



# ANNUAL REPORT



## 2023 - 2024



## Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2024. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

### CHAIR'S FOREWORD

This past year has again been a difficult one and both parts of the business have faced challenges. It is of little comfort that the challenges we have faced have been similar to those experienced by other comparable organisations within the voluntary sector. Fortunately, for reasons outlined in the Trustees' Report, I believe we can look towards the coming year now with some confidence. I am therefore optimistic about a steady improvement.

With the Volunteer Centre, the charity has continued to receive grant support from Devon County and Dawlish Town Councils, for which we are very grateful. We have also been fortunate to receive funding from a number of other sources. However, despite efforts from staff and volunteers to raise funds, as expenditure has also risen, this side of the business has again faced a deficit.

With regard to our Charged-for services, we continued to experience problems in recruiting staff in a difficult market, which reduced our capacity to provide services. Lower provision, and keeping most of our fees at the previous year's level in recognition of the cost-of-living crisis, resulted in a significant deficit this year. We have had to raise fees in April 2024 so that our costs are better covered going forward. Staff pay has also been increased, and I am pleased to report that recruitment has recently become easier.

Despite the difficulties, I am delighted to say that our staff have continued to respond with both fortitude and good humour. The Trustees are very grateful for the dedication they have shown in maintaining the high standards that we have come to expect. All those concerned can, therefore, be justifiably proud of what they have achieved during this difficult period.

I am very pleased to report once again that our overall financial situation remains sound, with our reserves more than covering our ongoing needs. While the Volunteer Centre shows a deficit, it is nevertheless hoped that opportunities will open up for more fund-raising initiatives, enabling us to build on the high profile and good name we have within the community.

During the year, we were very sorry to lose two of our trustees. **John Petherick** and **Sue Hill**, who retired at the last AGM. They had served for 11 and 12 years respectively. We thank them both for their years of service and support and wish them well for the future. In November 2023 we were very pleased to co-opt **Ben Thompson**. As required by the constitution, he will retire at the AGM and then be eligible for election.

As regards care staff, we welcomed two new ones this year but also had to say goodbye to three. **Sarah Curran** and **Sally Fraser** had 7 years of service each. We wish Sarah well with her gardening business and Sally a long and happy retirement. Changing circumstances also meant we said goodbye to **Kim Rysdale**, whom we thank for her service.

I also wish to express my warm thanks to my fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and, not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

What has been particularly significant for us during the year, and announced in November 2023, was the news that Assist Teignbridge had been awarded the **King's Award for Voluntary Service**. This is a

magnificent achievement for which all volunteers, and the staff who support them, can be justifiably proud. The award ceremony, conducted by the Lord-Lieutenant of Devon, will take place in July 2024.

We will face new challenges and, no doubt, a heavy workload in the year ahead. I am sure that, as in the past, we will be able to demonstrate flexibility in the way these challenges are tackled and that we will continue to do so with good humour, enthusiasm and commitment.

While we rely very heavily on the commitment and professionalism of our staff, there is still much we could not do without the valuable assistance of our volunteers. I am therefore very pleased to report that this year we are combining our Annual Reception with that of the presentation of the King's Award for Voluntary Service. We see this as a suitable opportunity to recognise those volunteers who have provided outstanding service, which includes the presentation of certificates.

In commending this report to you, I would just like to emphasise that, despite the challenges the charity has faced, and as the Trustees' Report highlights, there have been considerable achievements. As in previous years, Assist Teignbridge has continued to engage in a wide range of activities for the benefit of local people. We are very proud of the assistance given to the community through the Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services.

***Robin Buchanan, Chair***

## **OBJECTIVES & ACTIVITIES**

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

*Free services:*

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

*Charged-for services:*

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good". The CQC's routine inspection programme was suspended in March 2020 due to the pandemic. They have now developed a new regulatory model based on a single assessment framework, with reduced emphasis on site inspections. During the year, the CQC has not had any cause for concern.

## ACHIEVEMENTS & PERFORMANCE

In November 2023, it was announced that Assist Teignbridge had been awarded the **King's Award for Voluntary Service**. This is an outstanding achievement, in recognition of the wonderful work undertaken by our volunteers in the community. The award ceremony will take place in 2024.

We are also very proud of the charity's performance this year:

- Over **4,300 recorded hours of volunteering** by our Community Volunteers;
- Over **3,000 hours** support provided for carers and individuals by our trained sitting staff;
- Almost **4,000 hours** of practical help provided by our home helps;
- Over **1,000 nail treatments** provided by our qualified nail practitioners.

Our Volunteer support hours are at a similar level to last year's, but our charged-for provision has seen reductions in levels of provision for all services. Assist Caring day hours and nights are down **13%**, and Home Help provision is down **20%**. This is due mainly to the loss of long-standing care staff at the end of the previous year, significantly reducing our capacity, and ongoing problems we have faced in recruiting replacement staff. The Nails service also experienced a fall, of **13%** from last year's total, although we continue to support 200 individuals with regular nail trimming. Throughout the year we were not able to access NHS Podiatry training to increase our team of practitioners, but training will be available in 2024.

Despite these challenges we have still achieved a great deal this year and we are very grateful to all our care staff and volunteers for their commitment and dedication in supporting their clients.

We employ care workers to provide our charged-for services and ensure they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2023/2024 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

## GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee, however Dawlish Town Council nominated Cllr. Lisa Mayne as its representative this year. Trustees serving during the year and since the year end were:

Robin Buchanan (Chair)	David Pinnell
Russell Chamberlain (retires by rotation)	Anne-Marie Henderson (retires by rotation)
Ben Thompson (appointed by the Trustees in the year, retires at the AGM)	

Sue Hill & John Petherick retired at the last AGM.

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager.

### **Trustees' responsibilities in relation to the financial statements**

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable 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 financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **FINANCIAL REVIEW**

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils, and have received several smaller grants alongside funding from Teignbridge Community Lottery. Although the levels of donations and fund-raising income have increased, expenditure has too, and overall VC has ended the year with a **deficit of £5,023**.

The Charged-for services recorded a **deficit of £23,570**. This is due primarily to the difficulties encountered in recruiting staff, leading to the reduction in provision suffered by all the services. A further factor was that hourly fees were kept at their 2022 levels, causing margins to be even more stretched when all costs, but in particular staff pay, rose significantly. Whilst our level of reserves means that we can absorb this current loss, we cannot allow this to continue. Steps have now been taken to remedy the situation going forward; care staff pay has been increased to make it more competitive, and fee levels have risen to enable the charity to cover its costs.

Overall, the Charity funds have decreased by **£28,593** this year. We have had to increase the level of earmarked funds in our Redundancy Reserve, required to provide for the costs of statutory redundancy should the charity cease to trade, and there have also been movements between Restricted and Unrestricted funds. Overall, the charity's free reserves now total **£107,448** and these can be applied by the Trustees to any of the charity's activities. This continues to meet our aim of maintaining reserves to cover a year's activity in all services.

The total reserves of the organisation now stand at **£149,508** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>	<u>22/23</u>
Restricted Funds	£ 0	£ 1,279	£ 1,279	£ 5,674
Designated Funds	£ 7,116	£ 33,665	£ 40,781	£ 34,935
Free Reserves	£ 6,729	£100,719	£107,448	£137,492
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Total Funds	<b>£13,845</b>	<b>£135,663</b>	<b>£149,508</b>	<b>£178,101</b>
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### Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services could still be provided to support our most vulnerable clients. We are very grateful for all their hard work.

It has been challenging to operate with a reduced workforce, and the financial effect has been a significant reduction in our reserves. But actions have now been taken to remedy the situation and we look forward with renewed confidence.

Assist Teignbridge worked with other local organisations and Dawlish Town Council in the Helping Dawlish initiative, set up during the first lockdown of 2020. This collaboration has continued, and will continue going forward to meet the needs of the community.

For 2024/25, the Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. We will continue to build on raising our profile in the town, to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

*Signed on behalf of the Board of Trustees*

*Robin Buchanan*

**Robin Buchanan**  
Chair

**June 2024**

## Assist Teignbridge Manager's Report

As much as there have been challenges during the year there have also been celebrations, one being the announcement in November that Assist Teignbridge had been awarded The King's Award for Voluntary Service! This is a fantastic achievement that recognises the work of our Voluntary Service; it is like an MBE for voluntary organisations. We look forward to the presentation of the Award in 2024 when we can celebrate together with our wonderful volunteers.

