



Sheffield Churches' Council for Community Care

Annual Report – January 2025

with financial statements for
2023/2024

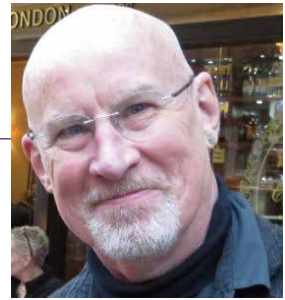
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Chair's Introduction



Next year marks the 60th anniversary of SCCCC. This significant milestone speaks volumes about our enduring commitment to serving older and vulnerable people in Sheffield and, more recently, Doncaster. Reflecting on our history, I am conscious of the countless lives we have touched and the strong community we have built together. We shall take the opportunity over the next twelve months to acknowledge the contributions of all those who, over the years, have helped make SCCCC what it is today.

Our mission has always been to provide compassionate, credible, and caring support, and this remains our guiding principle. We are committed to combatting loneliness, improving well-being, and ensuring that older and vulnerable members of our community receive the care and respect they deserve.

Over the past year, as we began to leave the challenges of COVID and the lockdown behind us, we have navigated through new challenges and celebrated numerous achievements. Our dedicated team of staff, volunteers, and trustees have shown unparalleled resilience and compassion. This year has seen us expand our services, innovate in our approach, and deepen our impact in the community. Our projects, such as the Hospital Aftercare, Hospital to Home, and Good Neighbour schemes, continue to provide essential support and companionship to those who need it most. We have built up a powerful and effective working relationship with the NHS and Sheffield City Council and City of Doncaster Council we work closely with the rest of the voluntary and charitable sector in Sheffield and beyond.

At each of the Board meetings I have chaired, over the years, there has always been a moment that made me sit up and realise either the importance of the work we do, or the significance of the effect we are having in the community. I am continually humbled by the unselfish dedication of our staff and our volunteers, who always do that bit more than can reasonably be expected. We of course rely on the kindness and generosity of our partners, donors, fundraisers and supporters, without whom we would not be able to do what we do.

This year I retire as Chair. I shall be succeeded by Dr Kash Purohit, whose vision and leadership will undoubtedly guide SCCCC to new heights. He is an immensely experienced clinician who has a track record of success in fundraising and building community organisations. I have every confidence that under his leadership, the charity will continue to thrive; expanding our reach and deepening our impact. He will be supported by a board of trustees of very considerable experience and expertise, representing all aspects of the wider community.

I am very grateful to have had the opportunity to be part of SCCCC, making a contribution to Sheffield's health and wellbeing. I am sure that the team that makes SCCCC what it is, will continue to be a vital and productive part of the City's spirit.

A handwritten signature in blue ink, appearing to read 'Tim Plant', with a long, sweeping underline.

Tim Plant
Chair of the Board of Trustees

A message from our Chief Executive



As we approach our 60th anniversary, I find myself reflecting not only on SCCCC's incredible legacy but also on the unique privilege of being part of its unfolding story. While our past is rich with achievements, it is the present moment - and the opportunities it holds - that fills me with the most optimism.

At SCCCC, our work is about more than providing practical help. It's about creating connections, offering reassurance, and delivering care that transforms lives. Every day, our team of staff and volunteers bring kindness and compassion into the homes of older people who may feel invisible in a bustling world. It's these small, meaningful acts that remind us of the profound impact a charity like ours can have.



This year has seen us continue to build and adapt, driven by the needs of the people we serve. Our innovative projects, like the Good Neighbour Scheme and our Hospital to Home service, are thriving, and we're constantly exploring new ways to deliver care and companionship. But we know our work is far from done. As society evolves, so too must we, to ensure we remain a trusted and vital source of support in Sheffield and Doncaster.

As I look forward, I am energised by the opportunities that lie ahead. Dr Kash Purohit will be taking the helm as Chair, and his dedication to our mission is clear. Together, we will continue expanding our reach, deepening our impact, and ensuring that SCCCC remains a lifeline for those in need.

But to achieve this, we need your support. I urge you to think about the role you can play in shaping the next chapter of our journey. Whether it's by volunteering your time, donating to fund our services, or simply spreading awareness of our work, your contribution matters. Join us in ensuring that no older person in our community feels isolated or overlooked.

Thank you to everyone who supports our mission - our volunteers, donors, partners, and advocates. Your belief in what we do allows us to continue changing lives, and I am endlessly grateful for your commitment.

As we celebrate 60 years of care and compassion, let's also look to the future. Together, we can do more, reach further, and ensure that SCCCC remains a beacon of hope in Sheffield and Doncaster.

Warm regards,

Mark Storey, DL
Chief Executive Officer

Vision, Mission and Values

SCCCC is inspired by and bases itself on its Vision, Mission and Values to set up the guiding principles of how we operate. We understand that our performance and behaviour are guided as much by the spirit of the mission, vision and values as by the definition of them.

VISION

Where lives are positively transformed, needs are met and loneliness eradicated.

MISSION

Working through our strong team of volunteers, staff and partners to increase the number of free of charge and responsive, innovative services provided to those who need our help.

VALUES

We are committed, credible, compassionate and caring.



Strategic Report – Overview

In 2022, we launched a new three-year strategic plan designed to propel SCCCC forward. This plan centres on three strategic pillars - Grow, Embed, and Sustain. These pillars are unified by a cross-cutting commitment to Equality, Diversity, and Inclusion, which serves as a golden thread woven throughout our work.

At its heart, the framework is designed to support older people, ensuring they can maintain a dignified quality of life for as long as possible. The strategic framework provides a structured approach, defining clear objectives, operational guidelines, and performance metrics, while also allowing for adaptability. This enables SCCCC to remain agile in the face of change, optimising services and addressing the evolving needs of our service users.

By operating within these parameters, we strike a balance between structure and innovation. This dual focus ensures alignment with our mission while fostering creativity and continuous improvement. Through this approach, we can deliver impactful, high-quality services tailored to the needs of those we serve, always guided by our overarching strategic goals.

Our approach

Our strategic pillars are explained further below:

Grow:

Expanding our reach and impact through new projects, enhancing our volunteer base, and increasing our geographical and cultural presence.

Embed:

Becoming an integral part of the hospital discharge system and the trusted partner of choice for health and social care organisations.

Sustain:

Ensuring operational excellence, financial resilience, and reducing loneliness through a well-managed and adaptive organisation.

This structured yet flexible strategy positions SCCCC to navigate the complexities of modern charitable work while staying true to our mission of supporting older people.





Strategic Report – Achievements and Performance

Our goals for 2023/24 were centred on the three key aims of our strategic plan: growing, embedding, and sustaining the organisation.

Growing

We committed to developing a portfolio of projects that are regularly refreshed and innovated. During the reporting period, we developed or became involved in a number of new initiatives including the Doncaster Good Neighbour Scheme; Placement Support; Trusted Assessor; Discharge Lounge; and STIL Flats. In addition we delivered two development projects within SCCCC – the implementation of both Beacon and Assemble.

The Good Neighbour Scheme (GNS) launched in Doncaster in the latter part of the reporting period, providing essential support to older people in the community. This initiative began modestly due to limited funding, with referrals initially accepted from three main sources: the Home From Hospital Team, Doncaster Royal Infirmary wards, and SSAFA, the armed forces charity. While the Doncaster Primary Care Network is also under consideration as a referral source, this will be approached cautiously to ensure manageable numbers during the scheme's early stages.

The service adopted trusted processes already established in Sheffield, allowing for a smooth setup and efficient operations. The wider GNS team provide support to the Doncaster Co-ordinator, ensuring that all aspects of the service align with SCCCC's existing high standards.

This considered approach combines proven processes with local adaptations, ensuring the new service is well-positioned to meet community needs. By starting modestly and leveraging the experience of the Sheffield team, the Doncaster Good Neighbour Scheme aims to establish a strong foundation for future growth while maintaining its commitment to delivering compassionate, reliable, and high-quality support.

The Placement Support Scheme began in August 2023 to assist older people in finding new accommodation. The primary goals are to facilitate timely discharge from hospital and intermediate care into supported living or residential care, while ensuring service users can, where possible, have input and choice in their placement. The scheme supports individuals moving to more manageable spaces, such as level access accommodation, sheltered or supported living, or 24-hour residential care, due to health and mobility challenges. This helps individuals find suitable care, or in some cases, reduces their care needs while boosting confidence and independence.

Moving to a suitable home can also lower the risk of falls and offers the added benefit of improved social connections and having more people around for companionship and support.



The service tailors its support to individual needs. This can range from an informal visit or call to provide information, to practical help with moving. This includes completing registrations, signposting, and assisting with finding appropriate support. For individuals with impaired mobility or health issues, the service enables visits to up to three potential care homes or properties, with

access to a Wheelchair Accessible Vehicle when required. In some cases, when no other help is available, the service has even provided light packing assistance and packaging materials. Many individuals, especially those with sensory impairments, face challenges such as lengthy calls, complex registrations, and digital exclusion, making one-to-one support essential for navigating these processes.

Referrals came from a variety of sources in Health and Social Care, our own SCCC operational teams and from family and friends of older people directly. The highest three referrers were friends and family, Sheffield City Council (Adult Social Care) and the Older Adults Community Treatment and Mental Health Teams.



In the first year of the Placement Support Scheme the service took 90 referrals, supported 2 people to move into residential care, 2 people to move into assisted living and supported 2 people to access respite. People were taken to view accommodation 20 times and 21 people were actively supported to bid on potential properties on the Sheffield Property Shop. Calls to statutory services were made on someone's behalf (where they were unable to do themselves) 16 times and 9 people were signposted to other services. On average, the service had 14 open cases at any one time.

Feedback for this service done in the latter part of this reporting period has been extremely positive. 100% of referrers who responded found the referral process easy to use, had a positive experience, found the scheme helpful and had no comments for improvement.

Referrer comments included:

"The service has been so useful; they are kind and considerate professionals. They have helped many of our elderly patients find new and appropriate accommodation. They are also prompt and quick communicators."

"Able to offer practical support quickly and provide friendly support with the SCCC expertise supporting older people."

Helen was so helpful with everything - I would have never managed to have done it by myself. Helen was really kind and nothing was too much trouble.

“Prompt. Very helpful. Contact family to help understand needs and support required. Families find the service very helpful with the process of administration and organisation.”

Feedback was just as positive from service users. 28 people responded and 100% had a positive experience with the service and said it met their expectations. Comments included:

“Helen was very good, helpful, kind and patient. Transport was good and suitable for a person in a wheelchair. Helen made all the arrangements for these visits and these all worked out very well. The service was excellent!”

“Helen was supportive, efficient, knowledgeable and kindly. She made what potentially would have been a challenging process into a trouble-free experience on all levels. And many thanks are due to her.”

When asked how we could improve, service users said more help with packing would be good if possible and service users felt the service needed more promotion and advertisement.

We also committed to obtaining annual feedback for all our services. It is often difficult to do this type of survey work within an organisation such as SCCC as the organisation is complex. However, we have once again captured some robust data from our service users on the Good Neighbour Scheme and from our volunteers.

The feedback review for the Good Neighbour Scheme was completed in the latter stages of the extended reporting period. The review collected feedback from 128 service users, offering valuable insights into the needs and experiences of older people supported by the programme. The key findings from the review are highlighted below:

Service Users' Health and Daily Challenges

- Most respondents rated their health as poor (59.8%), with a minority reporting good health (7.47%).
- A significant majority (82.2%) struggled with daily tasks, underscoring the physical challenges faced by many participants.

Needs and Suggestions for Support

Responses highlighted diverse needs, ranging from practical assistance to emotional support:

- Requests for help included cleaning, transportation to appointments, home adaptations, and gardening.
- Many sought more social engagement through events, day trips, or simply companionship.
- Several noted financial and logistical challenges, such as accessing cash or managing paperwork.



Impact of the Scheme on Loneliness

- 92 of 110 respondents felt the scheme regularly reduced their loneliness, with many expressing gratitude for the social and emotional connections provided.
- Participants emphasised the importance of friendliness and consistent contact.

Satisfaction with the Scheme

- Nearly all respondents (111 out of 112) were satisfied with the scheme, praising volunteers for their kindness, reliability, and meaningful conversations.
- Testimonials revealed the deep emotional bonds formed between service users and volunteers, with many describing their volunteers as friends or even family.

