

ANNUAL REPORT & ACCOUNTS

APRIL 2014 - MARCH 2015

Helping to turn a house into a home.



Reg. Charity No. 1070072

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Tel: 01604 587589

mail@spencercontact.com

Reg. charity no: 1070072

Our Mission, Vision and Ethos

MISSION

Our mission is to show Christian love to the community in Northampton by freely providing furniture to any person in need, regardless of the cause of their hardship. This is the core of the charity, upon which all our aims and objectives have been built and it has not changed since its founding. Our vision statement is 'Christian care and concern for the community'.

CONSTITUTION AND OBJECTIVES

The charity exists under a constitution adopted on 4th March 1998 and amended on 7th November 2001.



The stated objectives in the constitution are:

- The relief of poverty by the provision of furniture, other household accessories and/or services calculated to reduce need, hardship or distress.
- The relief of persons with mental health problems requiring treatment, including persons suffering from emotional distress by the provision of assistance.
- The advancement of the Christian religion in England and Wales.

ETHOS

Spencer Contact is characterised by its energetic demonstration of Christian care and concern for those whom we serve outside the organisation in action, word and prayer, and to reflect this Christian care and concern in our relationships with one another.

The motivation for our mission comes from Christ's care, concern and compassion that is evident in the Bible and is

therefore rooted in our faith in Christ. This faith produces a distinctive heart attitude of love, which expresses and is portrayed by the following core values:

- That people matter
- To demonstrate the love of Christ in a practical manner
- To help bring comfort and relief to the poor
- To love your neighbour as yourself

These values and behaviours are intrinsically linked to our success and fulfilment of our mission. Therefore, the attitude and motivation of our staff and voluntary workers and the way our mission is achieved are as important as the mission itself.

"A new command I give you: love one another. As I have loved you, so you must love one another."

John 13:34

Jesus replied, "'Love the Lord your God with all your heart and with all your soul and with all your mind.' This is the first and greatest commandment. And the second is like it: 'Love your neighbour as yourself.' All the Law and the Prophets hang on these two commandments."

Matthew 22:37-40



As this attitude and motivation come only from a relationship with Christ, it becomes a genuine occupational requirement that many of our staff are committed Christians. Roles that have significant leadership, or that are central to fulfilling our aims and purposes, or developing and maintaining our Christian ethos, will always be held by committed Christians. There are other roles that have key spiritual elements to them that can only be carried out by a committed Christian. It is also essential that these attitudes and behaviours continue, and so we expect our staff to act in good faith and with loyalty to that relational ethos and to evangelical Christian standards of behaviour. Failure to do so may result in disciplinary action.

Notwithstanding this, the organisation is committed to diversity amongst its staff and volunteers and will not discriminate on any other grounds that are unrelated to our ethos. We believe that defining our occupational requirements does not restrict, but

actually enhances, our commitment to diversity.

Public Benefit

Spencer Contact carries out a range of activities in following its charitable aims. The trustees believe that the activities summarised below provide benefit to the people of the town of Northampton and outlying villages.

PROVISION OF FURNITURE TO PEOPLE IN NEED

Spencer Contact seeks to provide good quality furniture and household effects to those in need in Northampton and the surrounding villages. Those who use our service are often struggling through hard times and are made aware of our service by housing associations, local homeless charities, woman's refuges and the local Social Services. We are usually the last link in the chain to those moving into a new property; helping to furnish their new homes. We seek to meet the needs of anyone who requires our service, and this is on a strictly non-prejudicial, first-come, first-served basis.

All the furniture which we provide is generously donated to us by members of the public and occasionally from local companies. It is then checked, cleaned and restored as necessary so that it is delivered in excellent condition. This is important as we want the items to last and to show those we

help that they are valued and to feel they are not just receiving cast offs from other people. It is wonderful to see the difference to our customers a few basic items makes; items which most people take for granted. We do not sell the furniture we provide but do charge a small delivery fee, which covers about 10% of our annual budget.

