



Inter Care Annual Review 2019-2020

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A Message from Alan Mellor, Chair of Inter Care's Board of Trustees



DESPITE UNPRECEDENTED CHALLENGES IN THE YEAR TO AUGUST 2020, INTERCARE ACHIEVED HIGH OUTPUT LEVELS AND STRENGTHENED ITS POSITION FOR THE YEAR AHEAD.



Our strategic focus remained unchanged. We continued to ship high levels of Health Care Goods(HCGs), purchased some medicines and received medical donations from pharmaceutical companies and wholesalers. The wholesale value of shipments was £553,377, down 19% on last year but a highly creditable performance; the warehouse was closed from March to July and government rulings effectively banned the export of HCGs during that period. Following last year's successful pilot container shipment to Sierra Leone, we were pleased to boost performance in July with a container sent to Malawi valued at £127,000.

Income at £211,861 was only 9% down on last year, a real success story in highly unusual circumstances. Costs were tightly controlled and benefitted from reduced shipping costs and a contribution to employment expenses via the Coronavirus Job Retention Scheme. Overall, we generated a surplus for the year of £39,394, enabling us to carry forward reserves of £153,034, comfortably in line with our

prudent policy of maintaining minimum reserves of £70,000 to cover the costs of a hypothetical wind up of the charity. Conditions in the current year (2020/21) are unpredictable. However, we have started the year strongly with high shipment levels, largely as a need to restore much needed supplies to our African partners. Assuming a gradual return to normal conditions, we plan that the current year will be one of strong growth. Higher volumes combined with substantial increases in airfreight costs will reduce reserves. Inter Care's need for financial donations from our generous supporters remains as acute as ever.

In the staff area Claudia Coxon, Anita Fletcher and Bill Johnson showed immense loyalty, commitment and flexibility. They moved from furlough to part time working and now (early 20/21) back to full time employment. We decided that Phil Riley should remain as our single non furloughed employee in order to maintain momentum and continuity in the critically important area of grant fundraising, a decision that was fully vindicated by Phil's excellent performance in generating income of £126,558. As always, Inter Care was led admirably by Diane Hardy who successfully navigated the challenges of lockdown and remote working.

Our marvelous volunteers, now numbering around forty five, showed great loyalty when they were not always able to attend Inter Care premises to perform their normal activities.

The Trustee Board was stable throughout the year with all members contributing successfully. Particular thanks are due to Kathryn Garnett, Jean Widdowson and Carol Austin who maintained vital administration and communication services in the difficult period of staff furloughs.

In the current year(20/21),we plan to increase substantially the total value of goods sent by container; two containers will be sent, offering major reductions in per kilo shipping costs, especially for bulkier, weightier items such as wheelchairs and laboratory equipment. Also, we are forming an increasingly valuable partnership with Action Medeor from whom we purchase medicines at very attractive prices for distribution in Tanzania and Malawi. Action Medeor is a European NGO which provides logistics backup and enables Inter Care to provide in country support while avoiding increasingly restrictive import regulations.

While we sincerely hope that the 2019/20 year will not be repeated, we are proud that Inter Care is in such good shape. We can be confident in our future success because of the undoubted loyalty of our staff, volunteers, trustees, financial donors and medical donors. Above all, we feel sure that, given a return to normality, we can quickly restore increased levels of supply to our wonderful, deserving African partners.

Alan Mellor
Chair of Board of Trustees

Celebrating Inter Care's Achievements



We started the year with the best intentions of increasing our support and sending more medical supplies to the partners we work with in Africa. Then COVID-19 came along and interrupted those plans. One benefit of being a smaller-sized charity is that we are able to make management decisions quickly and take action to adapt our processes.

When the Government banned the export of PPE early in the first lockdown, we changed our process to support local medical settings by donating the remainder of our PPE supplies from the warehouse. This is the first time in Inter Care's history we have sent supplies to assist places in the UK. The project was a resounding success - we donated bespoke deliveries of PPE to; 20 care homes, including LOROS hospice, across Leicestershire and Nottinghamshire, and, 10 Doctors surgeries in the Leicester area.



"It is very stressful and we're working really hard. We've got a fantastic team of people here working round the clock, keeping our residents safe. Thank you Inter Care, Thank you."