Suggestions for Improvement

Participants suggested:

- Reducing waiting times for volunteers.
- Offering more practical support, such as help with appointments, shopping, and household tasks.
- Organising more social events and providing transportation assistance.

Engagement and Loneliness Metrics

- 104 respondents completed the UCLA loneliness Measure, with results confirming the significant isolation faced by many service users.
- Despite this, qualitative feedback highlighted how the scheme makes a meaningful difference, even if visits are brief.

Final Reflections

Service users shared heartfelt messages of appreciation:

- The scheme was described as a lifeline, providing joy, consistency, and critical support.
- Volunteers were frequently celebrated for their kindness and the meaningful impact they have on users' lives.

The feedback underscores the vital role of the Good Neighbour Scheme in addressing isolation, fostering connections, and supporting older people with dignity and compassion.

Some of the comments made include:

"I love Jane and it's been transformable to me. SCCCC have really worked hard to look after me and have always been consistent. I know I can rely on you all and am so grateful for everything you do."

We also conducted a survey amongst volunteers with just over 40% of volunteers responding. The survey revealed generally positive feedback, with most volunteers rating their experience highly, though a few challenges were highlighted.

Many volunteers expressed deep satisfaction with their roles, describing meaningful connections with service users and a sense of personal fulfillment. Comments included stories of building strong friendships, sharing life experiences, and feeling that their efforts were appreciated. Several praised the organisation's structure, the support of coordinators, and the resources provided. However, some volunteers mentioned difficulties balancing commitments or feeling overwhelmed when their service users had greater needs than anticipated.

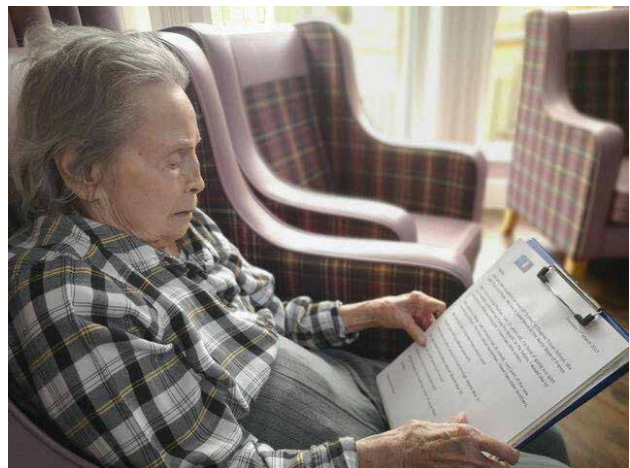
"I feel that the friendship and trust between us has been established between us. We have a lot in common on the road we have travelled through life in family, travel. We laugh lots in our chats."

"It's been a time well spent building a relationship and adding value to a life."

"I have enjoyed visiting my two elderly gentlemen and that they love me visiting them, I feel like I make a difference to their lives."

"It's been an awesome experience and no regrets."

While most respondents rated their experience with the organisation highly, a few reported concerns. Some newer volunteers noted a lack of follow-up after their induction, and others expressed a desire for more feedback or recognition, particularly those in penpal roles.



Despite this, many volunteers shared positive experiences of regular communication through emails, WhatsApp, and in-person meetings, with coordinators frequently commended for their professionalism and approachability. It is however something that we will be looking to improve on in the next few months.

Suggestions for improvement included increasing feedback mechanisms, particularly for penpal volunteers, and addressing gaps in early communication for new volunteers. Volunteers also requested more accessible meeting locations, suggesting central Sheffield venues to accommodate those with mobility or transport challenges.

Overall, the survey underscored the program's positive impact on both volunteers and service users. Many volunteers encouraged others to join, describing the experience as life-affirming, flexible, and highly rewarding. One comment that really touched the team at SCCCC was:

"The beauty of life is the friendships we build and the conversations we have with others. As an international student, I feel like my visits are reciprocal, she's like my family away from home."

Moving forward, SCCCC plans to implement key improvements, such as regular updates for all volunteers, follow-ups with new recruits, and centralised volunteer meetups.

These actions aim to strengthen the volunteer experience and ensure continued engagement with this valuable initiative.

**SCCCC has
people who give
me a feeling of
joy and raise
my spirits**

Recent feedback from referrers highlights the exceptional work of SCCCC and the positive impact it has on individuals and healthcare systems across Sheffield. Across various programs, SCCCC is praised for its dedication, responsiveness, and the vital role it plays in supporting vulnerable people.

The *Good Neighbour* scheme receives significant recognition for its ability to address social isolation. Volunteers are described as bringing joy and connection to older residents, making a profound difference in their lives. Healthcare professionals particularly commend SCCCC's ability to respond quickly and effectively, even in areas with limited volunteer availability.

A recurring theme in the feedback is SCCCC's invaluable support in facilitating hospital discharges. By providing essential equipment and practical help, SCCCC ensures patients can safely and swiftly transition home. Many healthcare professionals express deep appreciation for the charity's efficient and friendly approach, which often fills gaps in NHS services. Occupational Therapists and hospital staff note that SCCCC has become an integral part of discharge planning, ensuring patient safety and well-being.

The emotional well-being of care home residents is also supported through initiatives like the Pen Pal Scheme, which is highlighted as a source of joy. Additionally, the charity's reputation for professionalism and its trusted relationships with healthcare professionals have solidified its position as a cornerstone of support in the community. While the feedback overwhelmingly celebrates SCCCC's work, it also acknowledges the potential for the charity to grow. Some referrers point out that with additional resources and support, SCCCC could reach even more individuals who would benefit from its services.

Overall, the feedback reflects the immense value of SCCCC's work in Sheffield. Its volunteers and staff are recognised for their dedication, friendliness, and ability to go above and beyond to support vulnerable people. Sheffield would undoubtedly struggle without the vital services that SCCCC provides, making the charity an essential part of the city's health and social care landscape.

Some of the comments received include:

"SCCCC do all they can to support the hospital in discharging patients, they respond positively to requests and act as quickly as they can to help. STH could not manage without them!"

"Brilliant services, very helpful and friendly staff!"

"SCCCC has been amazing in supporting our vulnerable and elderly when they need it most. I am an Occupational Therapist and have used SCCCC many, many times when equipment needed to be delivered to support discharge from hospital .



"At times patients had no one to help them get the necessary equipment and SCCCC always accepted to do the job (very quickly :) I am very pleased with the services you provide and a big thank you to the Team. :)"

"This is an excellent service, that would be greatly missed if it was not in place. It supports vulnerable people when they most need support."

"S4C's are such a valuable service, we use them almost daily in care of the elderly inpatients. Without them, we would really struggle. Thank you so much!"

"SCCCC's are amazing, providing fantastic services to the people in Sheffield that are lonely, coming out of hospital. Helping smooth transitions and being a lifeline."

"I do not know how the people of Sheffield would manage without SCCCC - knowing that there is a service there which will try and help our patients in any way they can is such a reassurance as they are able to fill some of the gaps that the NHS cannot."

"SCCCC is an excellent charity that allows patients to be safely and quickly discharged from hospital. They go above and beyond to make sure that their clients are well supported and they are always friendly and helpful. I am very grateful for their service and they are an essential part of discharge planning and patient safety."



Although the feedback we collect is substantial we still need to do more to capture feedback from other services. We also need to ensure that a planned programme of feedback is conducted annually.

We said that we would undertake an analysis of current data to determine the demand for services, and identify areas we could expand into.

This is something that we do constantly. The team at SCCCC monitor referral numbers and determine what services are used most, where referrals come from, what they are for, what areas of the city are supported, and what demographic the service users are.

Information for the 2023/24 financial year is shown below:

Top 5 Referrals by Age Group		
75-84	1,097	34.5%
85-90	712	22.4%
65-74	554	17.4%
91-99	362	11.4%
55-64	265	8.3%

Fig 1. Top Referrals by Age Group

Top 5 Referrals by Postcode Area		
S5	316	4.2%
S6	280	3.7%
S8	276	3.6%
S35	268	3.5%
S10	266	3.5%

Fig 2. Top Referrals by Ethnicity

Top 5 Referrals by Ethnicity	
White - British	6,679
White - Other European	86
Black / African / Caribbean / Black British - Caribbean	73
Asian or Asian British - Other Asian Backgrounds	67
Asian or Asian British - Pakistani	58

Fig 3. Top Referrals by Referrer

Top 5 Referrals by Electoral Ward		
Firth Park	316	4.2%
West Ecclesfield	280	3.7%
Walkley	276	3.6%
Beachief and Greenhill	268	3.5%
Burngreave	266	3.5%

Fig 4. Top Referrals by Postcode

Top 5 Referrals by Referrer		
Northern General Hospital	1,427	18.9%
Doncaster Royal Infirmary (DRI)	893	11.8%
Self Referral	609	8.0%
Royal Hallamshire Hospital	360	4.8%
Community Nurse	356	4.7%

Fig 5. Top Referrals by Electoral Ward

Top 5 Referrals by Constituency		
Sheffield Brightside and Hillsborough	1,217	16.1%
Sheffield Heeley	1,114	14.7%
Sheffield Hallam	1,008	13.3%
Sheffield Central	998	13.2%
Sheffield South East	853	11.3%

Fig 6. Top Referrals by Parliamentary Constituency



We also collected and analysed data on declined jobs to help shape projects for inclusion in the rolling plan. This ensured our planning was evidence-based and focused on addressing unmet needs.

Since the end of the financial year, and throughout this extended reporting period, we have closely monitored trends and peaks in service requests that fall outside our current offerings. This information is systematically fed back through the senior leadership team to trustees and commissioners, enabling informed decision-making at all levels.

Our commitment to developing a rolling plan of projects focuses on identifying and addressing service gaps while responding to emerging needs. After a thorough review of service data and the declined jobs list, we carefully assessed which projects should be prioritised. As a result, we decided to include the following projects in the rolling plan:

Trusted Assessor

The Trusted Assessor (TA) model allows SCCC to assess, prescribe, and fit equipment like Free-Standing Frames, Mowbray's, Bed Levers, and Kitchen Trolleys, similar to an Occupational Therapy (OT) role but limited to less complex issues. This service will address long waits for minor adaptations, as observed in Sheffield Equipment Services meetings.

The Hospital to Home team often encountered delays fitting equipment, as they could not make on-the-spot decisions about alternatives, necessitating OT intervention and causing discharge delays, especially if issues arose late in the week. The TA model streamlines this process, reducing these delays.

This service has been particularly of help to the Short-Term Intervention Team allowing them to spend less time measuring for and assessing suitability of equipment, allowing them to concentrate on the regulated services that they deliver.

Discharge Lounge

Working closely with the discharge team, SCCC team members identify patients whose needs were not fully addressed during their admission or in A&E. The team transport them home and settle them in, providing the same support as for any Hospital to Home referral.

Spending time conversing with patients in transit has proven crucial; many older individuals, eager to leave hospital quickly, may initially withhold concerns. By engaging them during the journey, they often open up, enabling us to offer assistance. Some identified patients have subsequently been referred to our Back Home, Placement Support, and Trusted Assessor services for ongoing help.

SCCC are working closely with STIT and Active Recovery who will contact us if they have a patient coming through the lounge who they need to be home for a specific time for their assessment so the team can transport them to make sure assessment slots are not being wasted.

STIL Flats

We are working in partnership with Sheffield City Council, South Yorkshire Housing, Crucible Homes, Sheffield Teaching Hospitals and Community Care partners, to support service users in the Kelham Island (Short Term Independent Living) STIL flats.

STIL flats are available to a service user who is medically fit and with no care needs but who is unable to return home at point of discharge. This may be because they need equipment such as a stair-rail fitting or there is damage to their property that needs repairing before they can safely go home.

Whilst staying in a STIL flat service users will be supported by the Hospital to Home, Back Home and Placement Support teams.

We said that we would increase the social impact that we deliver. By expanding our services, growing our capacity, and building stronger connections, we have made measurable progress in key areas. We continued to evolve our services to better meet the needs of older people. This included identifying gaps, introducing new support options, and enhancing existing provisions to ensure our work has a greater, more meaningful impact.