Unfortunately, demand for the items we provide meant that during 2014-15 we were only able to meet 33% of requests for help we received. It remains difficult to collect enough good quality beds and



mattresses, chest of drawers, wardrobes, sofas and dining chairs to meet the needs of the people requesting our assistance. However, we often have surplus of items such as wall units, sideboards, television stands and dining tables. This is due to these not being a priority items for our customers and often being too big for the smaller flats and homes to which we deliver. When we have too many of these in stock, we often need to turn down offers of these items, allowing us time to collect the items in higher demand.

VOLUNTARY WORK

The work of the charity creates many opportunities for voluntary work; helping with our delivery and collection team, repairing and restoring furniture, fundraising, cleaning, sorting and administration work. Our volunteers come from a variety of backgrounds; from those who are seeking work experience whilst seeking employment, to those who have learning difficulties, to the retired who are seeking to use their free time for good. We also have a team of regular volunteers who help us man the stalls at our Trash or Treasure sales, which are held three times a year. During the year, the charity had 37 active volunteers, undertaking a total of 2,614 hours of work. Voluntary opportunities are open to everyone and new volunteers are always welcome.

We are also extremely grateful to the team from RBS Invoice Finance who spent a day with us helping

us to paint part of our property which was beginning to look tired. Without such help, we would not have the time to carry out such tasks.

FNVIRONMENT

Our work as a furniture reuse charity has great environmental benefits. Furniture, which often otherwise would be sent to landfill, is donated to us to be reused elsewhere. Throughout the past year, 85.37 tonnes of furniture has been redistributed through our main work of helping those in need. Items which we do not supply to people in that work, we put into our Furniture Trash or Treasure Sales to raise extra money for our work, which again extends the life of the items. We have small workshop where we are able to carry out repairs to many of the broken items we collect. We have also been able to recycle items and earn extra income by selling 8.87 tonnes of scrap metal and textiles over the course of this year. In our work, we are sometimes offered various white goods. As we cannot safely pass these items on to our service users, we often turn them down, but if we are also collecting other



furniture and the white goods are in good working order, we pick them up and then sell them on to a local second hand shop which can test them and sell them at price which is affordable to those in need. This again helps the environment by preventing items going to landfill, but it also serves as some extra income to help in our main work.

PRAYER

During the course of our work, we receive requests for prayer. These requests are upheld at our weekly prayer meeting, which is open to all members of staff, trustees, voluntary workers and supporters. We also use this time to take all our work in prayer to our Almighty God who holds everything in His hands.

Board of Trustees, Staff Members & Volunteers

GOVERNANCE

The charity is managed on a day-to-day basis by a full-time, paid general manager and is overseen by an executive committee of trustees. There are currently seven trustees, with three trustees holding the honorary offices of Chairman, Secretary and Treasurer. None of the trustees receive any pay for the work that they carry out. Members of the committee are elected at the Annual General Meeting, and each member serves a maximum of three years before they need to seek re-election. Due to this regulation, one third of the trustees retire each year, and the honorary offices are elected annually at the AGM. Trustees are elected from the membership of the charity, which is open to everyone.

BOARD OF TRUSTEES

Honorary ChairmanSteve PollockHonorary SecretaryGeoff PearsonHonorary TreasurerPhil StilesTrusteeRichard Barrett

Trustee Eric Lightfoot (co-opted January 2015)
Trustee Sonja Lightfoot (co-opted January 2015)

Trustee John Phillips (elected at AGM)

STAFF MEMBERS

General Manager Hugh Jones Administrator Ally Baxter

Assistant Administrator (Part Time) Meryl Jones (January 2015 onwards)
Care & Concern Team Member Sam Baxter (April 2014 onwards)
Care & Concern Team Member Jose Gonzalez (To April 2014)

Care & Concern Team Member Martin Nelson
Warehouse/Delivery Person Gary McDonnell

There are no 'higher paid' employees and none of the Trustees claimed any expenses during the year.