Our aim at **Assist Teignbridge** is to provide affordable (and some free) support at home to the elderly, those living with dementia, other vulnerable people, and their carers. This is achieved by providing a range of support to include:

- Practical help around the home
- Giving carers a break – during the day and overnight
- Providing some personal care services, including nail trimming
- Providing companionship
- Helping people get to and from appointments and social meetings
- Providing information and advice
- Raising funds to supplement the grants we receive, to enable us to help as many people as possible
- Promoting volunteering, and recruiting and training volunteers

### How we do it:

All our services are designed to support independent living, reduce isolation and where appropriate, give the carer a break from their role. We provide a personal service whilst promoting independence, which is essential for maintaining the dignity and wellbeing of the individual involved. Whether it is befriending, or care and home help services, all service users are assessed in their own home to ensure they receive a personalised service to meet their needs. It is important to see the individual and not just the disability and to respect their preferences, involving them in the decisions related to their care and daily routines.

As we now learn to live with Covid, our priority, as always, is to protect the vulnerable and ensure we continue to provide a safe service. We follow the latest government guidelines and the continued use of PPE, where appropriate. Limited supplies of PPE have still been available through the Department of Health and Social Care scheme which provided free Covid PPE to health and care providers throughout the pandemic, although this will be phased out in 2024.

Many of our services are free, provided by volunteers through our Community Support Scheme. Full details of the work of our Volunteer Centre and that scheme can be found in the **Volunteer Centre Report**.

Our Charged-for services - Assist Caring, Assist Home Help & Assist Nail Trimming Services - are delivered by our fully trained, paid care staff team. We have been very focussed this year on recruitment, as we try to rebuild capacity following the loss of long-standing staff. We recognised we were not the only organisation facing recruitment challenges so we tried to look at ways to attract people into care work. It is unfortunate that, despite a thorough induction process, some potential staff found care work was not for them and were not retained. As regrettable as this is, we remain extremely appreciative of the existing staff who responded to our calls for help and took on more hours so we could try and meet a growing demand.

### Our Care Staff Team:

At the end of March we had **15 care staff** on the payroll; since then 3 more have commenced work, and another is waiting to complete her practical Nail Practitioner training, having successfully completed the theory training. But during the year we sadly said goodbye to three more staff, two of them being long-

standing members of the team. One moved to other paid work, one retired, and the other left to devote more time to her gardening business. We wish them all well for the future.

Through our supervision processes we have established that the staff feel supported in their role, which is crucial as working on their own, without colleagues, can lead to feelings of loneliness and isolation. Regular communication is imperative. Staff know they have a contact they can reach out to at any time, and that any matters raised will be dealt with promptly. We aim to facilitate face-to-face staff meetings twice yearly so new staff can meet existing staff and names can be put to faces. Staff are invited to help set the agenda with the knowledge that we focus on what is important to them and the issues they are facing. Aside from meetings, we also try to arrange one or two social events over the year. This year the staff enjoyed a Christmas celebration at the Cockhaven Arms in Bishopsteignton.

### **Training:**

We were pleased to be given free access to Devon County Council's **Grey Matters** learning during the year and as a consequence staff have had access to training through both Grey Matters and Social Care TV learning. During the course of the year training has been accessed on the following topics:

<i>Information Governance</i>	<i>Dementia Care</i>	<i>Health and Safety</i>	<i>Consent</i>
<i>Food Hygiene</i>	<i>Pain Management</i>	<i>First Aid Awareness</i>	<i>Risk Assessment</i>
<i>Safeguarding Adults</i>	<i>Mental Capacity Act</i>	<i>Safe Administration of Medication</i>	

I was also very fortunate to be given the opportunity to attend a *Virtual Dementia Tour* through the Health and Social Care Skills Accelerator Programme, which is part-funded by the European Social Fund (ESF). HSSAP aims to provide opportunities and pathways for individuals who are considering a career in the health and social care sector. The *Virtual Dementia Tour* is a simulation experience to see what it is like to have dementia and to understand how dementia changes not just memory but also thinking and behaviour.

### **Care Quality Commission (CQC):**

Personal care, and providing nail trimming in people's homes, constitute regulated activities that require us to be registered with the CQC. In the past we have been inspected, the last inspection being in 2018. Inspections were paused during the Covid years, and following that, in response to the changes in Health and Social Care, CQC developed a new regulatory model based on a single assessment framework.

The new framework started being implemented during 2023 and continues to evolve. They now have increased flexibility as to how often they assess a service and they will make much more use of information, including gathering people's experiences of services, to support their judgements. On-site inspections will no longer be their primary way to collect evidence. It is through other pathways or information received that an assessment can be triggered. We receive regular communication to keep us informed and no concerns have been raised over the year.

### **Helping Dawlish:**

Helping Dawlish was formed in March 2020 as an initial emergency response during the Pandemic. It brought several local organisations together to help local people to cope and to support each other. It has continued to operate, now focusing on the cost-of-living crisis. Organisations within Helping Dawlish carry out their own activities in the community but also work together to support other community initiatives.

It is important we continue to network with other organisations in the community of Teignbridge so we can signpost people appropriately to the information and support they seek. Signposting is a big part of our service and I'm grateful for the opportunity for representatives of Assist Teignbridge to attend the many meetings and events to promote services and to be kept up to date on the activities available.



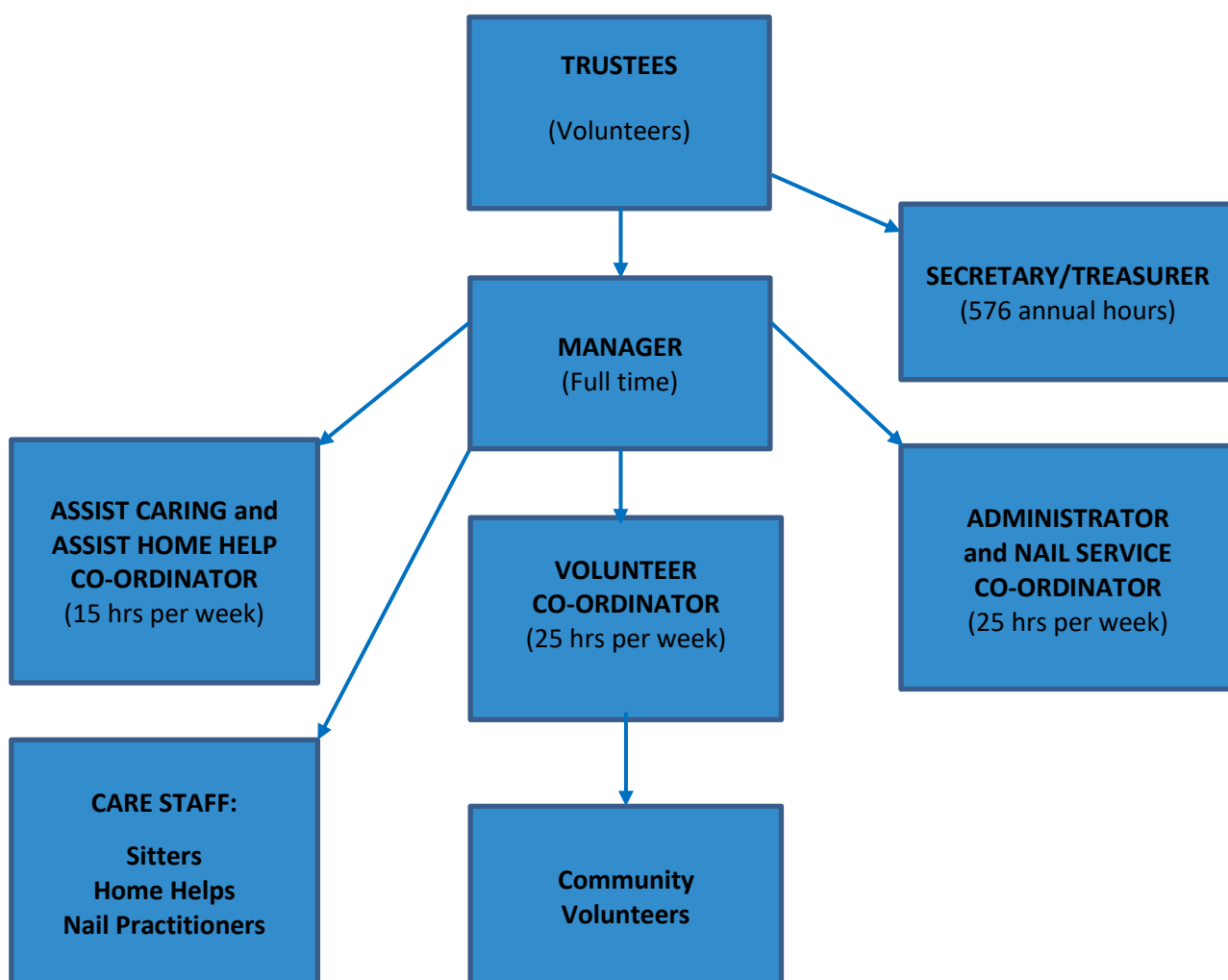
**Trustees:**

I am very appreciative of the support of the Trustees of Assist Teignbridge, of which we have 5. They bring a wealth of knowledge and experience and offer wise counsel to ensure the smooth running of the charity. I know they are on the end of the phone should support and advice be needed. I am grateful to them for their support, guidance, and trust in my role as manager.