We committed to increasing the number of referrals for each service area. Through outreach and strengthened partnerships with local health and community organisations, we successfully achieved an overall growth in referrals but experienced a small decrease of around 6.5% in one service area (Hospital Aftercare). However, our analysis shows that there was a 10.3% rise in more complex jobs requiring the attendance of two staff members. Fig 7. below represents the number of referrals received by SCCCC in the last six years leading up to the production of this annual report. It is fair to say that by raising awareness of the support we provide, more individuals and families have been able to access our help.

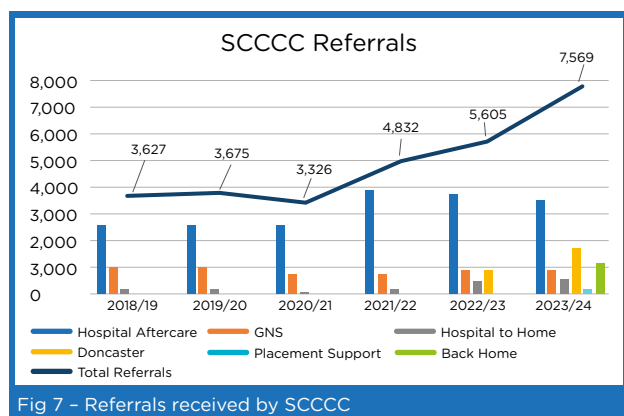


Fig 7 - Referrals received by SCCCC

To meet growing demand and deliver on our commitments, we expanded our staff team. We recruited an additional six members of staff to the team but lost another three due to natural churn during the year. This resulted in a net increase of three. However, since the end of the financial year and during this extended reporting period we have recruited an additional six team members whilst also losing two due to resignations. This leaves us with a current staff base of thirty-three. In addition, we have a small number of sessional or bank workers to support us during busier periods. This has allowed us to strengthen our operational capacity, improve service delivery, and invest in the long-term sustainability of our work.

Through these efforts, we are proud to report measurable progress in increasing our social impact and supporting older people in our community. Looking ahead, we remain committed to building on this foundation to reach even more individuals in need.

The third objective in this strategic pillar was to create a sufficient and sustainable volunteer base. Volunteers are at the heart of what we do. This year, we focused on increasing volunteer recruitment, resulting in more people joining the SCCCC team. We also introduced a wider variety of roles, allowing volunteers to bring their unique skills and interests to support older people in meaningful ways.



As part of our volunteer recruitment strategy we have reviewed our processes, policies, and training. During the reporting period we decided to implement a new Volunteer Management System (Assemble). This SaaS provides us with cloud based tools to help us

streamline our recruitment processes and provide access to volunteers to manage their visits. It is envisaged that this platform will help with the recruitment, management, and retention of volunteers.

Whilst building and implementing the system, we have used the opportunity to review and improve our process. The system is intuitive, and it has many useful features to support recruitment, rotas, expenses and it has robust reporting structures. Volunteers can engage with the system directly via a portal to access training, documents, news and opportunities and they can update the system to show tasks and activities they have completed.

With direct messaging, calendar reminders and tools for volunteer appreciation and recognition we hope that it will allow us to offer volunteers a better, more efficient and engaging experience with us. We trialed the system through the summer, using the recruitment, application and on-boarding aspects and then the ongoing management and activity tools supported by their Volunteer Coordinators comfortably. In the latter stages of the reporting period, we imported our existing volunteers across to start using the system and are pleased to report that the system appears to be functioning as desired.

We have started developing an e-learning package designed specifically for volunteers. This package will provide accessible, engaging, and practical training that volunteers can complete at their own pace.

The content will cover key areas such as:

- **Roles and responsibilities:**
Outlining expectations and duties to ensure clarity.
- **Safeguarding and confidentiality:**
Emphasising the importance of protecting those we work with.
- **Effective communication:**
Skills for working with service users and team members.
- **Health and safety:**
Basic protocols to promote a safe working environment.
- **Organisation-specific policies and procedures:**
Ensuring alignment with our values and operational standards.

By offering this e-learning option, we aim to make training more inclusive, especially for those with busy schedules or who may struggle to attend in-person sessions. It also allows for consistent delivery of key information, ensuring all volunteers have the same foundation of knowledge and skills.

Our volunteer numbers have been steady for a number of years now and we maintain a volunteer base of around 167. However, at the end of this extended reporting period our volunteer base had risen to 182. Fig 8. below represents the volunteer numbers within SCCCC since April 2021.

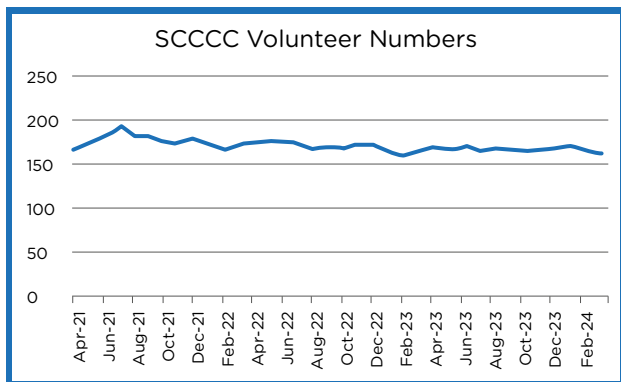


Fig 8 - SCCCC Volunteer Numbers

Recruitment of volunteers is an ongoing struggle and unfortunately we can never have enough volunteers to meet demand. Data shows that the number of leavers and starters follow a broad pattern. It is crucial therefore that we continue to engage with the wider community and invest in our recruitment activity so as to overcome this issue. Fig 9. opposite, top, represents the number of starters and leavers on a monthly basis since 2021.

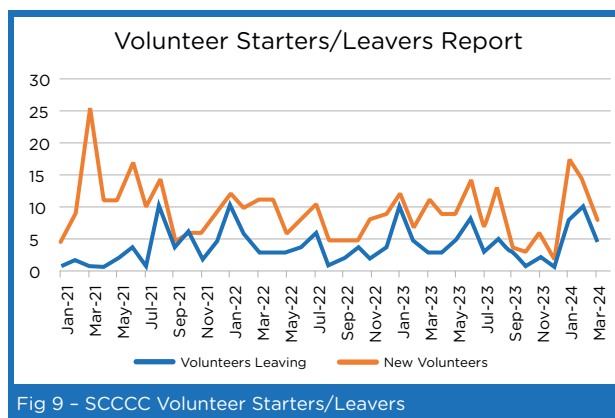


Fig 9 - SCCCC Volunteer Starters/Leavers

The final objective within this strategic pillar is to increase our geographic and cultural presence in line with our charity governance document. With this in mind we committed to adopting a proactive approach in Sheffield and reactive elsewhere within our footprint.

During the financial year we developed the Sheffield Back Home Scheme. We took lessons learned from our approach in Doncaster and amended the Sheffield programme accordingly. As part of this programme we deliver a 4 week intervention of practical support after a Hospital discharge. This project has seen us help 240 individuals on discharge from hospital by completing 1,093 visits. The ASCOF 2B1 result is that 92.88% of service-users were still at home 91 days after discharge from hospital.

Additionally, in the closing part of the 2023/24 financial year we were informed that the contract for the Doncaster Home from Hospital was being re-tendered. A decision was taken for SCCCC to submit an expression of interest and full tender. This was completed and a new award was made, contracting with SCCCC for a further period of three years with potential to extend this to a further two years subject to performance.

We committed to delivering webinars, attending networking, and collaborating with other organisations in areas with ethnic minority communities. To this end we have made significant strides in expanding our network and collaborating with a wide range of organisations across the city and South Yorkshire. Building on our previous work, in May 2023 we hosted our third BAME Older People's Webinar, this time in partnership with ACT and Firvale Hub. The event featured guest speakers Dr. Abdul Galil Shaif and Gulnaz Hussain, who shared insights on the challenges faced by older people in the communities they serve.

We also held our first Festival of Debate event in May 2023, focusing on the topic of “Intersectional Ageing.” This event brought together speakers from ISRAAC (the Somali community centre), UWA (supporting the sub-Saharan African community), Professor Sharron Hinchliff (Chair of the Older People’s Sexual Rights Charter), SOAR, and our own SCCC staff. The discussions explored how race, religion, sexuality, gender, and disability intersect to shape the experience of ageing.

Our work on menopause awareness gained momentum as we trained Menopause Advocates and organised a Menopause Awareness and Wellbeing Day in July 2023. This effort earned us Henpicked Menopause Friendly Accreditation. As part of the South Yorkshire ICB cohort, we were also honoured with the HPM NHS Employers Award for Wellbeing 2023. To further amplify this work, we partnered with SOAR to host a BAME-focused World Menopause Day event. This gathering highlighted menopause awareness within minoritised ethnic communities and was well-attended by partners such as Roshni and Life After Crisis.

Throughout the year, we actively participated in conferences to deepen our understanding of the diverse needs of the communities we serve, ensuring that our initiatives remain informed and impactful. These included:

- It’s Our Community - a disability and accessibility conference;
- Break the Hate Conference by SayIT; looking at LGBT+ hate crime;
- Let’s Talk About Race conference Part 1 and 2;
- BAME Online; and
- the Roma Women’s Gathering.

We’ve built stronger connections with Sheffield’s religious communities, including visits to the Pakistani Muslim Centre and the Shri Guru Gobind Singh Ji Sikh Temple. We’ve also engaged with the Social Justice Collective, the Racial Justice Network, and the Sheffield University Centre for Equity and Inclusion.

During the 2023/24 financial year we signed the Age Friendly Employer Pledge, reflecting our commitment to ageing well as a core value. SCCC was also shortlisted for Equality, Diversity, and Inclusion Champion at the 2023 Sheffield Business Awards. In August 2023, we received the Investors in Diversity Award for Small Charities from the National Centre for Diversity. By December 2023, we were recognised as one of the top 100 most inclusive workplaces in the UK by the same organisation.



We committed to community work and projects addressing both loneliness and isolation. To explore this, we conducted a scoping exercise and a pilot project in Buchanan Green (S5), an area with many isolated individuals waiting for support. The pilot involved group sessions aimed at engaging those most affected by isolation. However, due to low participation, we decided not to continue the project.

To align with our objective of expanding our geographic and cultural presence as outlined in our strategic planning document, we are actively identifying opportunities across South Yorkshire to provide services and build connections. We’ve strengthened our relationships with TCES, Medequip, and the ICBs covering Sheffield and Doncaster.

Our Chief Executive represents SCCC and the wider voluntary sector on key committees, including the Sheffield Teaching Hospitals Quality Committee, the South Yorkshire ICB People and Culture System Delivery Group, and the South Yorkshire ICB People and Culture Programme Board. He has also contributed to the South Yorkshire ICB Workforce Wellbeing Task and Finish Group and engaged with the VCSE Alliance to ensure the voluntary sector’s voice is heard.





Embedding

The second strategic pillar of our latest strategic plan is that of 'embedding'. To achieve this pillar we need to be the partner of choice for health and social care organisations across the city; and to be embedded in the patient journey system of hospital discharge.

To achieve the first objective we said that we would undertake a concentrated campaign of networking and promotion – making good links and keeping them. To support our mission, we have actively engaged in regular networking events across the health, social care, and VCSE sectors. Our strong relationships with key statutory services - including Yorkshire Ambulance Service, Sheffield City Council, City of Doncaster Council, and South Yorkshire ICB - have been maintained and strengthened during the reporting period. Additionally, we have collaborated closely with organisations such as Healthwatch and Voluntary Action Sheffield.

SCCCC has played an active role in shaping regional strategies through its representation on the South Yorkshire Integrated Care Board (SY ICB) People and Culture System Delivery Group and the People and Culture System Programme Board, contributing to initiatives that improve outcomes for communities across the region. During the reporting period, we also participated in the VCSE Leaders Forum in Sheffield, strengthening our collaboration with voluntary, community, and social enterprise organisations. Additionally, our Chief Executive Officer represented SCCCC on the Sheffield Chamber of Commerce Council, ensuring that the voices of the charity sector and the challenges third sector organisations face were included in broader discussions about the city's economic and social development.