REGULAR VOLUNTEERS

Grace Boulter Kim Bon Cheong Joy Cox
Romilla Engineer Dave Jones Eric Lightfoot
Sonja Lightfoot Claire Nelson Dionne Peach
Alex Smith Peter Spikings Phil Stiles
Ray Swainston Megan Thomason Stewart Townsend

Richard Woods

TRASH OR TREASURE SALE VOLUNTEERS

Mary Barrett Jonny Boulter Norma Brimm Sin Wei Cheong Dorothy Daly Vera Evans Ben Hollands Richard Jones Tina Keenan Gwen Kinning Pete Lightfoot Jane Lynch

James Over Benjamin Over

Chairman's Report

Spencer Contact has achieved another year of solid work – mostly hard, physical work. My thanks and congratulations go to all the staff and volunteers who have laboured so relentlessly to achieve an increased output in every aspect of our work. The number of both collection and delivery journeys is up, as is the number of individual items collected and delivered. The quality of the collections has improved resulting in a reduction in the amount of waste that we ultimately dispose of. It is sad to

note that the calls for help have also increased but that in turn has translated into helping a record number of people and households.

If it helps you to get a picture of how hard our people work, we have estimated that the total weight of goods delivered amounted to 85.37 metric tonnes. All of that was carried out of the donors' homes, into the van; out of the van and into the warehouse; moved around the warehouse in the process of sorting, cleaning, repairing, storing and assembling orders for delivery; carried back onto the van and finally carried into the recipients' homes — often up many flights of stairs.

If you have been following our work for the last few years you will know that we are attempting to dramatically increase the amount of self-generated funds that we receive so as to reduce our dependence on grant-based fundraising. These come from such things as sales, fundraising events, delivery charges and lettings. As a rough rule of thumb, we



set a goal of increasing our self-generated funds by one fifth each year over a five year period. We started well in 2013/14 by exceeding our first year target. In 2014/15, I am pleased to report a further increase, by £3698, to achieve £29,159, but that was far below our second-year target of £50,289. The reason for missing the target is that we have spent much time and effort this year in planning two major new initiatives which will come on stream during 2015/16 and should make a profound difference to our income sources. These are (1) a plan in conjunction with some other local charities to open a shared shop in Northampton town centre and (2) re-modelling the inside of our Gladstone Close warehouse to create an upper floor of letting units which can be used either as offices or storage.

I doubt that we will ever become completely self-reliant, so we will continue to depend on the many individuals, businesses, churches, trusts and statutory bodies that support us financially. You have our heart-felt thanks for without your continuing partnership, this vital work of helping the poor could not continue. I trust that we will be able to justify your faith in us as we continue to work together with you.

Steve Pollock (Chairman of Trustees)

Treasurer's Report for Year Ending 31st March 2015

This report comes on the back of a continued improvement in our economic climate. Continued cuts in government spending, however, still provide a challenging environment in which to operate as more and more charities endeavour to raise funds to finance their day to day operations from all available sources. The demand for our services continues to steadily increase and therefore challenges us to find alternative ways to finance our day to day operations.

INCOME RESOURCES

Looking at the details on page 2 of the accounts under 'Income Resources', the first thing to note is that four of our major streams of income have all recorded an increase on last year, these being; Sale of Goods; Fundraising Events; Delivery charges; and Storage charges.

The amount of tax we have been able to reclaim from HMRC is reduced compared to the previous year's figure due to more money being received from Charitable Trusts rather than individuals.

The entry of £42,500 under 'Restricted Funds' is apportioned as £2500.00 for the Van fund (now



purchased) and the residue of £40,000.00 earmarked for the building works we are wanting to carry out.

RESOURCES EXPENDED

The main point to note here is that in several categories our expenditure for this last year was less compared to the previous year. This has helped us to achieve an overall reduction in our expenses compared to the previous year.

The increase in depreciation is due to the purchase of the new van. When the final bill for the new van was received, it was

found that our fund raising efforts had resulted in more monies being received than was necessary. Therefore an appropriate refund had to be made, hence the entry near the bottom of the page.