We constantly reflect to learn the best way forward. Now our focus shifts back to supporting the population of sub-Saharan Africa, to come up with more efficient ways to support them with medical supplies. In view of increasing airfreight charges, and the challenges surrounding exporting goods, we have rebuilt our warehouse stock back up and almost have our third container ready to dispatch to Sierra Leone. Boldly facing 2020-21, we roll our sleeves up and look forward to fulfilling our organisational aims of collecting surplus health care goods and medicines (donated and purchased), for the two-fold purpose of medical waste reduction and, to send regular consignments of vital medical aid to rural health units across sub-Saharan Africa.



Consignments to Africa 2019-2020

The partner health units supported by Inter Care vary in size and nature enormously, they include: hospitals, health centres, dispensaries, infirmaries, centres for the orphaned and vulnerable children, a hospice, a fistula centre, a centre for the disabled, prisons etc..

During the year 2019-2020, Inter Care dispatched 81 consignments of vital medical aid, worth £553,377 and weighing 9,485kg, to health units in sub-Saharan Africa.

Total Value of Consignments Dispatched

	<u>2019/20</u>	<u>2018/19</u>
Ghana	£170,238	£119,676
Malawi	£253,765	£147,371
Sierra Leone	£96,646	£154,516
Tanzania	£13,080	£140,261
Zambia	£1,173	£105,370
Special deliveries	£18,475	£15,171
Total	£553,377	£682,365



Sample health care goods at Inter Care's warehouse

Inter Care's Donors



Medicines & Health Care Goods Due to the strong relationships we have with our donors, all have continued donating throughout this past year. We are also grateful to the companies who have come on board with product support and are most grateful to all of the following companies for their generous and valuable donations, and to those who donate but wish to remain anonymous:

Medicines:

Actikid Ltd
Crescent Pharma

International Health Partners (IHP)
Morningside Pharmaceuticals Ltd.

Health Care Goods:

Actikid Ltd
Australian Bodycare UK Ltd
Giving World

PAL International
Peregrine Livefoods
Phoenix Resource Centre

Financial Supporters

We are very grateful to the huge number of individuals and community groups, e.g. churches, Rotary International, Women's Institute, Inner Wheel, Lions, doctors surgeries and many more, who make our work possible by raising money for us - by making donations to us and by supporting our fundraising events. Also thanks to Charnwood Borough Council who provided a grant towards our IT equipment costs. Thanks are also made to the large number of individuals and companies who donate a wide variety of items - everything from knitted goods and raffle prizes to food and drink at events. All of these contribute enormously to the service that Inter Care provides to its partner health units.

Income From Charitable Trusts

Despite a wide range of effective funding streams that keep Inter Care going each year, income from charitable trusts continues to be of very high importance. 2020 has been a uniquely difficult year due to the international health pandemic. It is encouraging to witness, that particularly in these financially challenging times, so many of charitable Trusts and Foundations still recognise the importance of the work we do and, we are very fortunate that they have decided to support us once again. From the list below some have been loyal supporters over many years, and some for well over a decade. This type of continued support enables us to plan more effectively. We wish to thank the following grant making trusts to whom we are, and always will be, extremely grateful:

Alchemy Foundation
Ardwick Trust
Austin Bailey Foundation
Barbara Ward Children's Foundation
Beatrice Laing Trust
Bower Trust
Bridgewater Charitable Trust
Broyst Foundation
Bryan Guinness Charitable Trust
Catholic Medical Missionary Society
Chillag Family Charitable Trust
Cotmore Trust
Cuckoo Hill Trust
Donald Forrester Trust
Dromintee Trust
Eleanor Rathbone Charitable Trust
Father O'Mahoney Charitable Trust
Fulmer Charitable Trust
Haramead Trust
Henhurst Charitable Trust
Jane Hodge Foundation
Kate Farrer Foundation
Keswick Charitable Trust
Leonard Trust
Makeni Trust Fund
Marsh Christian Trust

Merstham Aid Project
Michael and Anna Wix Charitable Trust
Morel Trust
MPM Charitable Trust
Mrs L. D. Rope's Third Charitable Settlement
N Smith Charitable Settlement
Pat Newman Memorial Trust
Rest Harrow Trust
Rozelle Trust
Schroder Charity Trust
Souter Charitable Trust
St. Marks Overseas Aid Trust
Stafford Trust
Stella Symons Charity Trust
Sycamore Trust
The Edwina Mountbatten & Leonora CF
Torrs Charitable Trust
Toy Trust
Trefoil Trust
Tula Trust
Ulverscroft Foundation
W A Herbert Trust
Westcroft Trust
Zephyr Charitable Trust
Zurich Charitable Trust