Other members of the SCCCC team attend a variety of networking events and forums across both Sheffield and Doncaster to ensure that the organisation is represented and that the voices of older people are heard.

Our engagement also extends to regular contact with hospital wards, where we attend team meetings to ensure staff are well-informed about our services. We also maintain robust connections with community organisations across Sheffield, particularly those managing the People Keeping Well contracts, and we continue to establish meaningful partnerships within the Primary Care Networks.

We said that we would develop a network of ambassadors. It is clear that we already have such a network through our volunteers and supporters. Our existing volunteers are an invaluable network of ambassadors for SCCCC, embodying the organisation's mission and values through their daily actions. With their firsthand experience of supporting older people and witnessing the impact of our work, volunteers naturally advocate for SCCCC in their own communities. By sharing their experiences with friends, family, and local groups, they raise awareness of our services and often inspire others to get involved, whether as additional volunteers, donors, or supporters.

Volunteers also serve as the public face of SCCCC, informally representing the charity at events, fairs, and community gatherings, where their passion and authenticity help to build trust and strengthen relationships with individuals and partner organisations.

Many volunteers use social media to highlight their experiences and promote SCCCC's initiatives, expanding our reach to wider audiences. Their role as ambassadors extends beyond advocacy, as they also bring valuable insights and feedback from their direct interactions with older people, helping us refine and adapt our services to meet the evolving needs of the community.

By supporting and celebrating our volunteers as ambassadors, we empower them to extend SCCCC's mission further. Their dedication not only helps to raise our profile but also fosters a sense of connection and shared purpose within Sheffield and beyond, creating a more compassionate and inclusive community.

We committed to remaining agile and adaptable and the launch of our projects such as those supporting the STIL Flats and hospital discharge lounge, as well as our agreement to hold 'Box of Trix' demonstrates this. This approach ensures that we are able to spot gaps and fill them where needed – particularly where others may not be able to, or may be resistant to.

We remain some distance away from gaining CQC registration at this moment, but it is hoped that the foundations that we are building now will enable us to achieve this in the next strategic planning period.

The second objective in this strategic pillar is to be embedded in the patient journey system of hospital discharge. In achieving this we needed to ensure we were at the right level for conversations to take place, and we therefore needed to engage with policy makers and senior leaders in organisations.

This requires a strategic and collaborative approach. To ensure that we were at the right level for conversations to take place, we actively engaged with policy makers and senior leaders in various healthcare organisations including NHS England, Sheffield Teaching Hospitals NHS Foundation Trust, South Yorkshire ICB, Sheffield City Council and The City of Doncaster Council.

During the reporting period we have also engaged with The Centre for Social Justice Foundation and The King's Fund and fed into policy discussions.

The Senior Leadership Team at SCCCC have been involved in scenario planning with both the ICB and Sheffield Teaching Hospitals, and which have involved being in the room and at the table with other senior leaders. This has helped strengthen the reputation of SCCCC and embed us within the system.

By staying informed about the latest healthcare policies and priorities, we have positioned our charity as a valuable partner in addressing the challenges associated with hospital discharge. This has become even more evident during the reporting period where we have been actively involved in the discussions around Strengths Based Discharge.

We said that we would develop relationships with key decision-makers and influencers. In addition to the above we have also been actively involved with Sheffield Chamber of Commerce and as previously noted have been represented on the Chamber Council by our Chief Executive.

We also consider approaches to SCCCC which meet our vision, mission and values and which help us achieve our objectives under the strategic pillars.

We committed to conducting a review of our provision in Doncaster and Sheffield and present to other areas. To date this has not been done.

Sustaining

The third pillar of our strategic plan, *Sustaining*, focuses on ensuring that SCCCC is a well-managed, adaptable, and agile organisation capable of thriving in a dynamic environment.

To achieve our first objective of *Building a Well-Run Business*, we prioritised management training. During the 2023/24 financial year, both Operational Leads completed their Management and Leadership Apprenticeship, successfully earning a CMI Level 5 Diploma in Management and Leadership with Distinction. Additionally, they attained Chartered Manager status, reflecting their enhanced expertise and leadership capabilities.

Inspired by the success of this training and its positive organisational impact, we extended this opportunity to two other team members. In early 2023, they enrolled in Level 3 Team Leader or Supervisor Apprenticeships, which culminated in a CMI Level 3 Diploma in Principles of Management and Leadership. These efforts reflect our ongoing commitment to nurturing talent within SCCCC.

In addition, the CEO continues to benefit from ongoing professional development and peer support through Vistage, a leading executive coaching and mentoring organisation. This membership provides a valuable platform for the CEO to engage with a network of experienced leaders, gain fresh perspectives, and access expert advice on strategic challenges. The structured support and collaborative environment offered by Vistage have contributed to enhanced

decision-making, innovative thinking, and a clearer strategic focus. This ongoing engagement ensures that SCCCC's leadership remains agile, informed, and equipped to navigate the complexities of the charity sector, driving sustainable growth and impactful service delivery.

We committed to implementing a 'People Strategy' that focuses on investing in people – their training and development. During the reporting period we continued to prioritise the training, development, and overall wellbeing of our staff team. Our strategy focuses on equipping our team with the skills, resources, and support they need to thrive in their roles while fostering a positive and engaging work environment.

We have significantly expanded our investment in training by offering a variety of opportunities for professional growth. Our management training initiatives (mentioned earlier) have built on the success of previous programmes, ensuring that leadership capabilities are continuously enhanced across the organisation. All staff now have access to an e-learning platform, providing a flexible and comprehensive resource that covers a wide range of topics relevant to their roles. In addition, staff can access high-quality, sector-specific development opportunities through the NHS training platform. To meet specific organisational needs, we have also introduced bespoke training options tailored to the challenges our team faces in their roles.

Leadership development remains a priority, with two members of our leadership team actively participating in regular training through the prestigious GSK | The King's Fund Alumni Network. This programme offers a platform for senior leaders to exchange knowledge, explore innovative ideas, and enhance their leadership skills through expert-led sessions and peer learning. Their involvement ensures that SCCCC stays at the forefront of best practices within the charity sector and beyond.

In line with our commitment to fostering an inclusive and supportive workplace culture, we have partnered with *Mission Menopause South Yorkshire*. As part of this initiative, seven team members, including most of the management team, have been trained as Menopause Advocates. This training ensures our team can support staff through critical life transitions, promoting awareness and fostering understanding across the organisation.

We said that we would review our staff retention strategy and if necessary, produce new strategy and action plan.

We have benchmarked where we are and have identified that our employee turnover for the financial year was 7.8%. This is notably lower than our previous year at 14%, and is significantly lower than both the UK national average generally and the average for the charity and not-for-profit sector. According to recent data from the CIPD, the average employee turnover rate across all UK industries is approximately 34%. In the charity and not-for-profit sector, turnover rates are slightly lower, with figures around 19%. The turnover rate for SCCCC of 7.8% is significantly below these averages, indicating effective employee retention strategies and a stable workforce.

To further enhance employee engagement and wellbeing, we have implemented a fully managed Employee Benefits Portal. This service provides easy access to a comprehensive benefits package, including Lifestyle Discounts that help employees save on everyday essentials and make leisure and luxury activities more affordable. The portal also offers access to financial education resources, covering topics such as pensions and mortgages, addressing financial concerns that can significantly impact health and wellbeing.

Additionally, we have invested in a Westfield Health Cash Plan for all staff. This initiative allows employees to claim back costs for essential healthcare services and access valuable health and wellbeing support. By addressing both physical and mental health needs, this plan contributes to a healthier and more productive workforce.

We pledged to review our salary packages to ensure that all roles at SCCCC are paid at least market rates, aligning with ethical employment practices. While a full salary review has yet to be completed, we have ensured compliance with the Real Living Wage standards, positioning SCCCC as a socially responsible employer. This step underscores our commitment to supporting our team and maintaining a fair, ethical workplace.

Through these initiatives, SCCCC demonstrates its unwavering commitment to investing in its people. By providing robust training opportunities, fostering leadership development, and supporting staff wellbeing, we are steadily building a resilient, sustainable organisation that values its people and operates with agility through a thriving, motivated, and capable team, ready to meet the challenges of our mission and ensuring long-term success and impactful service delivery.

Our second objective within this strategic pillar focuses on building a financially resilient organisation capable of achieving its goals. To this end, we have developed a comprehensive fundraising strategy and action plan to establish diverse and sustainable income streams, encompassing fundraising initiatives and grant acquisition.

As part of this comprehensive fundraising strategy, we are committed to building strong, mutually beneficial partnerships with local and national businesses. Developing tailored corporate sponsorship proposals allows us to offer organisations an opportunity to align with our charity while fulfilling their corporate social responsibility objectives. These partnerships not only enable businesses to give back to their communities but also help them enhance their brand profile through meaningful, high-impact marketing collaborations.

Our sponsors play a vital role in supporting our mission, and we are deeply grateful for their contributions. Corporate sponsorships provide essential funding for our work while enabling companies to associate their brand with initiatives that resonate with their values. These partnerships often include sponsorship of our signature events, such as World of Superheroes for our Bog Commander challenge event; the thrilling Murder Mystery Evening supported by Medequip; or the exhilarating Fire Walk sponsored by Why Change?. Each event offers sponsors a chance to showcase their commitment to the community while engaging with diverse audiences in creative and memorable ways.

We are always exploring new opportunities to work with businesses that share our passion for making a difference. By partnering with us, sponsors not only support life-changing programs but also gain unique exposure and engagement opportunities, creating a lasting impact for their brand and the communities we serve.

This year, we made a significant improvement to how we manage information and relationships about our supporters and donors by introducing Beacon, a cloud based customer relationship management system, which is a market leading system designed to keep all our donation records in one place. This change helps us stay even more organised and ensures we can easily access the information we need to maintain strong connections with everyone who supports our work.

While the spreadsheets we used previously worked well for us, Beacon makes it much easier to spot patterns and understand how people engage with us over time. This allows us to plan better, focus our efforts, and continue to grow the vital relationships that make our work possible.

The third and final objective under this strategic pillar remains focused on reducing loneliness among older people. Central to this effort is our reliance on volunteers, underscoring the importance of a robust volunteer recruitment plan. During this reporting period we have developed and implemented our new volunteer strategy and associated action plan.

Volunteers are at the heart of SCCCC, playing a pivotal role in delivering our services and extending our reach to support older people in need. In 2023, volunteers provided crucial support through the Good Neighbour Scheme, Hospital to Home, and various administrative, fundraising, and community engagement roles.

Despite challenges in recruitment and retention, including a national decline in volunteerism post-pandemic, we inducted 48 new volunteers during the financial year. We remain committed to reversing the negative trend with ambitious plans to recruit 200 new volunteers over the next 18 months to address the needs of over 280 individuals currently on the Good Neighbour Scheme waiting list.



To strengthen our volunteer programme, we have introduced a new Volunteer Management System (Assemble), launched in April 2024, to improve the recruitment, training, and retention experience. Training pathways, including e-learning modules and in-person sessions on topics like dementia awareness, are also in development to better support volunteers in their roles.

Our volunteers not only deliver life-enhancing services but also act as ambassadors for SCCC, increasing our visibility and impact within their networks. As we look forward to 2025, we will continue to expand volunteer roles to include opportunities in fundraising, marketing, and additional services, ensuring that every volunteer feels valued and empowered to make a difference.

Volunteers remain the driving force behind our vision, and their dedication enables us to continue transforming lives, meeting needs, and eradicating loneliness across Sheffield.

We said we would review and revise our engagement plan in order to increase referrals from different sources focusing on building stronger relationships with key stakeholders, exploring underutilised referral pathways, and improving our communication strategies. We identified gaps in our approach, sought feedback from partners, and implemented targeted outreach campaigns. As a result, we diversified our referral sources and built a more collaborative network, enabling us to reach a wider audience and better support those who need our services. We committed to undertaking

a review of service provision and exploring new projects to tackle existing problems. In the 2023/24 financial year, data from our Hospital to Home and Good Neighbour services was thoroughly analysed. While most services met demand levels, the Good Neighbour Scheme (GNS) remained oversubscribed, with volunteer recruitment dictating the transition of service users from waiting lists to having a friendly visitor. The team managed this effectively, ensuring those on the waiting list received regular phone support, often through collaboration with Occupational Therapy and Medical students.

During the reporting period, we have maintained a proactive approach to service delivery by conducting monthly reviews of service data and adjusting our provisions accordingly. Regular analysis of declined job requests has allowed us to identify gaps in service and shape the development of new initiatives within our rolling plan. While the Good Neighbour Scheme (GNS) remains our only oversubscribed service, we have enhanced its capacity through a valuable partnership with Sheffield College. By hosting placements for social care students, we have significantly expanded our phone support capabilities, ensuring that everyone on the waiting list receives consistent and meaningful engagement.

These efforts underline our unwavering commitment to reducing loneliness and adapting our services to meet the changing needs of the community.



The Impact We Have

From hospital to home – a lifeline for Derek

Derek, a 72-year-old man from S14, faced significant hurdles after a fall left him hospitalised. With no next of kin and a friend who struggled with her own health issues, Derek's return home seemed uncertain. However, the Hospital to Home team stepped in to provide critical support and ensure a smooth transition back to his flat.

After spending time at the Northern General Hospital and then moving to Pexton Grange for rehabilitation, Derek's independence hung in the balance. His medical history - which included cerebral palsy, a stroke, hypertension, and angina - compounded the challenges. While Derek was able to walk indoors with a quad stick, his flat's stairs posed a new obstacle. The Hospital to Home team became a lifeline.

Our Input

Our involvement began when Derek needed clothes and personal items from his flat. With his friend unable to assist due to mobility issues, a team member and a college student collected Derek's belongings. They also installed a key safe at his flat, with his permission, ensuring easy access for future support.

The team's role expanded a few weeks later when they received further referrals. Derek's flat needed significant adjustments to accommodate his changing needs:

- A hospital bed and commode required the double bed to be moved to a spare room, along with rearranging furniture to create space.
- Furniture was raised for accessibility.
- Potential hazards like trailing wires and rugs were removed.
- Hygiene issues were addressed, including clearing expired food from the fridge and emptying a smelly bin.

Once the hospital bed was delivered, transportation arrangements were made for Derek's return home. The operation required a two-person team and a ramp to navigate the stairs. Upon his arrival, the team ensured Derek was settled in comfortably, providing him with food and a drink. They even made up his hospital bed with donated bedding, as Derek's double bedding was unsuitable.

The support didn't stop there. Recognising the need for ongoing care, the team coordinated with the Back Home program and informed the Good Neighbour Scheme (GNS) to establish a broader safety net.

Outcome

Derek's return home marked the culmination of meticulous planning and compassionate care:

- His flat was transformed into a safer, more accessible space.
- Hygiene concerns were resolved.
- He was linked with community resources for continued support.

The Hospital to Home team's efforts underscore the profound impact of personalised, collaborative care in helping individuals like Derek regain stability and dignity in their own homes.



Compassionate care for Dottie

Dottie, an 81-year-old woman from Sheffield, found herself navigating a deeply challenging period. Following a fall that resulted in hospitalisation, her already difficult situation worsened when her husband passed away during her hospital stay.

Without family or close friends in the city, Dottie's return home was fraught with anxiety. This would be her first time back home since her husband's death, and she worried about facing the loneliness of her home. Recognising the potential for her discharge to fail, Adult Social Care at Northern General Hospital reached out to the Hospital to Home (H2H) team to support Dottie through this emotionally taxing transition.

Our Input

When Adult Social Care flagged Dottie's concerns, the H2H team quickly devised a plan to make her discharge as smooth as possible. They suggested a meet-and-greet arrangement in the hospital's discharge lounge. Julie, an H2H team member, spent time with Dottie, keeping her company while waiting for her medication to be processed. This small act of companionship provided immediate comfort to Dottie during a stressful moment.

Once the medication was ready, Gavin, another team member, was called in to transport Dottie home. The team co-ordinated the timing to align with scheduled visits from City Wide Alarms and Active Recovery, ensuring Dottie wouldn't be left alone.

On arriving home, Dottie became visibly upset, overwhelmed by returning to the home she had shared with her late husband. Sensing her distress, Gavin stayed with her until Active Recovery could take over. During his time at the house, he took practical and compassionate steps to ease her transition:

- He facilitated the fitting of a City Wide Alarm, ensuring Dottie's safety.
- Conducted a thorough check of the house to confirm utilities were functioning and identified no trip hazards.
- Prepared tea and lunch using groceries purchased earlier in preparation for her discharge.

A delay in the arrival of Active Recovery tested the team's ability to adapt. Gavin stayed with Dottie until they arrived, making sure she was never left alone during this vulnerable time. During this waiting period, Adult Social Care contacted the H2H team with additional questions regarding Dottie's risk assessment.

Gavin efficiently provided the necessary details, bridging the gap in communication and ensuring continuity of care.

By 3 p.m., Active Recovery arrived, and Gavin handed over Dottie's care, confident that she was now in safe hands.

Outcome

The collaboration and dedication of the H2H team ensured that Dottie's transition back home was handled with care and empathy. Key achievements included:

- **Emotional Comfort:** Dottie was supported throughout the process, helping her cope with the emotional strain of returning home alone.
- **A Safe Environment:** The H2H team's efforts ensured her home was secure, functional, and free from hazards.
- **Effective Collaboration:** Coordination with City Wide Alarms, Active Recovery, and Adult Social Care guaranteed seamless continuity of care.

This case illustrates how tailored, compassionate interventions can make a critical difference for individuals facing not just physical recovery but significant emotional challenges.



Vulnerable and alone: Alan's journey home

Alan, a 75-year-old gentleman from S2, faced an uncertain future when he was admitted to hospital after being found wandering the streets, confused and unable to recall his own address.

Diagnosed with dementia just months earlier, his world had changed drastically. Until three months prior, Alan was in full-time employment. With no family, his former manager had stepped in to act as his next of kin. Alan's discharge from hospital revealed the depth of his vulnerability and the critical role of the SCCCC team in safeguarding his well-being.

Our Input

When SCCCC team members observed Alan in the hospital's discharge lounge, they noticed troubling signs. Alan was refusing assistance from staff, insisting he was waiting for a taxi. However, he made no effort to arrange one or watch for its arrival. After discussions with the discharge lounge team, SCCCC stepped in to offer transport, recognising Alan's apparent confusion.

The journey home seemed uneventful, but upon arrival, Alan's disorientation became clear. He struggled to locate his keys and became agitated when asked to search his bag. Once inside, his behaviour raised further concerns. Alan spoke about going to work the next day, oblivious to his retirement, and repeatedly attempted to leave for the launderette despite having no laundry. He even tried offering cash to the team member assisting him. SCCCC immediately escalated these concerns to their Operational Lead.

Recognising the need for urgent intervention, the SCCCC team contacted the Home First team, who confirmed that a STIT assessor was scheduled to visit. The SCCCC team member stayed with Alan until the assessor arrived to ensure he wasn't left alone. Later that day, the assessor identified several pressing issues:

- Alan might not hear visitors knocking due to the layout of his HMO.
- The property's lights were non-functional.
- There was no food in the home.

SCCCC acted swiftly. That evening, they returned to fit a key safe, deliver a food parcel, and fix the lighting. They also arranged a follow-up visit to check on Alan and have spare keys cut.

The following day, SCCCC found Alan in a distressing state. He was covered in paint, having seemingly attempted to redecorate his kitchen before accidentally spilling paint on himself, the floor, and the cabinets. The team helped him clean up, provided fresh clothes, and uncovered further concerns:

- Mould was growing on the walls.
- Alan had no clean bedding.
- Buckets of water filled with mouldy laundry were scattered around the home.

A referral was made to the SCCCC Back Home team, who provided intensive support over the next four weeks. They assisted Alan with cleaning, laundry, shopping, and food preparation. During this time, Alan shared a troubling letter from his landlord, which revealed plans to move him to a new room in the property at an increased cost. Such a move would have further disoriented Alan. The Back Home team referred him to the SCCCC Placement Support Officer, tasked with finding suitable housing for vulnerable adults.

Outcome

SCCCC's intervention ensured Alan's immediate safety and addressed his critical needs:

- Basic necessities, including food, hygiene, and a functional living environment, were restored.
- Alan received emotional support to navigate the overwhelming changes in his life.
- Efforts to secure long-term, dementia-appropriate accommodation are ongoing.

Without the SCCCC team's vigilance and coordination, Alan faced significant risks of harm, readmission to hospital, or further decline. This case underscores the vital importance of having skilled support available during hospital discharges to protect and advocate for vulnerable individuals.

Bringing sunshine: Michael's befriending journey

Michael was referred to SCCCC in August 2023 by a Dementia Advisor from our local Dementia charity. Living with a dementia diagnosis and undergoing treatment for skin cancer, Michael faced challenges with his mood and memory.

His wife Claire, his main carer, provided unwavering support, but Michael longed for companionship beyond his family. While awaiting a volunteer befriender, the team kept in touch with regular calls to both Michael and Claire, fostering warm conversations that helped bridge the gap.

Our Input

In March 2024, SCCCC matched Michael with Jane, an experienced volunteer who had been with the organisation since 2021. Jane was ready for a new match after her previous case concluded.

After their first meeting, Jane shared her enthusiasm:

"Michael is a lovely man. We didn't stop talking for two hours, after which I bowed out so as not to wear him out! He's so interesting, and I was able to fill in the 'missing' words from the context of the conversation. Claire has booked me again for a fortnight's time, so I guess it went well from their point of view as well. I'm sure you'll be checking with Claire. I think you made the perfect match here!"

Michael and Jane's visits flourished. By mid-April, Claire called with an update:

"It's not just a 10 out of 10 with Jane. It's a woo-hoo!! All fine with visiting."

Jane's visits became a highlight for both Michael and Claire. As Jane described:

"They are a delightful couple, and Claire and I get on like a house on fire. Michael is really lovely - warm, friendly, and with an impish sense of humour. His memory struggles mostly with names, so we have an ongoing game of 'Name That Town,' which we play with gusto and laughter. I'll have to brush up on football teams from the 50s and 60s! Their positive attitude tells me the match is a success."

Outcome

The relationship continued to grow, and the couple recently sent a heartfelt card:

"Thank you for all you do to offer friendship to those in need. My husband so looks forward to his very special befriender Jane, coming to visit and chat with him. We do so appreciate Jane and those in the office too. You are all breaths of fresh air and bring sunshine to the lives of others. Bless you all!"

Michael's story illustrates the profound impact of SCCCC's befriending service, which supports people with dementia and their carers. Unlike other services, SCCCC assesses individuals on their own merit, offering help where appropriate regardless of living arrangements. This case exemplifies how such visits not only enhance the quality of life for those living with dementia but also provide invaluable social contact and relief for carers like Claire. The ongoing support demonstrates the far-reaching benefits of a program designed with empathy and flexibility at its core.



Our Plans

Our plans for the remainder of the 2024/25 financial year are guided by our three strategic themes: Grow, Embed, and Sustain. These themes frame our efforts to achieve our strategic aims and objectives, which will result in a greater number of older people being supported. Cutting across all these themes are the cross-cutting principles of Equality, Diversity, and Inclusion (EDI), ensuring that our work is accessible, inclusive, and impactful for all.

As we reflect on the past year's achievements and challenges, we remain committed to enhancing our services and adapting to meet the evolving needs of older people in Sheffield and Doncaster. While our new strategic framework is still under development, our direction continues to be shaped by the principles that have defined SCCCC's work for over five decades: compassion, innovation, and a steadfast dedication to improving the lives of those we serve.

Priorities for the Coming Year

1. Expanding Our Reach and Services

- Continuing to support older people through our existing initiatives such as the Hospital to Home Programme and Good Neighbour Scheme.
- Exploring opportunities to extend our services to new geographic areas, including further integration into the wider South Yorkshire region.
- Developing innovative projects to meet emerging needs, ensuring our services remain responsive and impactful.

2. Strengthening Our Volunteer Network

- Recruiting and training more volunteers to meet the growing demand for our services.
- Ensuring that volunteers feel valued and supported, with opportunities for skill development and meaningful engagement.

3. Championing Diversity and Inclusion

- Embedding equality, diversity, and inclusion in all aspects of our work, ensuring our services are accessible to all older people regardless of background.
- Building stronger connections with underrepresented communities to broaden our reach and understanding.

4. Enhancing Organisational Resilience

- Investing in staff development to maintain high standards of service delivery.
- Reviewing and strengthening our fundraising strategies to ensure financial sustainability.
- Embracing innovation to improve operational efficiency and service quality.

5. Fostering Collaboration and Partnerships

- Strengthening our relationships with health and social care organisations to enhance care pathways for older people.
- Leveraging partnerships to explore new funding opportunities and amplify our collective impact.



Our Ongoing Mission

At the heart of our efforts is a clear and enduring mission: to provide a helping hand to older people when they need it most. Whether addressing loneliness, enhancing well-being, or creating a more connected community, we are committed to making a meaningful difference. With the continued support of our partners, donors, and volunteers, we are confident in our ability to meet the challenges ahead and build a brighter future for the people we serve.

Governance Structure and Management

The Charity is a Charitable Incorporated Organisation (CIO) governed according to a Charity Commission Foundation Model Constitution dated 6th July 2016 and is therefore detailed and fit for purpose and protects the continuation of the charity.

Objectives and Aims

The objects of the CIO are for the public benefit:

1. To provide relief for those in need in Sheffield and neighbouring districts by reason of age, ill-health, disability, financial hardship or other disadvantage by the provision of goods and services, in particular but not exclusively by providing:
 - a) Assistance and aftercare for patients following admission to or discharge from hospital or other care facility;
 - b) Practical and emotional support for those in need to improve the quality of life of those who are residing in their own homes;
 - c) Delivery of emergency goods and medical related equipment to assist people in need in their homes; and
 - d) Assistance and support to prevent admission or re-admission to hospital or other after care facility.

The charity works with statutory and other voluntary agencies to provide packages of care for vulnerable people: specifically to relieve poor, sick, elderly or disabled persons in South Yorkshire by providing or assisting in the provision of services calculated to reduce the need, hardship or distress of such persons.





The University
Of
Sheffield.

Public Benefit

In planning the Charity's activities, the trustees consider the specific objectives of the charity, along with its vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future objectives to make sure that our work continues to deliver the most benefit against our charitable objectives.

This report contains more information on the way our work has benefited older people and their families over the last 22 months, measured against objectives set at the beginning of 2022.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

We want to place SCCCC at the heart of the community it serves. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our service users and their carers. The current services delivered by SCCCC are:

- **Good Neighbour Scheme**

- Friendly Visiting
- Care Home Placement
- Pen Pal Scheme
- Telephone Support

- **Hospital to Home Scheme**

- Hospital After Care Scheme
- A&E to Home Scheme
- Winter Pressures Service
- Back Home Service

The schemes are co-ordinated by a team of staff and a large amount of the work is carried out by volunteers currently numbering around 182 who not only live in Sheffield but also other areas of the UK and overseas too.

Our volunteers come from a wide range of backgrounds and vary in age from 18 to 93.

The people who benefit from our services are mainly much older people. Some might be quite frail or described as "vulnerable". This might be because of their physical or mental health, or long-term conditions such as coronary heart disease, diabetes or the impact of a stroke. Many of those we now help have a combination of these conditions and may have lost their partners and many of their friends and may be socially isolated.

A significant number do not have any family living in Doncaster or Sheffield, or even the wider South Yorkshire area, and frequently the help we provide for the service user also helps relatives and friends who devote themselves to caring for a loved one too.

SCCCC strives to work in collaboration with its partners in both the statutory and independent sector to provide a flexible and responsive service for all its stakeholders. Referrals are taken from teams of health and social care professionals based in GP practices and community teams, as well as the Royal Hallamshire Hospital, Weston Park Hospital, the Northern General Hospital, Doncaster Royal Infirmary, Mexborough Montagu Hospital and Tickhill Road Hospital. Referrals are also made by family carers and by the service users themselves.

SCCCC operates from 8am - 6pm Monday to Friday and also has an out of hours service that operates in the evenings and at weekends.

In the 22 months covered by this report, the schemes have taken **14,221** referrals and helped **5,482** older people and their families.

Governance and Management

The overall management and control of the charity rests with the individual members of the Board of Trustees who give their time freely and receive no remuneration or other financial benefits. The charity's Trustees meet in accordance with the Constitution which requires the presence of at least two or, if greater, a third of its members to form a quorum. The Board may appoint a Chairperson and revoke such appointment at any time. All business is decided by a simple majority, each Trustee having one vote. In the event of an equality of votes, the Chairperson of the meeting has a second or casting vote. The Trustees are responsible for decisions taken in relation to the strategic running of the charity but the day to day running of the charity is delegated to staff.

Trustee committees

The Trustees delegate responsibility for more detailed consideration of the Charity's affairs to four sub-groups, each including at least two places for trustee members, chaired by a trustee and reporting to the Board of Trustees. These sub-groups are:

- Finance
- HR and Policies
- Strategy and Service Development (Revised to Service Development and Quality Improvement in October 2023)
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing Trustees are responsible for the recruitment of new Trustees. The Trustees having undertaken a skills audit have identified specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every appointed trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. Trustees retiring at the end of their term are eligible for reappointment. A charity trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least one year.

There shall be a minimum of 5 trustees and a maximum of 12. At the end of the reporting period there were 9 trustees.

Following appointment, new trustees are introduced to their new roles and given a trustee's handbook that covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the charity's Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist to ensure everything is covered and signed off is included. All trustees are DBS checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, the charity benefits immensely from the services provided by volunteers. In the 22 months covered by this report the charity had an average of 180 volunteers, completing more than 16,000 volunteer hours between them. This volunteer contribution was mainly to support our Good Neighbour Scheme, but volunteers also helped out in many other ways such as through fundraising, office administrative support, or by helping the Hospital to Home Team.

The trustees would like to take this opportunity to thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the Board of Trustees. There is an overarching Risk Management policy which involves a regular review of key risks faced by the charity, and setting up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. An annual review of the risk register also takes place.

The trustees also have in place policies addressing the main operational risk areas and they aim to use best practice. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing SCCCC are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Because of the reliance identified above we need to take account of changing economic, policy and social conditions that may affect individual supporters, corporate donors, and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and a continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the longer-term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure that fundraising is carried out to high ethical standards. Investment continues in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers.

Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.

- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users and supporters in order to understand their needs and offer an improved service. We have a data protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, volunteers, service users and others working with us is a prime concern. A significant proportion of staff and volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and a health and safety summary is reported to the trustees at quarterly meetings.



Financial Review

Since April 2023, the UK's health and social care systems have continued to face significant challenges and transformations, driven by increasing demand, funding pressures, and national policy shifts. Major changes across adult social care have sought to address long-standing issues of capacity, integration, and accessibility. At the same time, the NHS has faced continual operational and commissioning changes, driven by a focus on efficiency and aligning with national priorities. This evolving landscape demands adaptability from all stakeholders, including voluntary sector organisations like SCCCC.

In the NHS, initiatives to improve hospital discharge processes, such as the introduction of the "Discharge Ready Date" and the £600 million Adult Social Care Discharge Fund, have been pivotal in reducing delays and improving patient flow. However, these measures have not alleviated the broader challenges the NHS faces, including an unsustainable financial deficit of £1.4 billion, widespread staff shortages, and aging infrastructure. Plans to modernise the NHS, including expanding surgical hubs and diagnostic centres, aim to improve service delivery and reduce waiting lists, but their success depends on long-term investment and effective workforce strategies. Furthermore, national priorities, such as reducing waiting times and improving integration between health and social care, continue to reshape how services are commissioned and delivered.

Local authorities, particularly in Sheffield and Doncaster, have faced acute financial pressures. Years of funding reductions have left councils with significant deficits - Sheffield projects a £61.2 million gap over four years - and rising demand for services. Social care funding has decreased by 29% in Sheffield and 27% in Doncaster since 2010, resulting in reduced capacity to meet the needs of vulnerable populations. The Labour government has proposed a National Care Service to provide free adult social care, but implementation delays until 2028 mean that immediate challenges remain unresolved. Local authorities continue to rely on short-term funding boosts and difficult cost-saving measures to sustain services.

Against this backdrop, SCCCC has worked diligently to adapt to the shifting health and social care environment. As a voluntary sector provider, SCCCC recognises the importance of remaining agile and responsive to these changes. The trustees acknowledge that increasing pressures on income, alongside growing competition from other agencies, pose significant challenges.

Despite these obstacles, SCCCC has made remarkable achievements this year, building on its reputation as a trusted partner in supporting older people.

The trustees are clear, however, that the organisation cannot be complacent. They emphasise the need to ensure that SCCCC's services remain relevant, fit for purpose, and deliver value for money. To achieve this, further work will be undertaken in key strategic and operational areas. This includes exploring innovative service delivery models, strengthening partnerships with health and social care providers, and securing sustainable funding streams. These efforts will enable SCCCC to maintain its growth, meet the evolving needs of its service users, and continue to play a vital role in the health and social care ecosystem.

By proactively addressing these challenges, SCCCC is positioning itself to remain resilient and effective in supporting older people during a time of unprecedented change. The organisation is committed to ensuring its services meet the highest standards, while also contributing to broader efforts to improve the health and social care system for all.

Overview

The financial statements in this report are for the year ended 31 March 2024. Total income in the year was £937,027, of which £405,772 was restricted funds. Income from fundraising was £176,530. Charitable expenditure was £852,356.

Income exceeded expenditure for the year by £84,671. Total reserves at the financial year end are £718,010. More details are provided in the financial statements on the following pages and the notes that accompany them.

Reserves Policy

SCCCCC has reviewed and updated its reserves policy during the reporting period. Every aspect of financial activity is carefully monitored, and every effort is made to control all expenditure. The trustees have conducted a review of the major risks to which SCCCC is exposed and established systems and procedures to mitigate risks in every area of activity.

The main risk for the organisation is its reliance on one or two statutory sector funders as the main source of its income. The situation is being closely monitored and careful attention is being paid to maintaining the relationship with these funders so that any changes in its financial priorities and related impact on SCCCC can be anticipated. Recognising this risk, SCCCC is actively investigating ways to diversify its funding.

This approach ensures that we can maintain reserves at a level that enables the charity to manage financial risk and sustain services. To this end trustees have set a reserve target of £513,755, held for the following purposes:

- Statutory obligations (including redundancy costs).
- Provide a 4-month commitment to our vulnerable service users to wind up the affairs of the charity in an orderly fashion, in the event that the trustees cease to be confident in SCCCC's ability to continue.
- A working capital facility.

This target level of reserves represents a decrease of £19,683 compared to the previous policy set in March 2023. The adjustment reflects a detailed recalculation of the reserves required, moving away from a standard six-to-nine-month running cost approach. Trustees aim to balance the needs of SCCCC's service users with the organisation's financial risks. Global events, including COVID-19, the war in Ukraine, and ongoing conflicts in Israel, Syria, and across the wider Middle East, highlight the increasing unpredictability of external factors that can impact financial stability.

At the year-end SCCCC held free reserves of £225,044, being general unrestricted funds excluding designated funds. Whilst we no longer calculate our free reserves in terms of 'x months running costs' it is still a useful metric to know, and therefore for this purpose our free reserves represent 3.2 months of committed expenditure cover. More importantly however, it should be noted that our level of free reserves is below the target level of reserves.

Notwithstanding the above, the charity plans to utilise its reserves in a managed fashion through investment in strategic priorities. The charity has plans to expand its services in 2024/25 with the addition of new workers for both the Good Neighbour Scheme and Hospital to Home Scheme.

Restricted reserves must be applied to the specific purpose(s) intended by the donor so do not form part of the free reserves; funds totalled £301,696 at the year end and are planned to be expended in 2024/25.

Designated funds have been established by the Board and are excluded from free reserves. They are as follows:

- The charity's interest in fixed assets including new vehicle investments and leasehold improvements of premises.
- The dilapidations fund that is for future leasehold dilapidations.
- A strategic fund that is able to fund new posts including for an additional Good Neighbour Scheme Co-ordinator - who will enhance the support we can provide to our service users; and an additional Support Worker - Admission Avoidance and Discharge Support to ensure we can continue to meet the demand for support.



Principal sources of funds

The trustees acknowledge the progress made this year in securing a broader range of funding but recognise the need to make a strong case for increased long-term funding to ensure the sustainability of SCCCC's operations. Changes in government and shifts in national policy present both opportunities and challenges, particularly as they influence funding streams and increase operational costs. Rising employer costs, such as National Insurance contributions and the National Minimum Wage, add financial pressure to an already strained funding landscape. While the economic shock of the COVID-19 pandemic is now in the past, its legacy - combined with ongoing inflation and a volatile economic climate - continues to impact fundraising capacity and the financial health of the charitable sector, and it is situations such as this that highlight the importance of carefully monitoring trends and adapting our financial strategies accordingly.

SCCCC's principal sources of funding come from Sheffield City Council, South Yorkshire Integrated Care Board (Sheffield Place), and the City of Doncaster Council. These funds are secured through service level agreements, contracts, or grant agreements that are renewed annually. This core funding underpins vital services, including A&E to Home, Back Home Sheffield, Care Home Placement, the Good Neighbour Scheme, Home from Hospital (Doncaster), Hospital Aftercare, and Hospital to Home. However, these funds do not cover all essential costs, such as certain staff salaries, staff training, IT infrastructure, publicity, and expenses related to supporting our volunteers. This funding gap necessitates additional income sources to maintain and expand our services. Additional funding is sourced from grants provided by charitable trusts and foundations, which are critical for supporting volunteer activities and developing new initiatives. Donations from local churches and individual donors are steadily growing, particularly from those participating in sponsored activities or attending events. Private sector organisations also contribute through in-kind donations, such as services and free room hire, which help to offset operational costs. We remain deeply appreciative of the professionals who donate their time and expertise, as well as the community of supporters who continue to prioritise our work.

While the direct impacts of the pandemic have largely subsided, the financial environment remains challenging due to broader economic instability and increased operational costs. Despite these pressures, SCCCC achieved notable success in securing additional income. Approximately £548,000 in grants and contracts from the South Yorkshire Integrated Care Board were secured for both existing and new projects, with these funds extending into the 2024/25 financial year. This achievement reflects the determination of our team and the generosity of our supporters. However, we must remain vigilant and proactive, particularly as inflation and changes to public sector funding could further constrain resources.

We extend our sincere gratitude to everyone who supported SCCCC during 2023/24. This includes local churches, individual donors, and companies that fundraised, donated, or provided in-kind support. Each contribution, regardless of size, helps us continue our vital work improving the lives of older people in Sheffield and Doncaster. While the Annual Accounts cover the financial year 2023/24, this report also addresses developments up to January 2025, highlighting financial impacts and achievements during this time. Looking ahead, SCCCC is committed to adapting to ongoing challenges, strengthening its funding base, and delivering essential services that make a lasting impact in the community.



Statement of trustees' responsibilities

in respect of the trustees' annual report and the financial statements

The trustees are responsible for preparing the Trustees' Report and Accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

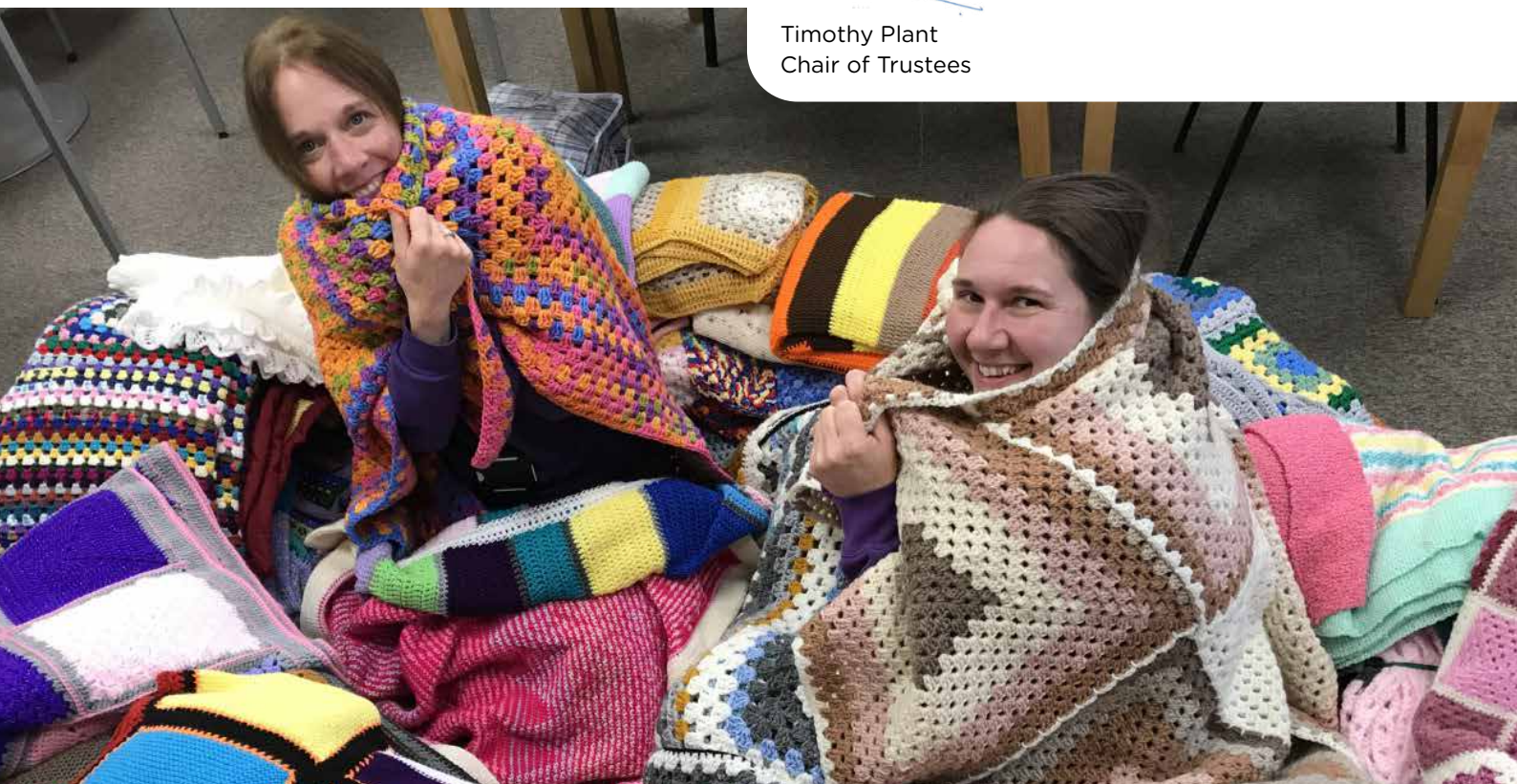
The trustees are responsible for keeping sufficient accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the accounts comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust Deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that to the best of their knowledge there is no information relevant to the independent examination of which the examiner is unaware. The trustees also confirm that they have taken all necessary steps to ensure that they themselves are aware of all relevant information and that this information has been communicated to the examiner.

This report was approved by the Board of Trustees, on 23rd January 2025 and signed on their behalf by:



Timothy Plant
Chair of Trustees



Independent Examiners Report

to the trustees of Sheffield Churches' Council for Community Care
(‘the Company’)

Independent examiner’s report to the trustees of Sheffield Churches’ Council For Community Care (‘the Company’)

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity’s trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (‘the 2006 Act’).

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity’s accounts as carried out under Section 145 of the Charities Act 2011 (‘the 2011 Act’). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Independent examiner’s statement

Since your charity’s gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.

Andy E Froggatt, FCCA
Royston Parkin Limited
2 President Buildings, Savile Street East
Sheffield, South Yorkshire, S4 7UQ

23 January 2025

**Sheffield Churches' Council For
Community Care**

**Statement of Financial Activities
for the year ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	519,910	405,772	925,682	533,446
Investment income	3	11,345	-	11,345	2,462
Total		<u>531,255</u>	<u>405,772</u>	<u>937,027</u>	<u>535,908</u>
 EXPENDITURE ON					
Charitable activities	4				
Charitable		<u>838,940</u>	<u>13,416</u>	<u>852,356</u>	<u>660,329</u>
 NET INCOME/(EXPENDITURE)					
Transfers between funds	14	(307,685)	392,356	84,671	(124,421)
		<u>164,954</u>	<u>(164,954)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(142,731)	227,402	84,671	(124,421)
 RECONCILIATION OF FUNDS					
Total funds brought forward		559,045	74,294	633,339	757,760
 TOTAL FUNDS CARRIED FORWARD		<u><u>416,314</u></u>	<u><u>301,696</u></u>	<u><u>718,010</u></u>	<u><u>633,339</u></u>

**Sheffield Churches' Council For
Community Care**

**Balance Sheet
31 March 2024**

	Notes	Unrestricted funds £	Restricted fund £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	10	19,403	40,673	60,076	76,186
CURRENT ASSETS					
Debtors	11	58,928	-	58,928	54,072
Cash at bank and in hand		493,524	261,023	754,547	915,949
		552,452	261,023	813,475	970,021
CREDITORS					
Amounts falling due within one year	12	(155,541)	-	(155,541)	(412,868)
NET CURRENT ASSETS		396,911	261,023	657,934	557,153
TOTAL ASSETS LESS CURRENT LIABILITIES					
		416,314	301,696	718,010	633,339
NET ASSETS		416,314	301,696	718,010	633,339
FUNDS					
14					
Unrestricted funds:					
General fund				225,044	509,541
Designated funds				191,270	49,504
				416,314	559,045
Restricted funds:					
RESTRICTED				301,696	74,294
TOTAL FUNDS				718,010	633,339

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

continued...

**Sheffield Churches' Council For
Community Care**

**Balance Sheet - continued
31 March 2024**

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 23 January 2025 and were signed on its behalf by:

S Lamb - Trustee

**Sheffield Churches' Council For
Community Care**

**Cash Flow Statement
for the year ended 31 March 2024**

Notes	2024 £	2023 £
Cash flows from operating activities		
Cash generated from operations 1	(168,619)	314,022
	<hr/>	<hr/>
Net cash (used in)/provided by operating activities	(168,619)	314,022
	<hr/>	<hr/>
Cash flows from investing activities		
Purchase of tangible fixed assets	(4,128)	(74,795)
Interest received	11,345	2,462
	<hr/>	<hr/>
Net cash provided by/(used in) investing activities	7,217	(72,333)
	<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period	(161,402)	241,689
Cash and cash equivalents at the beginning of the reporting period	915,949	674,260
	<hr/>	<hr/>
Cash and cash equivalents at the end of the reporting period	754,547	915,949
	<hr/> <hr/>	<hr/> <hr/>

**Sheffield Churches' Council For
Community Care**

**Notes to the Cash Flow Statement
for the year ended 31 March 2024**

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	84,671	(124,421)
Adjustments for:		
Depreciation charges	20,237	20,693
Interest received	(11,345)	(2,462)
(Increase)/decrease in debtors	(4,856)	37,779
(Decrease)/increase in creditors	(257,326)	382,433
Net cash (used in)/provided by operations	<u>(168,619)</u>	<u>314,022</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	915,949	(161,402)	754,547
	<u>915,949</u>	<u>(161,402)</u>	<u>754,547</u>
Total	<u>915,949</u>	<u>(161,402)</u>	<u>754,547</u>

Sheffield Churches' Council For Community Care

Notes to the Financial Statements for the year ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures, fittings & equipment	10%/20% reducing balance or 33% straight line
Motor vehicles	25% reducing balance

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

1. ACCOUNTING POLICIES - continued

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2. DONATIONS AND LEGACIES

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Charitable activities	366,427	-	366,427	300,105
Donations and gifts	138,466	-	138,466	50,091
Grants	15,017	405,772	420,789	183,250
	<u>519,910</u>	<u>405,772</u>	<u>925,682</u>	<u>533,446</u>

Grants received, included in the above, are as follows:

	2024 £	2023 £
grant received	<u>420,789</u>	<u>183,250</u>

3. INVESTMENT INCOME

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Deposit account interest	<u>11,345</u>	<u>-</u>	<u>11,345</u>	<u>2,462</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Charitable	<u>839,108</u>	<u>13,248</u>	<u>852,356</u>