On page 4, under 'Current Assets' you will see our financial position at the end of this financial year.

Summary

These accounts show that throughout this financial year we have continued to receive sufficient funds to maintain our day to day operations and, with prudent budgeting, have ensured an overall viable position for the future year.

Phil Stiles (Treasurer)

General Manager's Report

Over the last year, Spencer Contact's team has continued to work hard. Our Care & Concern team, made up of Martin & Sam, have been busy collecting and delivering furniture. This year they have covered over 10,000 miles in the course of their work, lifting items weighing a total of 112 tonnes. Gary our warehouse worker, with the help of our dedicated team of volunteers, has then ensured that these items are cleaned and repaired ready to be sent out. Other volunteers have helped make up packs of bedding, crockery, cutlery and other household items, as well as helping with our fundraising sales. Ally and Meryl, our administrators, have been kept busy on the phones arranging these collections and deliveries, as well as having the hard task of saying no when we are unable to help people.

Ally has also been busy reviewing our existing operating database and work procedures, so she can produce a totally new database. This has involved her putting considerable effort into learning the complex coding needed to work in Microsoft Access. When this is complete later in 2015 we anticipate it making us more efficient as we book all our deliveries and collections and keep track of our stock, clients and statistics.



Meanwhile, the Trustees and I have been working to ensure the smooth running of our operations continue alongside our aim of making Spencer Contact more financially secure into the future. This has involved a lot of work in planning the development of our warehouse.

So why have we put all this hard work again over the past year? So that we are able to make a difference in the lives of the many people in our town who can't afford the household items many of us

take for granted. We have continued to

receive referrals from local homeless charities, woman's refuges, probation services and local housing associations, as well as directly from families on low incomes. Such people can often feel uncared for and unloved. Our work is a privilege and a joy because of this, as we get to show people that they do have a value and are loved, not just by the individuals who work at Spencer Contact, but by a loving God who:

"defends the cause of the fatherless and the widow, and loves the foreigner residing among you, giving them food and clothing"

Deuteronomy Ch. 10 v. 18

This verse describes the people we are able to help and it is humbling to see first-hand how providing a bed or a sofa can change the outlook on life of those who are suffering great hardship. As we look forward to the years ahead, our aim is to continue showing this love to those who need our help.

Hugh Jones (General Manager)

Key Statistics 2014/15

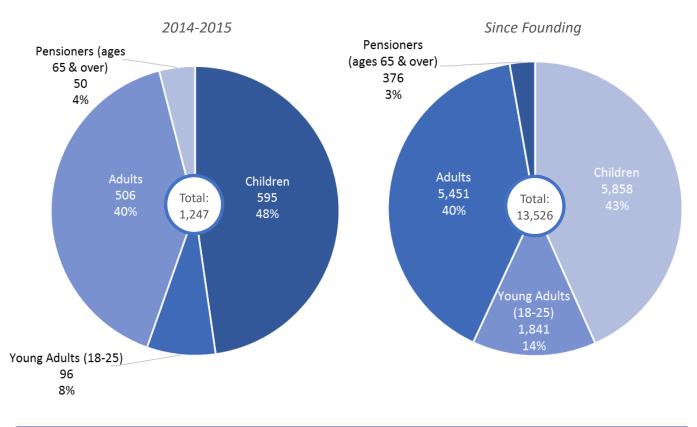
Figures in brackets show the total since we began operations in January 1999.

Collections	Deliveries
1,303	505
(19,601)	(8,091)
Items Collected	Items Redistributed
Items Collected 4,411	Items Redistributed 4,051

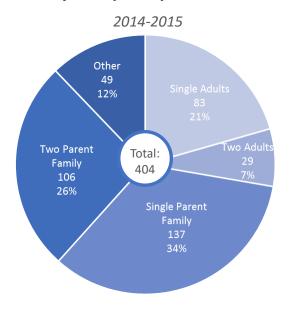
- On average, it takes three collections to bring in enough furniture for one delivery.
- We could only help 33% of those who requested our help this year.
- On average, the time it took to respond to requests for collections was 6.53 days and the time to respond to requests for furniture deliveries was 8.28 days.