**Office Personnel:**

The charity has 4 members of staff who are office-based and although it is a small office team, it is very effective, with everyone working together and striving to do their best for the service users, care staff and volunteers. In addition, we have one member of office staff who works from home, and provides tremendous support. My colleagues have all shown great resilience when working under extreme pressures, and I am very grateful to them all for their dedication and support.

**Assist Teignbridge Organisational Structure**



And finally, I would like to re-iterate my thanks to everyone, and pay tribute to all the staff and volunteers for their commitment to our organisation and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. I say it year after year and I hope to keep on saying it, Assist Teignbridge has an amazing team who are willing go the extra mile to enhance the lives of those they support.

***Shirley Fewings MBE  
Registered Manager***

## Charged-for services: Assist Caring & Assist Home Help

### Our provision

#### Assist Caring Day hours

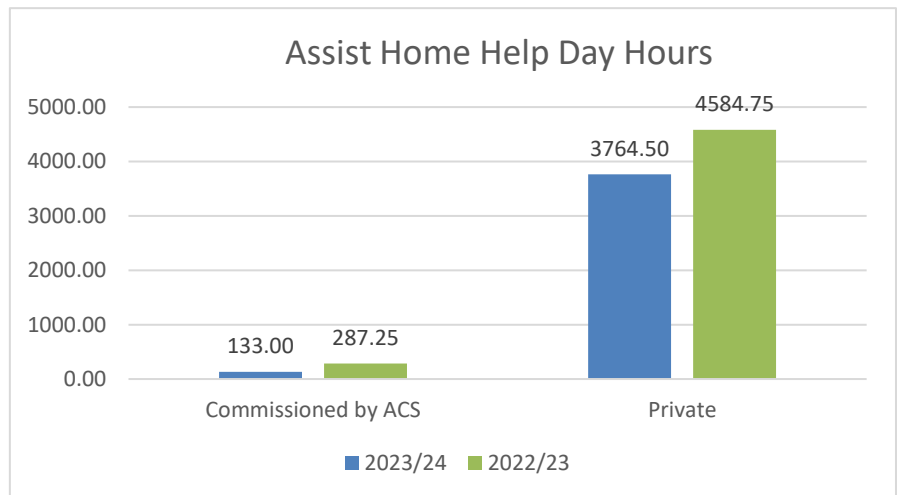
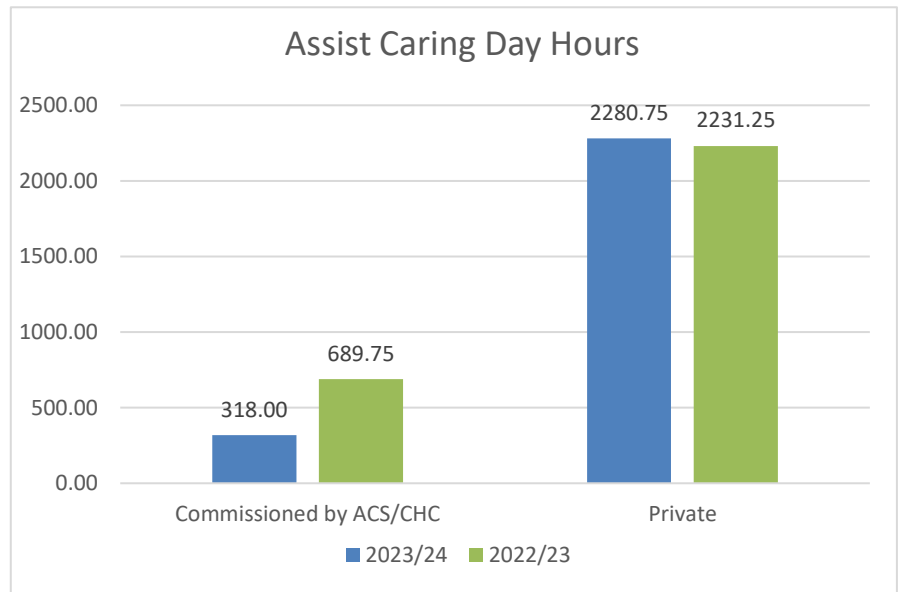
This year we have seen a reduction in day hours of **11%** compared to 22/23. The average number of hours of care delivered each week was **50** compared with **56** in 22/23.

We have also seen a drop in night care (waking and sleeping) with only **48** nights provided compared with **63** last year.

#### Assist Home Help Day hours

These have reduced by **20%** compared to 22/23 with the average number of hours of home help delivered each week being **74** compared with **94** in 22/23.

This continuing downward trend for our paid-for services has been influenced by several factors, not least our reduced capacity following the loss of long-standing staff last year, and difficulties recruiting suitable replacements. But also with the ongoing financial challenges of the current economic climate, people are reluctant to commit to a regular financial outlay.

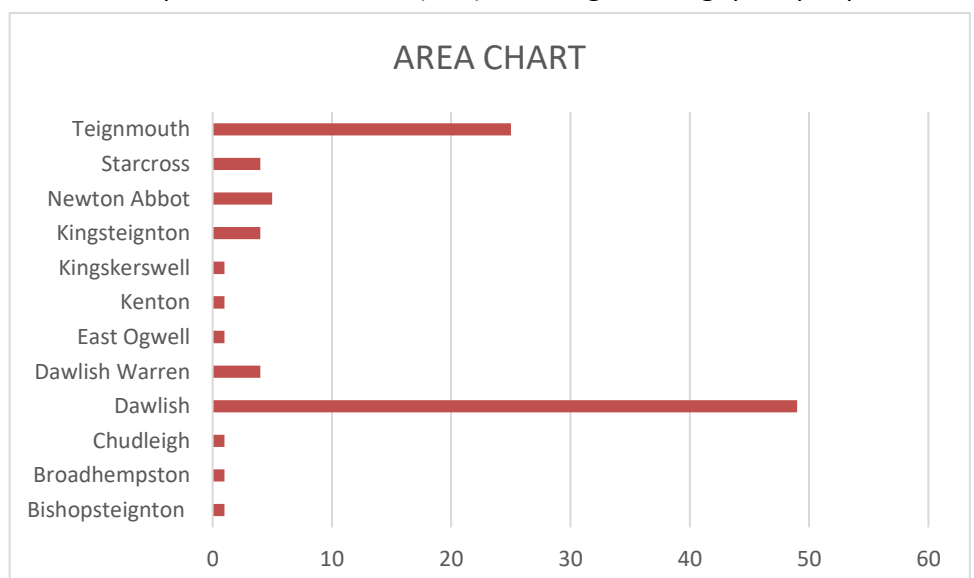


One way we aim to help is to offer a **free benefit check** through our Assist Volunteer Service. This can often result in a boost in income to support with the costs of meeting care needs.

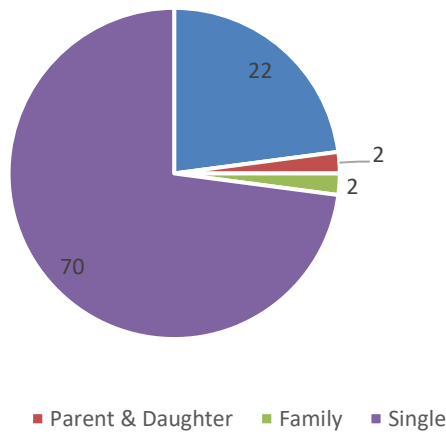
We continue to build relationships with local personal assistants (PAs) enabling us to signpost people as an alternative when we are unable to help.

The majority of our service users live more locally in Dawlish and Teignmouth, as indicated in the **Area Chart**, although we do have service users in more outlying rural areas where we have dedicated staff providing regular support.

Our oldest client is a fantastic 101 years old and the youngest is 53 years old.



### HOUSEHOLDS



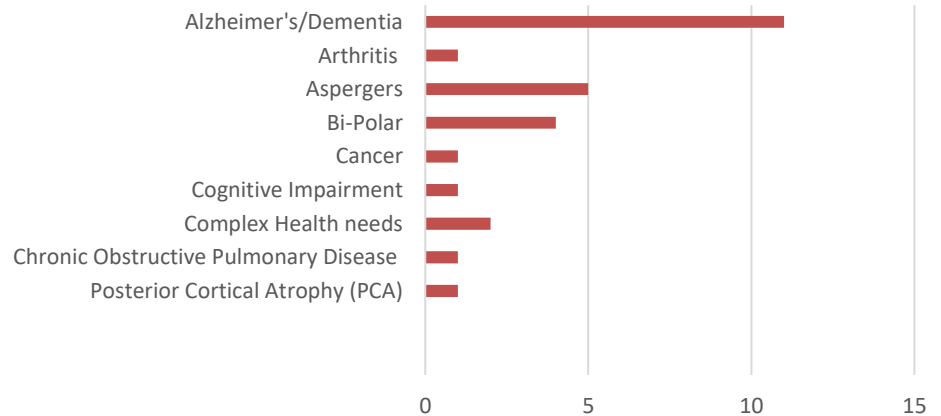
The majority of our service users are in single households, many with limited support networks. Often families live outside of the Devon area and appreciate our staff having regular contact with loved ones and being able to raise any concerns promptly.

