutterworth Community Transport for "Outstanding Services to the Community of Lutterworth" from the Town Council.

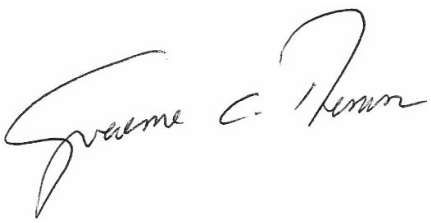
She is sorely missed by Nigel and I, and we all wish her well in her retirement.

We have welcomed several new volunteers through the year, and one or two have gracefully retired. Sue Spriggs is due to leave for Buxton by the end of April, and Stu Cassidy and Ruth Dring have also handed in their lanyards. We thank them all for their contribution.

Frank Cooper received a "Harborough Communuty Award" for his outstanding contribution to the local community. We nominated him both as a driver for us and for his work as chef for the Gilmorton Lunch Club. We transport a bus full of passengers from Lutterworth where they are joined by many others to enjoy an excellent meal at a very reasonable cost on a weekly basis. This award is very well deserved, and it is notable that we were among many people that nominated him.

In October we took delivery of our new minibus, affectionately referred to as "H". This purchase was made possible by a donation from the Local Area Community Fund, provided by GLP, the developers of Magna Park, and also by a donation from a member of the public. We are extremely grateful to both for making this possible. Feedback from the passengers is overwhelmingly positive, with the folding step system proving very popular.

This did mean that "U" bus, otherwise known as "Rust" has now been retired after 13 years service. By now she should have been re-fitted and enjoying retirement as a camper van.



Graeme Thomson

Manager

COMMUNITY TRANSPORT

Social Car Scheme

A comparison of this year's activities with the previous 4 years:

Passenger Journeys	2021/22	2022/23	2023/24	2024/25	2025/26
P&T Journeys [1]	833	1400	1921	1947	2097
Hospital Journeys [2]	279	693	583	780	541
Totals	1,114	2093	2504	2727	2638

Note

1- P&T (Planning and Transportation) now defined as all non-hospital trips
2- Hospital trips now include trips to outpatients that are not necessarily at a hospital setting

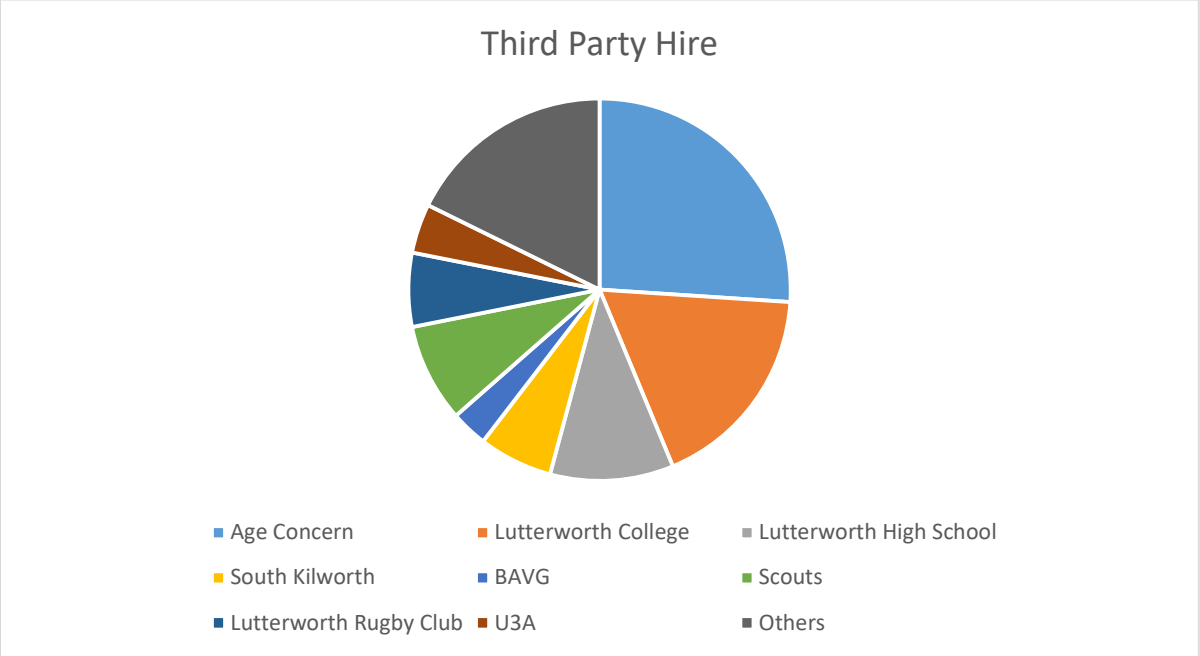
Narrative

The Social Car Service, while still well above pre – pandemic levels, experienced a 3% dip in overall demand during this year. This was driven by a 44% reduction in hospital transport and was despite a 7% increase in non-hospital work. In addition we are now separately recording our work in transporting the clients of ADRE as this is becoming a significant income stream.

Due to the availability of volunteers, we continue to focus on health related appointments, as we have done since the pandemic. Clients that wish to use the service for shopping are being referred to the minibus shopping trips.

Community Transport Minibuses

A breakdown of third party customers



Our core business remains the trips we organise, these being the Monday outing, the Gilmorton Lunch Club and our Thursday shopping trips. These involve considerable investment in resources in the shape of our fleet of 3 minibuses. We also support the activities of Age Concern Lutterworth and District as they organise lots of trips and activities that align with our aim of preventing loneliness by getting people out and about.

These commitments mean that we need more than one bus, and often as many as three to meet demand. When not in use we hire them to other not for profit organisations in accordance with our licence to operate from the Community Transport Association.

By doing so, we support all members of the community. Lutterworth High School and the College regularly need our buses to support their extra curricular activities. South Kilworth Primary School would be unable to offer swimming lessons to their pupils, and the cost of Duke of Edinburgh Awards would be higher. At the other end of the scale we assist the Broughton Astley Volunteer Group and the University of the Third Age (U3A).

Lutterworth Volunteer Centre Ltd

Financial Statements for the year ended

31 March 2026

Registered number 7798878
Registered charity number 1148255

Registered Office

Wycliffe House
Gilmorton Road
Lutterworth
LE17 4DY

Crowfoot & Co Accountants Ltd
Lonsdale House
High Street
Lutterworth
LE17 4AD
email: enquiries@crowfootaccountants.com

Lutterworth Volunteer Centre Ltd
Report to the Management Committee for the year ended 31 March 2026

The Management Committee presents its directors report and financial statements for the year ended 31st March 2026

Reference and administrative information

Charity name	Lutterworth Volunteer Centre Ltd
Charity registration number	1148255
Company registration number	07798878
Registered office and Operational address	Wycliffe House Gilmorton Road Lutterworth Leicestershire LE17 4DY

Executive Committee

J A Beaumont
L E Freeman
R Harrop
P A Jackson
J G P Warren
D Macpherson
S Simms

Manager	Graeme Thomson
Independent financial examiners	Crowfoot & Co Accountants Ltd Lonsdale House High Street Lutterworth LE17 4AD
Bankers	Lloyds Bank United Trust Bank
Solicitors	Harvey Ingram Shakespeares 20 New Walk Leicester LE1 6TX

Chartered Certified Accountants' report to the Board of Directors on the unaudited accounts of Lutterworth Volunteer Centre Ltd

In accordance with the engagement letter dated 17 March 2024, and in order to assist you to fulfil your duties under the Companies Act 2006, we have compiled the financial statements of the company which comprise the Profit and Loss Account and Balance Sheet and the related notes from the accounting records and information and explantations you have given to us.

This report is made solely to the Company's Board of Directors, as a body, in accordance with the terms of our engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the Company's Board of Directors that we have done so, and state those matters that we have agreed to state to them in this 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 Board of Directors, as a body for our work or for this report.

We have carried out this engagement in accordance with the technical guidance issued by the Association of Chartered Certified Accountants and have complied with the ethical guidance laid down by the Association relating to members undertaking the compilation of financial statements.

You have acknowledged on the balance sheet as at 31 March 2026 your duty to ensure that the company has kept proper accounting records and to prepare the financial statements that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the year.

We have not been instucted to carry out an audit of the financial statements. For this reason, we have not verified the accuracy or completeness of the accounting records or the information and explanations you have given to us and we do not, therefore express any opinion on the financial statements.

Crowfoot & Co Accountants Ltd
Chartered Certified Accountants
Lonsdale House
High Street
Lutterworth
Leicestershire
LE17 4AD

June 2026

Lutterworth Volunteer Centre Ltd

Statement of Fincancial Activities

Income & Expenditure Account for the year ended 31 March 2026

	Notes	Restricted funds	Unrestricted funds	2026 Total	2025
		£	£	£	£
Incoming resources					
Grants & donations	2	-	139,955	139,955	72,516
Community transport	3	-	39,444	39,444	35,087
Interest received		-	2,893	2,893	-
Profit/loss on disposal of motor vehicle		-	6,500	6,500	-
		-	188,792	188,792	107,603
Expenditure					
Community transport expenses		-	39,523	39,523	34,407
Staff payroll costs		-	56,760	56,760	46,504
Staff recruitment		-	859	859	491
Premises costs		-	8,993	8,993	8,664
Office costs		-	7,197	7,197	5,135
Publicity		-	2,374	2,374	2,452
Travelling		-	-	-	59
Professional fees		-	1,486	1,486	2,831
Miscellaneous		-	379	379	1,413
Bad debts		-	64	64	762
Trustee expenses		-	-	-	226
Bank charges		-	541	541	-
Depreciation		-	13,109	13,109	24,610
		-	131,285	131,285	127,554
Surplus/(Deficit) for the period		-	57,507	57,507	- 19,951
Funds brought forward		-	188,745	188,745	208,696
		-	246,252	246,252	188,745

The statement of financial activities includes all gains & losses in the period.

All incoming resources and resources expended derive from continuing activities.

Lutterworth Volunteer Centre Ltd
Balance Sheet as at 31 March 2026

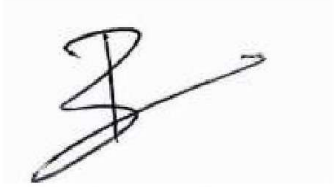
	Notes	2026		2025	
		£	£	£	£
Fixed assets	7		120,757		68,707
Current assets					
Bank		129,820		120,211	
Debtors	8	831		777	
		130,651		120,988	
Current liabilities					
Creditors	9	5,156		950	
Net current assets			125,495		120,038
			246,252		188,745
Unrestricted funds	11				
General funds		91,585		34,078	
Designated funds		154,667		154,667	
			246,252		188,745
			246,252		188,745

These accounts have been prepared in accordance with the special provisions relating to small companies within part 15 of the Companies Act 2006.

For the financial year ended 31 March 2026, the company was entitled to exemption from audit under section 477 Companies Act 2006 and no notice has been deposited under section 476.

The management committee acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the year and of its profit or loss for the financial year in accordance with the requirements of the Companies Act 2006 so far as is applicable to the company

Signed on behalf of the executive committee



Approved by the executive committee 30 June 2026

Lutterworth Volunteer Centre Ltd
Notes forming part of the Financial Statements
for the year ended 31 March 2026

1 Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the period.

a Basis of accounting

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006 and the Statement of Recommended Practice: Accounting and Reporting by Charities issued October 2019.

b Fund accounting

Unrestricted funds are available for use at the discretion of the executive in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

c Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to, and virtually certain to receive, the income and the amount can be quantified with reasonable accuracy. The following policies are applied to particular categories of income:

Income received by way of grants and donations and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Income from the provision of community transport services is recognised when the service is supplied.

Investment income is included when received.

Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

d Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Community transport costs comprise the vehicle costs and volunteer expenses in providing transport services.

e Fixed assets

Fixed assets are stated at cost less accumulated depreciation. The cost of minor additions costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. Vehicles purchased new are expected to have a useful life of 7 years. The estimated useful life of a second hand vehicle is reduced appropriately. Impairment reviews are carried out as and when evidence comes to light that the recoverable amount of a fixed asset is below its net book value due to damage or other relevant factors.

2 Grants & donations

	Restricted	Unrestricted	2026 Total	2025 Total
Leicestershire County Council	-	60,470	60,470	60,472
Harborough District Council	-	4,900	4,900	4,900
Other grants	-	30,220	30,220	-
Donations & other income	-	44,365	44,365	7,144
	-	139,955	139,955	72,516

Lutterworth Volunteer Centre Ltd
Notes forming part of the Financial Statements
for the year ended 31 March 2026

	2026	2025
	£	£
3 Community transport		
Fares etc	39,444	35,087

4 Net incoming resources

This is stated after charging:

Depreciation	13,109	24,610
The average number of employees during the year was	2	3

5 Executive Committee Remuneration & Related Party Transactions

No members of the Executive Committee received any remuneration during the period.

No members of the executive committee or other persons related to the charity had any personal interest in any contract or transaction entered into by the charity.

6 Taxation

As a charity, Lutterworth Volunteer Centre Ltd is exempt from corporation tax on income and gains falling within part 11 of the Corporation tax act 2010 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that they are applied to its charitable objectives. No tax charges have arisen in the charity.

7 Tangible Fixed Assets

Cost	
At 1 April 2025	182,963
Additions	65,159
Disposals	41,000
At 31 March 2026	207,122
Depreciation	
At 1 April 2025	114,256
Added for year	13,109
Disposals	41,000
At 31 March 2026	86,365
Net Book Value	
At 31 March 2026	120,757
At 31 March 2025	68,707

8 Debtors	2026	2025
	£	£
Grants	-	-
Other income	-	-
Fares & bus hire income	831	777
	831	777

	2026	2025
	£	£
9 Creditors falling due within 1 year		
Trade creditors	479	-
Social security	3,477	-
Other creditors & accruals	1,200	950
	5,156	950

10 Analysis of net assets between funds

	Restricted	Unrestricted	Total
Tangible fixed assets	-	120,757	120,757
Current assets	-	130,651	130,651
Current liabilities	-	5,156	5,156
Net assets at 31 March 2025	-	246,252	246,252

11 Movement in funds

	Brought forward	Incoming resources	Outgoing resources	Transfers	At 31 March 2026
Restricted funds					
There were no restricted funds during the year					
	-	-	-	-	-
Unresticted funds					
Designated funds					
Vehicle replacement fund	154,667	-	-	-	154,667
	154,667	-	-	-	154,667
General funds	34,078	188,792	131,285	-	91,585
	188,745	188,792	131,285	-	246,252
Total funds	188,745	188,792	131,285	-	246,252

12 Purpose of restricted funds

None

13 Purpose of designated funds

Vehicle replacement fund

To replace vehicles at the end of their useful life.

Lutterworth Volunteer Centre Ltd
Cashflow Statement
for the year ended 31 March 2026

	2026		2025	
	£		£	
RECEIPTS				
Core funding	95,590		70,272	
Fares	39,444		35,087	
Other income	44,662		6,382	
Interest	2,893		-	
		182,588		111,741
PAYMENTS				
Salaries etc.	53,283		51,848	
Volunteer expenses	859		680	
Vehicle running costs	39,523		33,638	
Premises costs	8,993		8,672	
Office & other costs	11,662		13,482	
		114,321		108,320
Net cash flow on unrestricted funds		68,267		3,421
CAPITAL COSTS				
New vehicles	- 63,377		-	
Sale of vehicles	6,500		-	
Other assets	- 1,782		-	
		- 58,659		-
		9,608		3,421
Bank balance at the start of the year		120,211		116,790
Bank balance at the end of the year		129,819		120,211

TREASURERS REPORT 2025-26

2025-26 continued along the same trajectory as the previous year, with a 12.4% increase in our revenue from fares and third party hire. Our key funder, Leicestershire County Council, provided financial support as in previous years, but unfortunately whilst that remained the same, our costs continued to rise.

We still struggled to meet demand for our service due to lack of available volunteer drivers. This in turn had an effect on our ability to maximise income.

Despite this, at the end of the 25/26 financial year, we were able to show a small operating surplus, before taking depreciation into account, and our reserves remained healthy.

We also managed to replace our eldest bus by using the £38K donation received the previous year and a £25K grant from Magna Park. This meant we avoided having to dip into our reserves for this purchase, and we also sold the old bus for £6.5K.

All things considered, and despite the difficulties, 2025-26 was a successful year, and praise must be given to the staff and volunteers who have enabled this to happen.

Looking forward the impending Local Government reorganisation causes significant uncertainty as to how, or if, we continue to receive any local authority support. It also provides potential opportunities as the landscape for community transport changes. The scheduled implementation for 2027 is currently on hold, so we wait and see whilst contemplating various scenarios, depending on what direction takes.



Rob Harrop (Treasurer)

RESERVES POLICY

As part of their responsibility for the management of the charity, it is acknowledged by the Trustees that funding is reviewed annually by the providers. Consequently, as a result of this inherent uncertainty that could impact on the charity's ability to continue its various services and projects and/or meet its obligations, a minimum level of funds is required in reserve. This level is considered by the Trustees to be a minimum of six months expenditure for general operations and a greater level to ensure long-term continuity of specific projects.

In addition and in accordance with their ongoing policy of maintaining and improving the services and resources provided, the Trustee recognise the need for designated reserves in respect of specific capital expenditure.

Lutterworth Community Transport

Lutterworth Volunteer Centre Limited

General Manager: Graeme Thomson

Tel: 01455 555571
Email: **graeme@luttct.com**

Administrator: Nigel Essen

Tel: 01455 555571
Email: **admin@luttct.com**

All correspondence to:

Lutterworth Community Transport
Wycliffe House
Gilmorton Road
Lutterworth
Leicestershire
LE17 4DY

www.luttct.com

Opening Times:
Monday to Friday 9:00 am to 2:00 pm