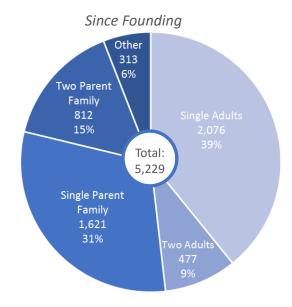
WHO WE HELPED

Individuals Helped



Family Groups Helped





- 277 (69%) of our deliveries were moving into a new home.
- 57% of households helped are tenants in social housing.

CUSTOMER SATISFACTION SURVEY RESULTS

From our 2014/15 customer satisfaction survey, we found that:

- 94% of those helped are happy or very happy with the furniture they received.
- 58% of those helped would have had some sort of difficulty in moving in to their property without the furniture we provided.
- 98% rated the speed of our delivery service as excellent or good.
- 81% of clients thought our delivery charges to be cheap or very cheap, with only 1% considering the charges to be expensive.
- 74% of clients indicated that they would not have been able to get the furniture delivered without Spencer Contact.

The following comments come from customers writing on the survey or our Facebook page about the difference our service had made to their lives:



"Brilliant service, excellent delivery men. Just moved into property with 6 week old baby, service is brilliant for people who are in need of it."

"Thank you so much. It's better than living out of boxes. I had lost all my furniture with leaks and ceiling damage."

"Amazing! My daughter would have had nothing. Thank you very much"

Acknowledgements

We express our grateful thanks to the following charitable trusts and organisations that have made a financial or material contribution to the work of Spencer Contact.

- The Albert Hunt Trust
- The Benham Charitable Settlement
- The Douglas Compton James Charitable Trust
- The Eric Stanton (Northampton) Trust
- The Everdon Outdoor Learning Centre
- Gideons International Northants West Branch
- Johns Second Hand Shop
- The Lord's Work Trust
- The Maud Elkington Charitable Trust
- The Northampton Eighty Lions Club Charitable
- Northamptonshire Association for the

 Blind
- The P & F W Family Charitable Trust
- Reynard Way Evangelical Church
- Secondhand Man Northampton
- The Souter Charitable Trust
- The Steyn Charitable Trust
- The Woodroffe Benton Foundation

- The Alfred Haines Charitable Trust
- The Constance Travis Charitable Trust
- The Elaine Barratt Charitable Trust
- The Evelyn Hodgson Memorial Trust
- The Four Winds Trust
- The John & Mildred Law Foundation
- Kingsthorpe Churches Together
- The Marsh Christian Trust
- Northampton Borough Council Partnership Fund 2014/15
- The Northampton Municipal Church Charity
- Osborne Road Christian Assembly
- RBS Invoice Finance
- Scott Bader Commonwealth Ltd.
- Sir John Sumner's Trust
- Stella Symons Charitable Trust
- The Sydney Black Charitable Trust
- The Wyvill Charitable Trust

Additionally, we also express our gratitude to the various individuals who have contributed; by prayer, giving of your time, encouragement, friendship and financial support.

Special thanks to Phil Lewis and Mark Wilkinson for the photos in this report.

SPENCER CONTACT Registered Charity No: 1070072

ACCOUNTS for the year ended 31 MARCH 2015

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF SPENCER CONTACT

We report on the accounts of the Charity for the period ended 31 March 2015 which are set out on pages 2 to 5.

Respective responsibilities of trustees and examiner

As the Charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144(2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed.

It is our responsibility to state, on the basis of procedures specified in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act, whether particular matters have come to our attention and to examine the accounts under Section 145 of the 2011 Act.