5. SUPPORT COSTS

	Finance £	Governance costs £	Totals £
Charitable	<u>954</u>	<u>12,294</u>	<u>13,248</u>

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024 £	2023 £
Share of governance costs	1,650	2,880
Depreciation - owned assets	20,238	20,692
Hire of plant and machinery	11,611	9,159
Other operating leases	<u>31,076</u>	<u>28,526</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

8. VOLUNTEER EXPENSES

	2024	2023
	£	£
Wages and salaries	588,706	429,516
Social security costs	40,945	39,246
Other pension costs	14,951	10,439
	<u>644,602</u>	<u>479,201</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Co-ordinators	22	17
Administration and Management	7	5
Fundraising	2	2
	<u>31</u>	<u>24</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	1	1

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	521,696	11,750	533,446
Investment income	2,462	-	2,462
Total	<u>524,158</u>	<u>11,750</u>	<u>535,908</u>
EXPENDITURE ON			
Charitable activities			
Charitable	636,022	24,307	660,329
NET INCOME/(EXPENDITURE)	(111,864)	(12,557)	(124,421)
RECONCILIATION OF FUNDS			
Total funds brought forward	670,909	86,851	757,760

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted fund £	Total funds £
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	559,045	74,294	633,339
	<u> </u>	<u> </u>	<u> </u>

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Motor vehicles £	Totals £
COST			
At 1 April 2023	34,246	92,387	126,633
Additions	4,128	-	4,128
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2024	38,374	92,387	130,761
	<u> </u>	<u> </u>	<u> </u>
DEPRECIATION			
At 1 April 2023	17,588	32,859	50,447
Charge for year	5,356	14,882	20,238
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2024	22,944	47,741	70,685
	<u> </u>	<u> </u>	<u> </u>
NET BOOK VALUE			
At 31 March 2024	15,430	44,646	60,076
	<u> </u>	<u> </u>	<u> </u>
At 31 March 2023	16,658	59,528	76,186
	<u> </u>	<u> </u>	<u> </u>

All of the above assets are used in the furtherance of charitable activities.

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	33,622	21,812
Other debtors	3,541	3,541
Prepayments and accrued income	21,765	28,719
	<u> </u>	<u> </u>
	58,928	54,072
	<u> </u>	<u> </u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	5,275	12,543
Other creditors	2,426	49
Accruals and deferred income	147,840	400,276
	<u>155,541</u>	<u>412,868</u>

13. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	<u>-</u>	<u>12,393</u>

14. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	Transfers between funds	At 31.3.24
	£	£	£	£
Unrestricted funds				
General fund	509,541	(307,685)	23,188	225,044
Designated funds	49,504	-	141,766	191,270
	<u>559,045</u>	<u>(307,685)</u>	<u>164,954</u>	<u>416,314</u>
Restricted funds				
RESTRICTED	74,294	392,356	(164,954)	301,696
	<u>633,339</u>	<u>84,671</u>	<u>-</u>	<u>718,010</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	531,255	(838,940)	(307,685)
Restricted funds			
RESTRICTED	405,772	(13,416)	392,356
	<u>937,027</u>	<u>(852,356)</u>	<u>84,671</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	550,909	(111,864)	70,496	509,541
Designated funds	120,000	-	(70,496)	49,504
	<u>670,909</u>	<u>(111,864)</u>	<u>-</u>	<u>559,045</u>
Restricted funds				
RESTRICTED	86,851	(12,557)	-	74,294
	<u>86,851</u>	<u>(12,557)</u>	<u>-</u>	<u>74,294</u>
TOTAL FUNDS	<u>757,760</u>	<u>(124,421)</u>	<u>-</u>	<u>633,339</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	524,158	(636,022)	(111,864)
Restricted funds			
RESTRICTED	11,750	(24,307)	(12,557)
	<u>535,908</u>	<u>(660,329)</u>	<u>(124,421)</u>
TOTAL FUNDS	<u>535,908</u>	<u>(660,329)</u>	<u>(124,421)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	550,909	(419,549)	93,684	225,044
Designated funds	120,000	-	71,270	191,270
	<u>670,909</u>	<u>(419,549)</u>	<u>164,954</u>	<u>416,314</u>
Restricted funds				
RESTRICTED	86,851	379,799	(164,954)	301,696
	<u>86,851</u>	<u>379,799</u>	<u>(164,954)</u>	<u>301,696</u>
TOTAL FUNDS	<u>757,760</u>	<u>(39,750)</u>	<u>-</u>	<u>718,010</u>

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,055,413	(1,474,962)	(419,549)
Restricted funds			
RESTRICTED	417,522	(37,723)	379,799
TOTAL FUNDS	<u>1,472,935</u>	<u>(1,512,685)</u>	<u>(39,750)</u>

15. RELATED PARTY DISCLOSURES

The trustees review payments made to employees in equivalent managerial positions in similar organisations when considering the levels of pay for key managers. The trustees also take in to consideration the ability of the charitable company to be able to pay such salaries.

16. TRANSACTIONS WITH RELATED PARTIES

During the year the charity entered into the following transactions with related parties:

Grant received from National Lottery £Nil (2023 - £2,760)

J Mothersole is a trustee of the National Lottery.

17. RESTRICTED FUNDS

The funds received for the Hospital Sunday and Volunteer funds are mainly used to reimburse costs incurred by the volunteers such as mileage and travel costs, DBS checks and relevant administrative costs.

National lottery funding has been received for the Inclusive Community Care project. This project aims to help tackle the problem of loneliness and isolation around Sheffield within the Black, Asian and Minority Ethnic communities.

The Vehicle funds were received from the ICB for the Winter Pressures Service and are primarily used to purchase and adapt a 4x4 Utility Vehicle to support the discharge of patients from hospital and to give assistance to health and social care workers to reach patients who are cut off due to terrain or inclement weather.

The Device Loan Scheme provides funds to help people who are digitally excluded to get online. It does not pay for the devices themselves but does pay for costs related to internet connections etc.

continued...

**Sheffield Churches' Council For
Community Care**

**Notes to the Financial Statements - continued
for the year ended 31 March 2024**

17. RESTRICTED FUNDS - continued

The Marjorie Coote Older People's Charity, Westfield, Cutlers Company, Sheffield Town Trust and Arnold Clark funding were all received to partly fund employees wages.

All restricted funds are considered to have sufficient resources held in an appropriate form to enable them to be applied in accordance with the restrictions.

**Sheffield Churches' Council For
Community Care**

**Detailed Statement of Financial Activities
for the year ended 31 March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Charitable activities	366,427	300,105
Donations and gifts	138,466	50,091
Grants	420,789	183,250
	<hr/> 925,682	<hr/> 533,446
Investment income		
Deposit account interest	11,345	2,462
	<hr/> 937,027	<hr/> 535,908
EXPENDITURE		
Charitable activities		
Wages	588,706	429,516
Social security	40,945	39,246
Pensions	14,951	10,439
Travelling	11,611	9,159
Rent,rates and car parking	31,076	28,526
Insurance	7,478	5,520
Light and heat	7,703	5,690
Telephone	12,601	16,517
Postage and stationery	12,077	9,120
Advertising	2,998	-
Sundries	4,942	14,482
Repairs and computer maint	9,469	17,115
Vehicle expenses	16,431	15,792
Training	15,245	166
Recruitment	6,164	4,229
Project expenses	6,676	4,708
Computer / IT expenses	18,190	-
Subscriptions	8,670	-
Volunteer expenses	2,938	2,424
Fixtures and fittings	5,355	8,005
Motor vehicles	14,882	12,688
	<hr/> 839,108	<hr/> 633,342
Support costs		

**Sheffield Churches' Council For
Community Care**

**Detailed Statement of Financial Activities
for the year ended 31 March 2024**

	2024 £	2023 £
Support costs		
Finance		
Bank charges	954	877
Governance costs		
Share of governance costs	1,650	2,880
Accountancy fees	10,644	8,136
Legal fees	-	15,094
	<hr/> 12,294 <hr/>	<hr/> 26,110 <hr/>
Total resources expended	852,356	660,329
Net income/(expenditure)	84,671	(124,421)

This page does not form part of the statutory financial statements



Corporate Information

Sheffield Churches' Council for Community Care

(A charitable incorporated organisation).
Also known as SCCCC.

Principal address

Unit 19 President Buildings
Savile Street East
Sheffield
South Yorkshire
S4 7UQ
Telephone 0114 250 5293
Website www.scccc.co.uk

Registered charity number

1168077

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Tim Plant (Chair)
Anne Jennings
Claire Revitt
Javed Khan
John Mothersole

Linda Browell

Dr Om Prakash Purohit (Appointed on
25th April 2024)

Paul Teasdale (Appointed 7th February 2024 -
Resigned 24th June 2024)

Prof. Peter Skipworth (Resigned 2nd October 2023)

Russell McSweeney

Simon Lamb

Chief Executive Officer

Mark Storey, DL

Independent Examiner

Andy E Froggatt, FCCA, Royston Parkin Limited,
2 President Buildings, Savile Street East,
Sheffield, S4 7UQ

Solicitors

Counterculture Partnership LLP,
Unit 115 Ducie House, Ducie Street,
Manchester, M1 2JW

Bankers

Unity Trust Bank plc, 9 Brindley Place,
Birmingham, B1 2HB.

Triodos Bank, Deanery Rd, Bristol BS1 5AS.

National Westminster Bank plc, 42 High Street,
Sheffield, S1 2GE



Thank you to our supporters

We would like to thank everyone who supported the work of SCCC during 2023/24 and since the end of the financial year, including all the individuals and companies who have fundraised for us. Each donation makes a big difference and supports us to continue to have a significant impact on the wellbeing of older people in Sheffield.

We give particular thanks for the financial support given by:

AESEAL
 Airmaster Air Conditioning
 Andy Hanselman Consulting
 Barratt Developments plc
 Benchmark Recruit
 BIDBI
 Big Yellow Self Storage Bramall Lane
 Church of St Columba

DL Storage Handling Company
 Doncaster Culture and Leisure Trust
 Dore Methodist Tuesday Group
 DWP
 Ecclesfield Deanery Synod
 Elsie Pilkington Charitable Trust
 Firth Park Coffee Club
 Fox Valley

Gotcha Murder Mysteries
 Gripple
 GSK
 Health Education England
 HM Burdall Charity
 Lavang
 Live and Learn
 MAKE YOUR MARK UK
 Marjorie Coote Old Peoples Charity Fund



Mason Thomas Law
 Medequip
 Nether Edge Women's Institute
 NHS Sheffield CCG
 NISA Making a Difference Locally
 Norton Lees Care Home and Lodge
 Pexton Grange
 Pricecheck
 St Andrew's Psalter Lane
 St Andrew's United Reform Church
 St James Place Charitable Foundation
 Sheffield Church Burgesses Trust
 Sheffield City Council
 Sheffield General Benevolent Society

Sheffield Mobility
 Sheffield Town Trust
 Sisters of Mercy
 Skipton Building Society
 South Yorkshire Community Foundation
 South Yorkshire Integrated Care Board
 STA15
 Tesco Extra
 The Big Give Trust
 The Charles and Elsie Sykes Trust
 The Cutlers Company
 The Hospital Saturday Fund
 The Mark Benevolent Fund
 The Sheffield College
 The Together Fund

The Zachary Merton and George Woofindin Convalescent Trust
 Tootley Rise Methodist Church
 Trinity United Reform Church
 Twelve Trees Ltd
 UK Firewalk
 Unite the Union
 Westbourne House
 Westfield Health Giving Back Committee
 Why Change?
 Woodlands Primary School
 World of Super Heroes
 Woskow Brown
 Yorkshire Building Society
 Individual donors and fundraisers



The Trustees would like to thank everyone who has supported us financially or through volunteering their valuable time and skills.

Because of your generosity we've been able to achieve much more than we normally would, helping many more people out of hospital and preventing loneliness and isolation for many more older people who sometimes don't see anyone from one week to the next. Thanks to your support we can continue to give the kind of help that older people sometimes need.

We remain committed to supporting older people where and when they need us, in hospital, on discharge from hospital or in their own homes. We will do this by working in partnership and by using our resources effectively.

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