We have 22 couples, of which 16 identify as being a carer for their partner. We are aware that some couples care for each other but do not identify themselves as carers.

The main reason people access our services is due to a decline in health, making life more challenging, or finding themselves in a caring role.

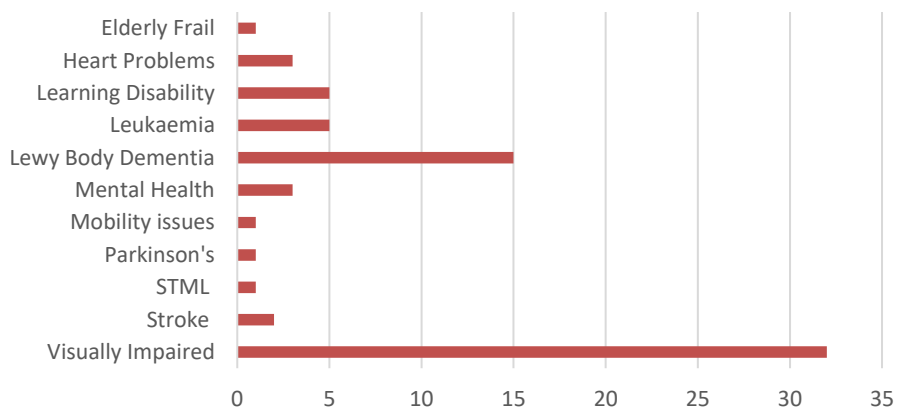
Recognising the need and accepting help can be difficult but once a service has commenced, there is an understanding that receiving help does not mean giving up independence. Not only are we supporting individuals, we are also supporting families in their caring role.

### HEALTH CATEGORY A - D



**The health charts give a good indication of the types of challenges and health conditions service users are living with.**

### HEALTH CATEGORY E - Z



Our longest standing service user has been with us since 2014. We consider it a privilege to support service users during their life's journey and hopefully enhance their quality of life.

We help them to access a range of services and support as and when needed. Sometimes it might be mobility aids, or timely medical intervention, or just the reassurance to know that staff are acting in their best interests.

## Extracts from an email received from a service user's daughter who lives outside of Devon:

*I wanted to write to tell you about XXXXX's care for my mum which is really exceptional. She's so thoughtful in how she engages mum and has made excellent suggestions to me for mum's mental health/social support. She helps me run the house, letting me know what's needed and doing household chores as well as supporting mum. She also gives me support and kindness in this journey with mum. I know mum is in such good hands the days she's there - a big thanks to her, but also wanted to let you see how she goes above and beyond.*

## Other unsolicited communication from service users and their families:

*"Just a big thank you to you and your team, especially XXXXXX who again looked after mum whilst we had a much-needed holiday"*

*"Thank you so much for all the support you have organised for mum over the past few years. She revelled in telling everyone how independent she was and your team helped facilitate that!"*

*"Thank you for all your help, it is much appreciated. Your Team are amazing help to Mum and she enjoys their visits"*

*"XXXXX is lovely, she is very kind and caring and nothing is too much trouble. When I am out in the community with her she makes me feel very safe, she is a credit to you"*

*"XXXXX has made such a difference in the short space of time she has been visiting. She has helped me so much and I don't know what I would do without her. I'm so happy with everything she does."*

## Measuring Outcomes through our Quality Assurance processes:

*We send out evaluation forms to all new service users with the option of completing them anonymously. We had a total of 29 returned. We are pleased to say that on the whole the results were very encouraging. For existing service users, we have regular reviews to ensure we are meeting their needs and they are satisfied with the service they are receiving.*

<b>Please ✓ accordingly.</b>	<b>YES</b>	<b>MOSTLY</b>	<b>NO</b>
Are the office staff polite and friendly?	29		
At the time of the home visit and assessment did you feel listened to and able to ask questions?	28	1	
<b>If applicable</b> , did you feel the cared-for person was encouraged to be involved in the planning of their care?		2	
<b>Staff</b>			
Did staff arrive on time?	26	3	
Did staff behave in a professional manner?	29		
Did you have trust and confidence in the staff?	29		
Did you feel the staff were adequately trained for the tasks they had to undertake?	28	1	

When evaluation forms are completed anonymously it can be difficult to identify the reasoning behind the responses. However, we do take learning from the forms, for example, a review of the home assessment will take place to ensure everyone feels involved in the process. At staff meetings, we will reinforce the importance of being on time and will remind staff to communicate delays in a timely manner. Finally, we do our utmost to ensure staff are fully trained to meet the service user's needs.

**Shirley Fewings MBE**  
**Manager**

## Assist Volunteer Centre & Community Support



### The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities both for Assist Teignbridge and for outside agencies. The Centre also provides a more general service to the community with local information and signposting. We are also part of the 'Cost of Living' group, and meet regularly with other organisations to discuss how we can help those who are struggling.

### Our Volunteers

We are very fortunate to have such a wonderful and active group of volunteers with a wide range of skills and backgrounds with the willingness to make themselves available for the benefit of others. In total, we had **91** volunteers registered including our trustees who are also volunteers.

### Objectives of the Community Support Scheme

- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

### Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

### Brokerage

As well as registering volunteers for our own Community Support Scheme, we also promote volunteering opportunities for other charities and agencies in the locality on volunteer recruitment websites and Facebook, and by poster display in the volunteer office. We have 16 local charities that we are helping at the moment by monitoring their online requests for volunteers.

### Brokerage Case Study

**A lady came to us to offer her volunteer services as a befriender. While going through her induction, she also expressed an interest in volunteering behind the scenes for Dawlish Action for Youth. She has been in post for 2 months now and is enjoying both volunteer positions. It gets her out at times that she would normally sit indoors and has boosted her confidence.**

**Our Clients:** There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities. All our services aim to help people remain living in their own homes and to enhance their health and wellbeing, whether this is through signposting or providing volunteer support.

### Telephone befriending

This was popular during lockdowns to prevent loneliness and we have continued to provide this facility as an alternative to face-to-face. This is appreciated by those who struggle with anxiety and would prefer not to have a home visitor. This is monitored and they can change their mind at any time and request a face-to-face service.

### Community Volunteer Recruitment

People of all ages choose to volunteer; whether they are retired or not, currently in employment, or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable placement. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer. We have lost several volunteers who have developed illnesses or age-related problems.



### Community Volunteer Hours

Our volunteers gave **4,353** hours of their time freely in this year to the community. In monetary value, paid at **£12** per hour, this would add up to **£52,236** paid support.



### Supporting Volunteers

Volunteers are informed of our policies during induction and have a copy in their handbook to refer back to when needed. They are aware of who to contact in connection with their voluntary role, and support is always available. We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to keep them in the loop. We are gradually seeing people regaining their confidence following the restrictions imposed by Covid and although everyone is still very mindful, it's been lovely to see people calling in the office for a chat and catch up. In addition, there are regular phone calls or emails to touch base with volunteers to ensure we maintain the channels of communication.



We were very proud to receive The Kings Award for Voluntary Service in November 2023.

This is the equivalent of an MBE for charities.







**A huge thank-you to all our volunteers for adding their skills and time to achieve this award.**

An event will take place later in 2024 for the presentation of the award.

### Celebrating Volunteers

We appreciate the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration in the New Year, to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service.

This year, our annual 'Thank You' will take place at the presentation of The Kings Award ceremony later this year.

Type of volunteer role		Description of task
<b>Befrienders</b>		<p>To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.</p>
<b>Fundraising and Events</b>		<p>Our events team works extremely hard on event days to run our tombola stall. This involves wrapping prizes, numbering them up, folding the tombola tickets and helping on the stall on the day. We have also run the refreshment stall during carnival week, when volunteers will make cakes to sell, to raise funds for us.</p>
<b>Dog walkers</b>		<p>Walking pets for those who are not capable of walking the animals themselves.</p> <p>The service is provided as a temporary service if the client is not able to walk their dogs due to illness. It is not a substitute for paid dog walking services.</p>
<b>Enablers</b>		<p>Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.</p>
<b>Outreach Benefits</b>		<p>To help clients fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers.</p> <p>We also offer a benefit check service to clients who are unsure if they are on the correct benefits, or could claim new ones.</p>
<b>Gardeners</b>		<p>Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those in short term need following illness.</p>

## What clients say about their befrienders

*“What a fab difference my Mum’s befriender has made to my Mum. She is the shining star in her life. She has been encouraged to go out on short walks and even out for a coffee.*

*Thank you so much for finding her”*

\*\*\*\*

*“Just a quick note to say it was great talking to somebody normal at last. When your partner has dementia it is hard to cope, and getting out is nearly impossible at times. The volunteer interacted with us both, and it is a long time since I have seen my husband laugh so much”*

\*\*\*\*

*“I would like to congratulate you on your wonderful befriending Service you have provided for me. She is lovely, I can have a good moan, but we always end up laughing together over a cup of tea and a chocolate biscuit. She is very well matched with me, and my mindset has had a wonderful boost”*

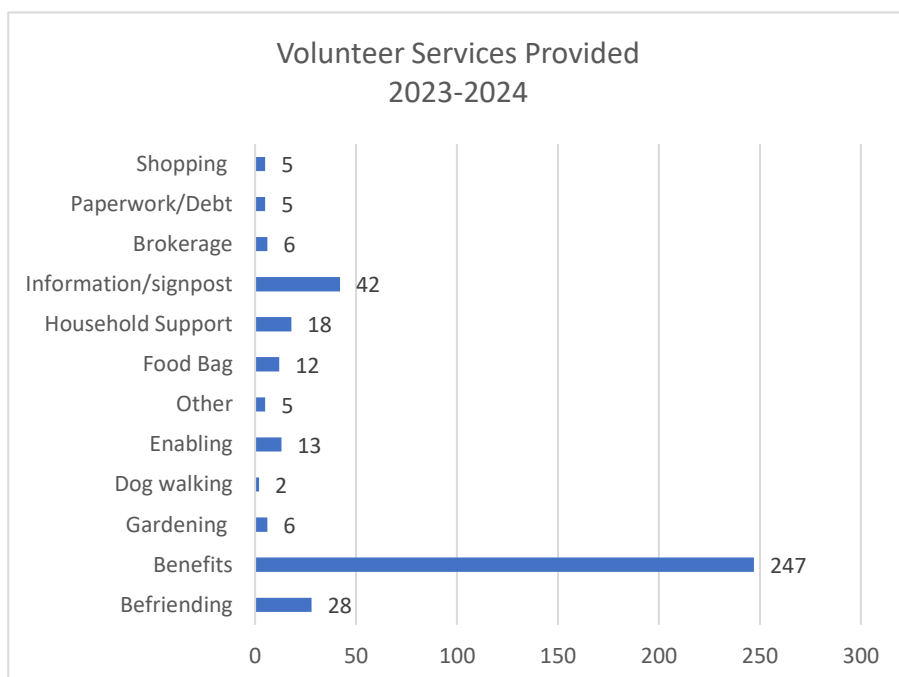
## Community Referrals 2023/2024

Word of mouth, advertising, community events, Facebook and good signposting by other organisations mean that we continue to see a high level of referrals. We aim to raise our profile to ensure people are aware of the work we do and to reach out to older, isolated, vulnerable people.

**Client requests:** We received a total of **389** requests for volunteer services during the year. As you can see from the chart, they were very varied although older people benefit checks and support to complete claim forms remains the most requested service.

### Gardening

We received 6 requests for support with gardening and as a consequence provided 4 home assessments, although we could not meet all their expectations through a volunteer service. We had one regular volunteer gardener throughout the year who tended the garden of a lady who was living with dementia.



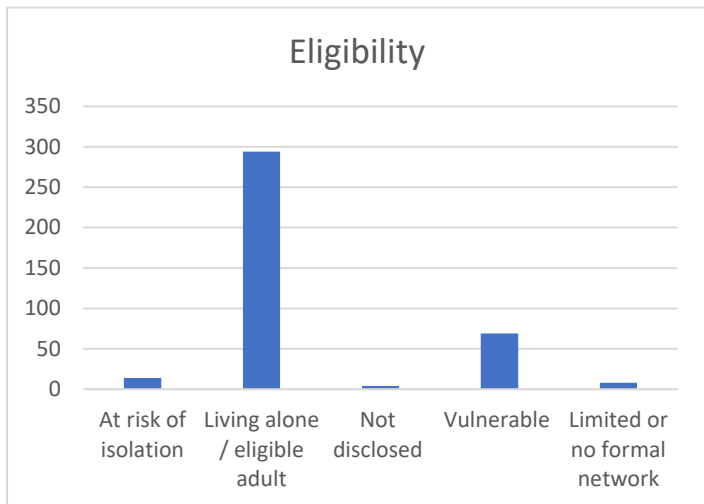
### Dog Walking

We had two dog walking requests and were able to support one client for a short period of time until the family were able to make a permanent arrangement for the care of the dog. Unfortunately, our assessment of risk for the second request highlighted there were behavioural issues that would have posed too great a risk for the volunteer. Wherever possible we would engage with the client to try to reduce the risks to achieve a positive outcome but occasionally this isn't possible.

### Befrienders:

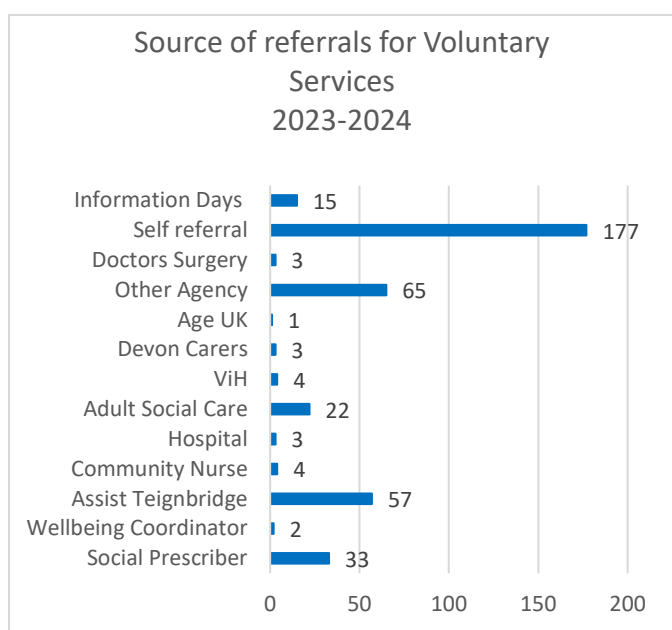
We had 28 requests for befrienders. We were successful in matching 14 of these clients with a befriender, 1 of which is supported by email and 2 by text befriending due to hearing issues. We were not able to help





everyone as some were quite specific in their requirements and we were unable to find suitable volunteers. For new and existing clients **over 2,500** hours have been logged this year. Our befriending service is aimed at older people who have limited support networks and are housebound for various reasons.

Regrettably, we are not able to help everyone so we do have an eligibility criterion for accessing our free support services. Where we are not able to help, we signpost to other services. There is of course always an exception to the rule and in those cases, discretion is used and if support is provided it is indicated as “not disclosed”.



### Referrals:

Provided permission is given for the sharing of information we are happy to receive referrals from any source. Occasionally when we follow up the referral the client will decline services. We recognise they have the right to change their mind and we hope that once the connection has been made they will know who to contact if their circumstances change.

### Where our clients live

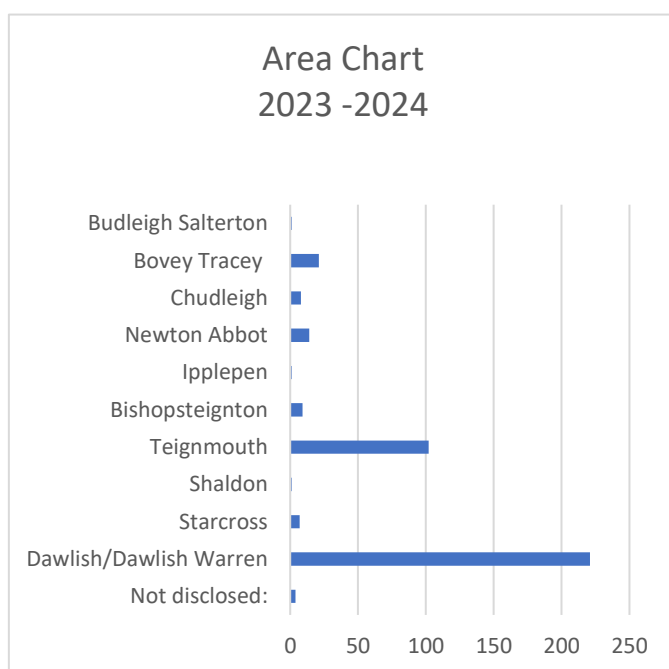
The chart below shows the area in Teignbridge where the enquiries came from. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

### Outreach Benefit Service

We know that many older people are not aware of benefits they could claim. To raise awareness, we have been visiting sheltered housing complexes to offer a ‘benefit roadshow.’ One of our trustees, Anne-Marie Henderson has been instrumental in setting this up and it has been a huge success.

Initially, we had 22 referrals from the talks, however, many friends of residents have also called following the initial presentations. We have also attended several Teignbridge Council for Voluntary Service (TCVS) open days, where we took our display board to inform the general public of who we are and what we do, and how we can help older people.

Our trained volunteers have logged **568 hours** supporting clients and raising awareness this year.



## What our clients say about our Outreach Benefit service:

"I am able to take my husband out more often now  
and to pay for care when needed"

\*\*\*\*

"Thank you so much for all your hard work for me. The  
money comes in really handy for all the jobs I can't do"

\*\*\*\*

"I didn't even know about Attendance Allowance"



\*\*\*\*

"I didn't think I was entitled to claim Pension Credit  
and would never have understood the form myself  
anyway. It would have gone straight in the bin"

## Benefits Volunteers

The introduction of our benefit checks has helped in reducing the time wasted by applying for benefits that are already being claimed and has highlighted more specific areas to be looked at. We appreciate the time given by our benefits volunteers. It takes approximately 2 hours to complete forms so it is quite a commitment, and this isn't including any preparation time. We continue to see an increase in clients needing support to claim benefits, mainly due to the struggle of day to day living in the current financial climate.

## Monetary Value

 We are pleased to advise that a **confirmed** total of **£8,648.75** per week has been claimed in higher rate Attendance Allowance and **£1,307.70** in lower rate this year. This is equivalent to an annual sum of **over half a million pounds** paid to clients who have eligible needs, with the majority of increased income being spent in the local economy. 

We have supported in the completion of 19 other forms such as pension credit, carers allowance and housing benefit, the results of which are not included in this total. 13 clients have been supported to fill out Blue Badge forms. One of the challenges moving forward is that more and more forms are changing to 'online only' which makes it difficult for some clients to comprehend.

## General Service for the community – information and signposting

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries from carers, members of the public and other organisations on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year, we have signposted 42 clients to a range of organisations and sources of information.

## What our clients say about the services we offer:

"Thank you so much for coming to see me yesterday, and introducing my new befriender.  
Chrisi, you are an inspiration, I have never laughed so much in years!!"

\*\*\*\*\*

"Thank you for helping my daughter out in her time of need. She was in tears when she received her  
voucher"

\*\*\*\*\*

"The service is excellent, nothing is too much trouble. If the answer is not already at the office, it  
seems like it is no trouble to find it and pass it on."

\*\*\*\*\*

"Assist Teignbridge is my little ball of miracle."

## Household Support

This includes shopping for those who are not able to shop themselves on a temporary basis, ordering food bags, and supporting with a limited number of cost-of-living vouchers. The vouchers are quite specific as to who may or may not be entitled to them. The scheme is run by TCVS and allocation has to be agreed by them, through us. Household support cases are listed under the enabling heading.

## Other News

### The Knitty Nora's Yarn Bomb Group

This sadly disbanded in June this year due to the heavy workload and the time commitment it took to decorate the town. There will still be small displays outside Co-op Funeral care and by the crazy golf course. We would like to thank all our crochet and knitters who contributed to the displays around the town. We know how much the community enjoyed them.

Noreen Goodchild will be the lead in the smaller displays and also the handing out of favours throughout the summer season. Favours are left dotted around the town, for members of the public to pick up and brighten their day.

### Events and Activities

As part of the King's Coronation celebration we were pleased to be one of 20 organisations involved in the Refreshers Fair on the Lawn in Dawlish promoting volunteering opportunities in the local area. In addition, there were over 50 different stalls for people to enjoy.

At the end of May, a retired member of staff, Joyce Wilson, invited us to host a fundraising Bingo event in aid of Assist at Teignmouth Social Club. Together with sale of tickets and a raffle, we raised over **£240**.

On the invitation of Dawlish Community Transport, we had the opportunity to hold a fundraising stall at the beautiful Luscombe Castle Garden event in May.

At the beginning of December we held our Christmas Fundraising Bingo, kindly facilitated by Sue Thompson and the Sunflower Bunch who provided us with free mince pies and Christmas Crackers. What a fabulous start to the Christmas season. Later in the month we had the opportunity to have a stall with the Dawlish Celebrates Christmas Market.



Our volunteers kindly decorated our Christmas tree for the Christmas tree festival at St Gregory's Church. The tree celebrated our King's Award and volunteers Julie and Kate made all the decorations for the tree.

We do love a quiz at Assist and this year was no exception with a "Name the Film" quiz sheet. The prize was a fabulous Christmas hamper filled with lots of donated goodies!

We certainly couldn't involve ourselves in so many activities without the support of the many volunteers who respond to our appeal for help, whether it be wrapping up prizes or helping on the day. We have a fabulous team, but there is always room for more!

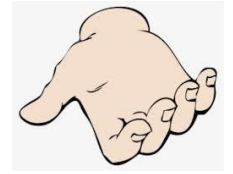


And finally, a special mention for our volunteer, Frances Hutchinson, who has been managing the majority of our social media posts since 2016!

**Chris Marshall**  
**Volunteer Co-ordinator**



## Charged-for service: Assist Nail Trimming



Assist Nail Trimming service offers a basic nail trimming service for people in their own homes. Many of the people that use our service are elderly and housebound and no longer able to maintain their own foot care due to many different factors such as mobility issues, access to transport or having a caring role. We know that as flexibility and mobility decline nail trimming can be one of the first aspects of personal care to be neglected, this can then have a very negative impact on the individual. This is why this service has been so valued by the service users that use it.

### We also provide the Nail Trimming service to people who have:

- Visual Impairment
- Learning or physical disability
- Cognitive impairment
- Chronic breathing problems

### Service users:

At 31 March 2024 we have **200** active clients on our database, **114** females and **86** males, all living within the Teignbridge area.

### Referrals:

We have taken on **39** new clients in the last **12** months. The nail service is available to residents of Teignbridge area, subject to the completion of a triage sheet to rule out any contra-indications, which is done prior to arranging a visit with one of our Nail Practitioners. We cannot provide the service to anyone who has been diagnosed with diabetes. This is due to the effect diabetes can have on circulation, causing serious problems with cuts and sores healing and damaging the sensation in the feet.

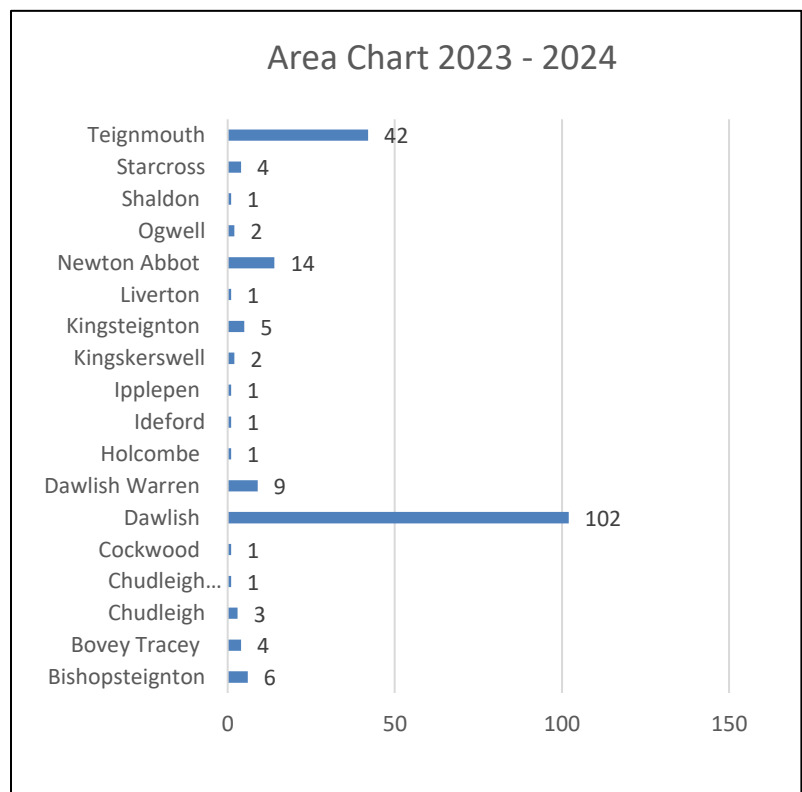
Each practitioner holds their own client list and they are responsible for booking appointments with clients directly. With each client they can keep a continuity of care and are able to identify any changes or problems before things deteriorate.

### Where our Service users live:

Dawlish still remains the highest area for client coverage followed by Teignmouth and Newton Abbot. The remainder of our client base are in the areas surrounding these towns, such as Dawlish Warren, Starcross, Bishopsteignton and Kingsteignton, with a few in more outlying areas such as Chudleigh and Chudleigh Knighton, Bovey Tracey, Ipplepen, Ogwell, and Kingskerswell.

### Referral to NHS Podiatry:

We have made **1** referral to NHS podiatry in the last 12 months. This was due to the client needing further treatment that we were unable to provide.



### Our Nail Practitioners:

We have **3** nail practitioners who cover these clients. Our manager Shirley has also been covering nail clients due to one practitioner taking personal leave for several months. We would like to say thank you to all of her service users for their understanding during this time. We have done our utmost to provide a continued service for them, and have largely achieved this, through our other practitioners who have added clients to their lists and to Shirley for taking on those clients who live further afield.



### Training:

All of our nail practitioners completed a refresher for the theory training obtained through the NHS and passed with 100%.

### Facts and figures:

	<u>2023-2024</u>	<u>2022-2023</u>
Home visit - Toenails Trimmed	812	951
Home visit - Toenails and Fingernails Trimmed	189	203
<b>Total Treatments Provided:</b>	<b>1,001</b>	<b>1,154</b>
<b>Average number of Treatments per week:</b>	<b>19</b>	<b>22</b>

This table shows the numbers of treatments provided compared to last year. This shows an overall reduction of 13%.

### Comments from our service users:

Always friendly and have a chat, very pleasant.

Fantastic service – I have every confidence in my practitioner.

Everything is perfect!

Everyone I have dealt with have been very good.

Very pleasant and quick!  
Even took away their rubbish!

### Telephone Evaluations:

Gaining feedback over the telephone has become increasingly more difficult. Many of our clients are elderly and hard of hearing or reluctant to give information over the phone. The feedback we did receive was very positive and all were happy with the service that they received.

25 clients responded - **Age groups of respondents:** 30-60 = 4   61-80 = 10   81-90 = 8   91-100 = 3

Please ✓ accordingly.	YES	NO
When you contacted the office were the staff polite and friendly?	25	
Did you fully understand the costs of the service prior to treatment?	25	
Did the member of staff explain how to book the appointment with our practitioner?	25	

Please ✓ accordingly.	YES	NO
Did the Nail Practitioner arrive on time?	25	
Did the Nail Practitioner behave in a polite and professional manner?	25	
Did you have trust and confidence in the Nail Practitioner?	25	
Did you feel the Nail Practitioner was adequately trained?	25	
Did you feel the service was what you expected?	25	

### What difference has the nail trimming service made to you? How has it improved your life?

*“Tremendous! I broke my leg so having my nails trimmed helps with my walking”*

*“My husband suffers with dementia so is unable to keep up with cutting his nails, so this has made a big difference to him”*

*“My feet are much more comfortable, as I cannot cut my own nails”*

*“If anything is wrong with my feet it can be picked up”*

*“A lot! I sometimes have trouble with my feet, having my nails trimmed helped with comfort”*

### Is there anything we can do to improve the service for you?

All service users that were spoken to said there wasn't anything we could do to improve the service.

### Would you recommend the nail trimming service?

All service users that were spoken to said they would recommend the service.

### Conclusion:

*Thank You!*

I would like to say a big thankyou to all of our nail practitioners for all their dedication and hard work throughout the last year. We have had nothing but positive feedback from all of our clients. So well done to you all.

In summing up, we are feeling optimistic as we approach the coming year; we now have potential new practitioners, and can arrange practical training again through NHS Podiatry. We hope this will increase our capacity to support more clients in their own homes.

*Sophia Airey  
Nail Service Co-ordinator*

# **ASSIST TEIGNBRIDGE**

(Registered Charity No. 1154936)

## **REPORT & ACCOUNTS**

### **FOR THE YEAR ENDED 31 MARCH 2024**

	<u>Pages</u>
Report of the Independent Examiner	1
Statement of Financial Activities	2
Balance Sheet	3
Notes to the Accounts	4 – 7

The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS

## **Independent Examiner's Report to the Trustees of :-**

### **ASSIST TEIGNBRIDGE**

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2024.

#### **Responsibilities and basis of report**

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

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

#### **Independent Examiner's statement**

I have completed my examination.

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

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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

Signed

***G Adams***

Date

***30th May 2024***

**Mr Garry Adams ACIB (Ret'd)**

Cranbrook,  
Ash Court,  
Crediton  
EX17 2JZ



# ASSIST TEIGNBRIDGE

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

	Note	VC Funds		CS Funds		TOTAL FUNDS	
		Restricted	Unrestricted	Restricted	Unrestricted	2024	2023
		£	£	£	£	£	£
<b>Income &amp; Endowment from:</b>							
Donations & legacies	3	16211	6302	0	4009	26522	26914
Charitable activities	4	0	293	0	149526	149819	173380
Other trading activities	5	0	3658	0	0	3658	1504
Investments - bank interest		0	524	0	4921	5445	2684
<b>TOTAL INCOME:</b>		<b>16211</b>	<b>10777</b>	<b>0</b>	<b>158456</b>	<b>185444</b>	<b>204482</b>
<b>Expenditure on:</b>							
Raising funds		0	41	0	0	41	52
Charitable activities	6	16211	15759	0	182026	213996	216289
<b>TOTAL EXPENDITURE:</b>		<b>16211</b>	<b>15800</b>	<b>0</b>	<b>182026</b>	<b>214037</b>	<b>216341</b>
<b>NET INCOME/(EXPENDITURE):</b>		<b>0</b>	<b>-5,023</b>	<b>0</b>	<b>-23,570</b>	<b>-28,593</b>	<b>-11859</b>
<b>Transfers between funds:</b>		<b>-3,915</b>	<b>3915</b>	<b>-480</b>	<b>480</b>	<b>0</b>	<b>0</b>
<b>NET MOVEMENT IN FUNDS:</b>		<b>-3,915</b>	<b>-1,108</b>	<b>-480</b>	<b>-23,090</b>	<b>-28,593</b>	<b>-11859</b>
<b><u>Reconciliation of funds:</u></b>							
<b>Total funds brought forward:</b>		<b>3915</b>	<b>14,953</b>	<b>1,759</b>	<b>157,474</b>	<b>178,101</b>	<b>189960</b>
Net movement in funds:		-3915	-1108	-480	-23090	-28593	-11859
<b>Total funds carried forward:</b>		<b>0</b>	<b>13,845</b>	<b>1,279</b>	<b>134,384</b>	<b>149,508</b>	<b>178101</b>

# ASSIST TEIGNBRIDGE

## Balance Sheet at 31 March 2024

	Note	VC Funds		CS Funds		TOTAL FUNDS	
		2024	2023	2024	2023	2024	2023
		£	£	£	£	£	£
<b>Current assets:</b>							
Debtors	10	977	571	9556	8446	10533	9017
Investments (bank deposits)	11	13725	14584	116275	131558	130000	146142
Cash at bank & in hand	11	-686	4347	30892	41089	30206	45436
<b>TOTAL CURRENT ASSETS</b>		<b>14016</b>	<b>19502</b>	<b>156723</b>	<b>181093</b>	<b>170739</b>	<b>200595</b>
<b>Current Liabilities:</b>							
Creditors (due within 1yr)	12	-171	-634	-21060	-21860	-21231	-22494
<b>NET CURRENT ASSETS</b>		<b>13845</b>	<b>18868</b>	<b>135663</b>	<b>159233</b>	<b>149508</b>	<b>178101</b>
<b>TOTAL NET ASSETS</b>	£	<b>13,845</b>	<b>18,868</b>	<b>135,663</b>	<b>159,233</b>	<b>149,508</b>	<b>178,101</b>
<b>The funds of the charity:</b>							
<b>Restricted funds</b>	9.1	<b>0</b>	<b>3915</b>	<b>1279</b>	<b>1759</b>	<b>1279</b>	<b>5674</b>
<b>Unrestricted funds:</b>	9.2						
Designated funds	9.3	7116	6071	33665	28864	40781	34935
General reserves		6729	8882	100719	128610	107448	137492
<b>TOTAL CHARITY FUNDS</b>	£	<b>13,845</b>	<b>18,868</b>	<b>135,663</b>	<b>159,233</b>	<b>149,508</b>	<b>178,101</b>

These accounts were approved by the Trustees at the Management Committee meeting held on 19 June 2024.

Signed: *Robin Buchanan*

Robin Buchanan (Chairman of Trustees)

# ASSIST TEIGNBRIDGE

## Notes to the Accounts for the Year ended 31 March 2024

### 1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention. They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

### 2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

### 3 DONATIONS & LEGACIES

**2024: £26,522**

*(2023: £26,914)*

#### 3.1 **Restricted Funds:** **2024: £16,211** (2023: £17,486)

##### **For VC**

Devon County Council - Social Services

Dawlish Town Council

Teignbridge Community Lottery

New Park Community Association

Rotary Club of Dawlish Water

Bank of England Community Fund

Teignbridge CVS Cost of Living grant

Grants from Councillors

Teign Housing Community Chest

Postcode Local Trust Magic Little Grant

**Total VC:**

##### **For CS**

Devon County Council - Workforce Resilience

**Total CS:**

	2024	2023
	£	£
	6924	6924
	5000	5000
	2500	0
	637	0
	500	0
	500	0
	150	4000
	0	200
	0	500
	0	500
<b>Total VC:</b>	<b>16211</b>	<b>17124</b>
	<b>0</b>	<b>362</b>
<b>Total CS:</b>	<b>0</b>	<b>362</b>

All the restricted funds have been spent in full during the year.