Basis of independent examiner's report

Our examination was carried out in accordance with the general Directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts. Our report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with our examination, no matter has come to our attention:

- (1) which gives us reasonable cause to believe that in any material respect the following requirements have not been met -
 - to keep accounting records in accordance with section 130 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act; or
- (2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

The Ollis Partnership Limited

The Ollis Partuer steep Ud

Nelson House, 2 Hamilton Terrace, Leamington Spa, Warwickshire. CV32 4LY

<u>Date</u>

3rd August 2015

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2015

SPENCER CONTACT

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2015

	Unrestricted funds	Restricted funds	Total 2014	Total 2013
Administration of the Charity				
Accountancy Software and computer costs	528 850		528 850	694 902
	1,378	-	1,378	1,596
TOTAL RESOURCES EXPENDED	125,178	2,854	128,032	120,479
NET INCOMING RESOURCES FOR THE YEAR	-5,839	39,646	33,807	37,988
TRANSFER OF EXCESS RE. VAN BACK FROM UNRESTRUCTED FUND	-354	-354	-	-
BALANCES BROUGHT FORWARD 1 APRIL 2014	1,165,746	-	1,165,746	1,127,758
BALANCES CARRIED FORWARD 31 MARCH 2015	1,159,553	40,000	1,199,553	1,165,746

SPENCER CONTACT

BALANCE SHEET AT 31 MARCH 2015

		<u>Notes</u>	31.3.2015			31.3.2014
			Unrestricted funds	Restricted funds	Total	
FIXED ASSETS		2	1,133,550		1,133,550	1,142,060
CURRENT ASSETS Prepayments Deposit account Current account Paypal account Cash in hand	Santander Santander		2,287 936 25,198 219 40 28,680	40,000	2,287 40,936 25,198 219 40 68,680	3,069 1,288 21,505 177 48 26,087
CURRENT LIABILITIE PAYE & NI Other creditors and	_		1,749 928 2,677	-	1,749 928 2,677	1,377 1,024 2,401
NET CURRENT ASSE	<u>ETS</u>		26,003	40,000	66,003	23,686
NET ASSETS			1,159,553	40,000	1,199,553	1,165,746
Represented by:						
UNRESTRICTED FUN	NDS				1,159,553	1,165,746
RESTRICTED FUNDS	<u> </u>	3		_	40,000	-
				-	1,199,533	1,165,746

I approve the above accounts on behalf of the trustees.
S Pollock, Hon. Chairman
Date of meeting: 3 Rugust 2015
I confirm that I have made available all the relevant records and information for the

P Stiles, Hon. Treasurer

preparation of these accounts.

SPENCER CONTACT

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2015

1 ACCOUNTING POLICIES

General

These accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice on Accounting by Charities. The term "resources" includes funds received and paid during the period adjusted for items which are accrued and prepaid at the period end.

Depreciation

Depreciation is provided at the following rates based on the estimated useful life of these fixed assets and their anticipated residual value:

Motor vehicle	25% p.a. (reducing balance basis)
Equipment	20% p.a. (reducing balance basis)

Land and Motor

2 FIXED ASSETS

buildings	Motor vehicles	Equipment	Total
1,105,571	52,546	10,286 713 -276	1,168,403 713 -276
1,105,571	52,546	10,723	1,168,840
-	18,024 8,630	8,319 521 -204	26,343 9,151 -204
-	26,654	8,840	35,290
1,105,571	25,892	1,883	1,133,550
1,105,571	34,522	1,967	1,142,060
	buildings 1,105,571 1,105,571 - 1,105,571	buildings vehicles 1,105,571 52,546 1,105,571 52,546 - 18,024	buildings vehicles Equipment 1,105,571 52,546 10,286 713 -276 1,105,571 52,546 10,723 - 18,024 8,319 8,630 521 -204 - 26,654 8,840 1,105,571 25,892 1,883

3	RESTRICTED FUNDS	Transfer back from 1.4.2014 unrestricted		Incoming resources	Expenditure	31.3.14
	Vehicle fund Building fund	-	354 -	2,500 40,000	-2,854	40,000

⁴ None of the trustees or management committee members received any payment for the services they provided during the period.

Supported By:

