Exmouth Community Car Service

AGM and Volunteer get together

Church Hall – St John's, Withycombe Village Road

Thursday 8th October 2026, 19:15 for a 19:30 start

AGM Agenda and report April 2025 to March 2026

AGENDA

1. Welcome
2. Apologies
3. Chair's report
4. Treasurer's report
5. Office report
6. Committee members / Trustees
7. 2027 – Car Service 25th Anniversary
8. AOB
9. Thank you and close

Refreshments and a chance to catch up will follow the meeting.

Current trustees:	Phil Rackstraw	Chair
	Leslie Henry	Treasurer
	Nick Cooper	

Committee members: Avril Denton and Caroline Lodge

Exmouth Community Car Service

Report for the period April 2025 to March 2026

Chair's report:

Overall, another successful year for the charity.

We provided 3123 journeys, although this is slightly down on the previous year, it is still an excellent achievement.

Financially we continue in good shape, with solid reserves. Towards the end of our financial year we transferred our reserves to a 95 Day Savings account. As our surplus continued to exceed our reserve target, we also made a number of donations to similar charities during the year.

One of our goals is to provide an excellent service at an affordable price; to this end we have not increased our fares since 2021.

The demand for our services continues to grow, to the point where on most days we are fully booked. With the rising demand for our service, all new potential clients have to join a waiting list.

To make it clearer to our potential clients what we offer and who the service it is aimed at, we updated and relaunched our website. Initial feedback has been very positive.

Following on from the success of our initial advert in the 'One Magazine' in attracting new volunteers, we ran another advert from September to February. Unfortunately the response this time was very poor, so the committee agreed we need to look at other options to attract new volunteers.

We are a full member of 'Devon Access to Services' (DAS), who provide vital support to enable us and other community car schemes in Devon to operate an effective, efficient service. They co-ordinate the funding we receive from Devon CC, liaise with the NHS sites to provide services like parking permits and run regular sessions for car schemes to discuss and explore key items.

In February we lost a valued volunteer, Brian Colley who passed away after a short illness. He had driven for us for a number of years, having previously driven for Hospice Care. Brian really enjoyed driving for us and would always help if we had an urgent need for a driver. He served on the committee for a number of years and latterly as a trustee.

We will start the new financial year with a new landlord, as Exmouth Town Council have taken over ownership of the Town Hall from EDDC. This should work in our favour as the Town Council are keen to encourage more community use of the building.

Our charity is all about people, our clients and our volunteers. I know our clients really value the service we provide, which is all down to our great team of volunteers.

Office Report, thanks to Penny for the report

Once again we have managed to have at least one volunteer in the Office each day – even on the day we were told to leave as asbestos was being removed from the room next door, we just had time to ring the clients for the following day and leave a message on the phone apologizing. So thank you again to the excellent office staff.

This year we had two new recruits, Nicky and Kate – hopefully we made them feel very welcome and they will continue to be part of our team.

This time last year, due to the number of clients already using our service, we started a Waiting List for new clients. This seemed a very good idea at the time but the Waiting List grew longer and longer and, although we added many names at the top of the list, it continued to grow. It was therefore necessary for us to close our Waiting List completely until we have recruited more drivers.

Thank you to all our Drivers, to Nigel and Martin, who joined us this year and to those who have volunteered for many years. Many of our clients rely on our service, especially now that Taxi fares have gone up so much in the past year, and for the very reliable service we provide. Please continue letting the office know if you have any trouble with the mobility of our clients; we shouldn't be responsible for those who are clearly unable to get in or out of a car without a great deal of assistance – we are not professionals and the safety of our clients and drivers is paramount.

Thank you to each and every one of you for your help and dedication throughout the past year; you are really appreciated by everyone who uses our service.

Treasurer's report:

In our latest operating year, up to the end of March 2026, we have continued to operate in a financially sound manner, having built up our reserves so we can cover outgoings and liabilities for several years, and cope with increases in costs or reductions in income should these occur. We currently have funds approaching £30,000.

I am pleased to say that we have had the accounts thoroughly examined and passed by Martin Board, our financial examiner.

Over the 12-month period ending March 2025, we had a total driver income of nearly £39,000 (down c10% from the previous year), which led to a surplus after driver expenses of c £11,000 (down c1%).

In addition, we received approximately £3,600 from donations and the grant from DAS.

In total, outgoings totalled approximately £13,000 (down c11%), so that the net income for the period was £2,200.

Looking forward, we expect to continue operating at around breakeven, and are in a position to cover sudden financial shocks without risking financial instability. This includes the increase in the Driver Mileage Rate, which will basically be covered by not donating to other organisations as we have done for the last few years.

As indicated in the accounts, at the end of the financial year we transferred £20,000 to a savings account with NatWest (with which we have our current account) – and in that year obtained the princely sum of £1.49.

Donations:

During the period we received donations of £3,600, much of which was small donations from our clients, for which we are very grateful.

We also made donations of £1000 to both Exeter Leukaemia Fund (ELF), to assist in the running of their transport cars, and to Devon Air Ambulance. In addition, in memory of Brian Colley we gave a donation of £250 to Hospicecare.

EXMOUTH COMMUNITY CAR SERVICE
INCOME AND EXPENDITURE ACCOUNT
PERIOD 1st APRIL 2025 T0 31st MARCH 2026

	2025-26	2024-25	2023-24
Trip fees/Gross driver income	39,116	43,033	45,289
Driver expenses	27,991	-31,158	-31,476
Job surplus	**11,125**	**11,875**	**14,010**
DAS Grant	826	755	786
Donations	3,624	1,799	1,975
TOTAL INCOME	**15,555**	**14,429**	**16,772**
EXPENDITURE			
Rent	1,750	1,750	1,750
Maintenance/EDDC	2,188	3,235	1,961
Website	248	0	171
Telephone	1,959	1,956	1,742
Legal fees	0	0	340
Insurance	826	793	762
Equipment	833	1,567	916
PPE	0	57	252
Stationery	277	589	664
Professional & accountancy fees	300	300	300
Data protection/U check	62	99	19
Sundry/refreshments	817	663	709
Parking	22	210	229
Postage	69	13	86
Venue hire	60	60	88
Other		39	38
Car wash	275	196	
Advertising	1,498	1,498	
Donations out	2,250	2,000	1,000
TOTAL EXPENDITURE	**13,355**	**15,025**	**11,103**
NET INCOME FOR THE PERIOD	**2,200**	**-596**	**5,745**

EXMOUTH COMMUNITY CAR SERVICE

BALANCE SHEET AS AT 31st MARCH 2026

	2025-26	2024-25	2023-24
Bank balance	10,727	28,443	28,021
Petty cash	-15	72	63
Savings Account	20,001		
	30,713	**28,515**	**28,084**
Accruals from previous year	-2,500	-2,500	-1,800
Prepayments and March income accrued	1,664	1,661	1,988
	29,877	**27,676**	**28,272**
Reserves brought forwards	27,677	27,676	22,527
Net income for the period	2,200	-596	5,745
Reserves carried forward	**29,877**	**27,080**	**28,272**

Exmouth Community Car Service

Summary of the service provided 2025/26

MONTH	HOSPITAL TRIPS	LOCAL TRIPS	CANCELLATIONS	UNABLE TO FULFIL	COVID VACCINATIONS
April	161	122	42	20	25
May	168	96	42	22	0
June	156	94	35	5	0
July	163	104	34	10	0
August	153	97	36	10	0
September	137	113	29	12	0
October	170	130	57	3	30
November	130	120	42	9	11
December	144	101	34	4	0
January	122	120	39	8	0
February	155	111	42	17	0
March	133	123	36	15	0
Total	1792	1331	468	135	66

Volunteers: 30 (includes Drivers, Office Staff and Trustees)

Charity number: 1189038

Independent examiner's report to the trustees of Exmouth Community Car Service.

I report to the trustees on my examination of the accounts of the Exmouth Community Car Service (the Trust) for the financial period 1st April 2025 to 31st March 2026

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or

2. the accounts do not accord with those records.

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

Signed:



Name: Martin Anthony Board

Relevant professional qualification or membership of professional bodies (if any):

ACIB (Associate of the Chartered Institute Of Bankers)

AIPW (Associate of the Institute of Professional Will writers)

Address: 15 Lime Grove, Exminster, Exeter, EX6 8TB

Date: 13th June 2026