#### 3.2 **Unrestricted Funds:** **2024: £10,311** (2023: £9,428)

	VC		CS	
	2024	2023	2024	2023
	£	£	£	£
General Donations including Gift Aid	5085	4039	1	204
HMRC - Employment Allowance	992	825	4008	4175
Membership fees	225	185	0	0
	<b>6302</b>	<b>5049</b>	<b>4009</b>	<b>4379</b>

Donations for VC include **£1,954** from the Mayor's Charity, over **£1,000** from benefits clients grateful for their volunteer support, and gift aid of **£357** (2023: £506).

# ASSIST TEIGNBRIDGE

## Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

### 4 INCOME FROM CHARITABLE ACTIVITIES 2024: £149,819 (2023: £173,380)

All unrestricted funds, analysed by Department:

Income from charged-for services (see note 7.1)  
Client & charity expenses re-imbursed

VC		CS	
2024	2023	2024	2023
£	£	£	£
0	0	148734	171894
293	253	792	1233
<b>293</b>	<b>253</b>	<b>149526</b>	<b>173127</b>

### 5 INCOME FROM OTHER TRADING ACTIVITIES 2024: £3,658 (2023: £1,504)

This **Unrestricted Fund** income is from fund-raising activities, including stalls at the Coronation Fair and on the Strand, and bingo sessions. We also have **£870** from ticket sales for the Teignbridge Community Lottery, **£1,094** from our association with the Co-op, and **£365** from our Chairman's birthday celebrations.

### 6 EXPENDITURE ON CHARITABLE ACTIVITIES 2024: £213,996 (2023: £216,289)

For **VC**, Restricted Funds totalling **£16,211** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Department:

#### 6.1 **Direct costs:** **£133,907** (2023: £141,932)

Office staff pay & expenses  
Care staff pay (see note 7.2)  
Care staff expenses (see note 7.2)  
Spent for clients and charities (re-imbursed)  
Training costs  
Volunteer expenses  
Consumables

VC		CS	
2024	2023	2024	2023
£	£	£	£
16732	13887	11637	10814
0	0	98205	107598
0	0	5101	6217
293	253	792	1233
26	33	369	1309
132	111	0	0
0	0	620	477
<b>17183</b>	<b>14284</b>	<b>116724</b>	<b>127648</b>

#### 6.2 **Support costs:** **£80,089** (2023: £74,357)

Rent, insurance & registration fees  
Staff salaries  
Governance costs (see note 6.3)  
Office running costs

VC		CS	
2024	2023	2024	2023
£	£	£	£
2304	2379	8088	8228
8643	7975	51283	44871
1559	1412	1725	1492
2281	2831	4206	5169
<b>14787</b>	<b>14597</b>	<b>65302</b>	<b>59760</b>

# ASSIST TEIGNBRIDGE

## Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£240** (2023: £220) split equally between the Funds.

No Trustee has received any payment other than re-imbursement of travelling expenses (2023: Nil) and there have been no related party transactions.

### 7 CHARGED-FOR SERVICES ANALYSIS

#### 7.1 **Income:**

Analysis by Service:

Sitting & Home Care service  
Nail Trimming service  
Home Help service  
Assessment fees

<b>Total</b>	<b>Total</b>
<b>2024</b>	<b>2023</b>
<b>£</b>	<b>£</b>
<b>59502</b>	<i>65587</i>
<b>22020</b>	<i>22701</i>
<b>67052</b>	<i>83606</i>
<b>160</b>	<i>0</i>
<b>148734</b>	<i>171894</i>

#### 7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service  
Nail Trimming service  
Home Help service

<b>Pay</b>	<b>Expenses</b>	<b>Total</b>	<b>Total</b>
<b>2024</b>	<b>2024</b>	<b>2024</b>	<b>2023</b>
<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>38742</b>	<b>1872</b>	<b>40614</b>	<i>43603</i>
<b>12220</b>	<b>1209</b>	<b>13429</b>	<i>13924</i>
<b>47243</b>	<b>2020</b>	<b>49263</b>	<i>56288</i>
<b>98205</b>	<b>5101</b>	<b>103306</b>	<i>113815</i>

### 8 STAFFING

Analysis by Department:

Gross Taxable Pay  
National Insurance costs  
Pension costs

<b>VC</b>		<b>CS</b>	
<b>2024</b>	<b>2023</b>	<b>2024</b>	<b>2023</b>
<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>24513</b>	<i>21388</i>	<b>155227</b>	<i>157128</i>
<b>1612</b>	<i>1228</i>	<b>5548</b>	<i>5783</i>
<b>468</b>	<i>358</i>	<b>1754</b>	<i>1646</i>
<b>26593</b>	<i>22974</i>	<b>162529</b>	<i>164557</i>

#### **Head count at 31 March:**

		<b>2024</b>	<b>2023</b>
Office staff:	Full-time	<b>1</b>	<i>1</i>
	Part-time	<b>4</b>	<i>4</i>
Care staff:	Part-time	<b>15</b>	<i>16</i>

2 members of care staff work exclusively for the Home Help service, and 1 for the Sitting & Home Care service. The other 12 members of care staff work for more than one service, and 3 of them are trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2023: none).

# ASSIST TEIGNBRIDGE

## Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

### 9 CHARITY FUNDS

9.1 **Restricted Funds** have been given to the charity for a specific purpose.

	b/f	new	spent	transfer	c/f
DCC Recruitment & Workforce Resilience	1759	0	0	-480	1279
<b>Restricted Funds - CS</b>	<b>£1759</b>	<b>0</b>	<b>0</b>	<b>-480</b>	<b>£1,279</b>
Teignbridge CVS Cost of Living	3415	150	-150	-3415	0
Teign Housing Community Chest	500	0	0	-500	0
Other grants & restricted income	0	16061	-16061	0	0
<b>Restricted Funds - VC</b>	<b>£3915</b>	<b>16211</b>	<b>-16211</b>	<b>-3915</b>	<b>£0</b>

9.2 **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes.

When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

9.3 The Trustees **have designated £40,781 (2023: £34,935)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

### 10 DEBTORS

**2024: £10,533**

*(2023: £9,017)*

Analysis by Department:	VC		CS	
	2024	2023	2024	2023
	£	£	£	£
Amounts due for charged-for services	0	0	6728	7299
Bank interest receivable	490	257	2731	1139
Gift Aid due from HMRC	333	132	0	0
Other debtors & prepayments	154	182	97	8
	<b>977</b>	<b>571</b>	<b>9556</b>	<b>8446</b>

### 11 BANK & CASH

**Investments** are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

**Cash at bank & in hand** comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£140** petty cash (2023: £195) and **£1,478** in postage stamps (2023: £1,040).

### 12 CREDITORS

**2024: £21,231**

*(2023: £22,494)*

Analysis by Department:	VC		CS	
	2024	2023	2024	2023
	£	£	£	£
Payroll deductions (HMRC & NEST)	0	0	2225	1857
Accrued holiday pay	0	0	6556	6025
Owed to staff	0	0	108	1344
Other creditors & accruals	171	634	171	634
Advance payment received	0	0	12000	12000
	<b>171</b>	<b>634</b>	<b>21060</b>	<b>21860</b>

## THANKS AND ACKNOWLEDGEMENTS

There are so many individuals and organisations who support us, too many to list individually, but we are extremely grateful for all they do.

We also take this opportunity to pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout the year.

This year our fund-raising activities have included stalls at the King's Coronation Fair, the Strand Christmas Market and Luscombe Castle, and Teignbridge Community Lottery, Charity Bingos, and our Christmas Quiz.

We must offer a special mention for our Trustee, **Robin Buchanan**, who raised over £350 for Assist as part of his birthday celebrations!

We are grateful for draw prizes from The Langstone Cliff Hotel, Fairway Furniture, Waitrose & Exeter Chiefs and the many individuals who donated some wonderful prizes to support our fundraising events.

### We also received funding from:

Devon County Council

Dawlish Town Council

Cosens Institute

TCVS Cost of Living Grant

New Park Association

The Co-op Local Community Fund

Teignbridge Community Lottery

The Rotary Club of Dawlish Water

Bank of England Community Fund

We are very grateful to all our donors and our funders, and the **Trustees** and **Members of Assist Teignbridge** for their continued support.

We are also very thankful of the many organisations that support our work through information, training and advice. We thank **Angie Weatherhead**, **Dawlish Town Council**, and the other **Helping Dawlish** organisations for their collaboration yet again this year.

**Thank you to everyone who supports us in their own way**

We couldn't do it without you!



# THANK YOU ALL



*And finally, sincere thanks to the families of **Brenda French** and **Peter Chenery** who very kindly made donations to this charity in their memory.*