Plus those trusts that wish to remain anonymous



*Thank you for
your support!*



Patrons Rt. Rev. Patrick McKinney, Bishop of Nottingham

Mrs Margaret Greiff MBE

Trustees

Mr A Mellor (Chair)
Mrs C Austin (Treasurer)
Mr R Bailey
Dr W D Baugh
Mrs K Garnett
Mr A Herbert
Dr P O'Callaghan
Mrs V Webber
Dr J Widdowson
Dr W D Baugh

Staff

Mrs Diane Hardy, General Manager
Miss Anita Fletcher, Senior Administrator
Mr Bill Johnson, Warehouse Assistant
Mr Phil Riley, Trust Fundraiser
Miss Claudia Coxon, Community and Events Fundraiser

Responsible Persons

Dr J Widdowson
David Lartey

"Whilst coronavirus doesn't care who it infects, Inter Care still hasn't stopped caring".



Frontline health workers, Holy Spirit Catholic Hospital, Makeni, Sierra Leone

A big "THANK YOU" to all our volunteers

It is true to say that without the support provided by our volunteers Inter Care would be unable to exist. The sheer volume of work would be impossible to undertake unless we could call on our army of willing volunteers who give their time, their skills and their enthusiasm.

The tasks performed by volunteers are many and varied. They include: collecting health care goods, sorting, checking and shelving medicines and Health Care Goods, creating consignments; fundraising by supporting events, manning stalls selling books and other recycled items; spreading the word by delivering talks to groups; professional support; and not forgetting the staff in the surgeries who collect and check health care goods before they are sent in to us.

We thank all of you. There are too many to mention you all, however those that volunteer on a regular basis by working in the office and the warehouse are listed below.

Carol Austin
Dr Raj Babla
Helena Baron
Dr David Baugh
Ann Bing
Diane Bird
Mike Bird
Alison Briggs
Peter Cantle
Sylvia Cliff
Dr Helen Cox
Dr Bobby Dhillon
Jane Friendship
Kathryn Garnett

Norma Grimes
Maryvonne Hainsworth
Sandra Hawthorne
Peter Hill
Euan Holt
Dr Tony Jarvis
Tracy Jones
Jan King
David Lartey
Rosemary Leavesley
Helen Lewis
Linda Lord
Lusia Manktelow
Beryl Massey

Diane Newton
Latta Parmar
Pat Plowman
Vince Riley
Jane Smith
Sally Smith
Annie Taylor
Ruth Treseder
Lesley Trivett
Susan Turner
Jean Villanueva
Jean Widdowson
John Winter
Peter Woods

THANK YOU ALL

Income & Expenditure Account for the year ending 31 August 2020

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
INCOME AND ENDOWMENTS				
Donations and legacies				
Medical donations	553,377	-	553,377	682,365
Trust donations	75,928	50,630	126,558	141,748
General donations received	66,884	2,020	68,904	71,245
Legacies	1,165	-	1,165	500
Gifts in kind	8,000	-	8,000	8,000
	705,354	52,650	758,004	903,858
Other trading activities				
Book Sales	575	-	575	1,222
Events	6,027	-	6,027	8,712
	6,602	-	6,602	9,934
Investment and other income				
Grants – HMRC JRS Grant	21,820	-	21,820	
Deposit account interest	632	-	632	849
Total incoming resources	734,408	52,650	787,058	914,641
EXPENDITURE				
Charitable activities				
Wages	105,542	-	105,542	100,179
Social security	5,215	-	5,215	5,152
Pension	2,167	-	2,167	2,102
Rent & rates	18,000	-	18,000	17,167
Insurance	1,860	-	1,860	1,404
Water, light & heat	2,133	-	2,133	2,626
Telephone, IT & website	4,652	1,020	5,672	4,060
Postage & stationery	2,558	-	2,558	2,908
Repairs & maintenance	1,141	-	1,141	2,740
Donated medicines & supplies	553,377	-	553,377	682,365
Purchase of medicines & health care goods	-	6,313	6,313	13,583
Parcel post UK	-	2,022	2,022	5,124
Parcel post Overseas	-	34,021	34,021	45,422
Waste disposal	392	-	392	525
Travel	2,284	-	2,284	3,475
License fees	363	-	363	969
Payroll fees	1,020	-	1,020	1,035
Accountancy	1,416	-	1,416	1,150
Training	485	-	485	742
Professional fees	-	-	-	53
Fundraising costs	1,654	-	1,654	2,659
Computer equipment	29	-	29	28
Total resources expended	704,288	43,376	747,664	895,468
Net income/(expenditure)	30,120	9,274	39,394	19,173