



Unite Carers in Mid Devon

ANNUAL REPORT

1ST APRIL 2024 - 31ST MARCH 2025

Unite Carers is a Company limited by Guarantee

Charity Number: 1099188

Company Number: 04779388

2 Bridge Street, Tiverton, Devon EX16 5LY

Telephone No.: 01884 257511

e-mail: info@unitemd.org.uk

Website: www.unitecarers.org.uk

Patrons:

Angela Rippon CBE, Lady Louise Amory

Unite Carers in Mid Devon

Information and Support for Carers

A Carer is a person who provides regular unpaid care for a friend or relative who cannot manage alone because of severe illness, disability, frailty, or vulnerability.

The aims of Unite Carers' Service are:

To promote any charitable purpose for the benefit of unpaid carers who look after someone who depends on them in the Mid Devon community, by the advancement of education, the protection of health and the relief of poverty, sickness and distress; also to ensure that every individual is made aware of the services available to them and is given the opportunity to express their needs effectively, regardless of race, gender, sexuality or disability.

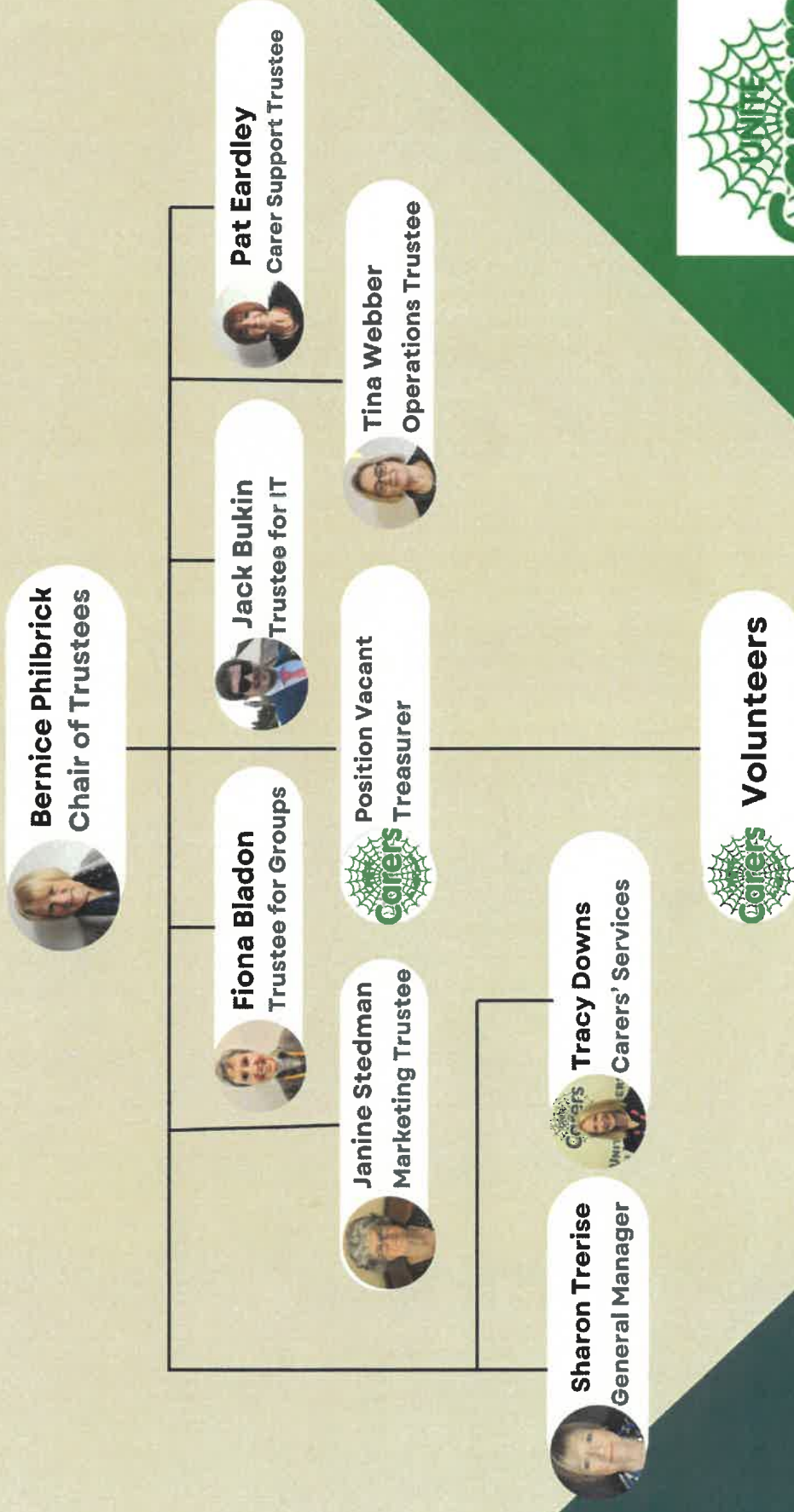
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Office open by appointment Monday to Friday

ORGANISATION CHART



CHAIR OF TRUSTEES REPORT - 1st April 24 to 31st March 25

We have had a busy year as demand for our service increases month on month and our “across-the-board” support system is estimated to reach out to approximately 1,000 people in Mid Devon, receiving benefit in some way from Unite Carers.

The list of services offered is extensive and you can find full details in this AGM report from:

Sharon, our General Manager

Tracy, our Carers’ Services Manager & Deputy Safeguarding Officer

Fiona, Trustee and Volunteer for support groups with special interest in dementia

Janine, our marketing and community Trustee

Communication between staff and Trustees is well managed through Tracy’s monthly statistics table of numbers using our support services, and through staff’s written reports to Trustees before each board meeting. Staff also attend board meetings by arrangement.

In January 2024, our Volunteer Advisor Andrew Grzezinski gave a presentation to the Board with an overview of our charity, suggesting a need to focus on the main priorities of the organisation and to identify what we want to ultimately achieve for the future of the organisation.

In May 2024 Simone was invited to join the Board of Trustees. Simone’s experience in fundraising qualified her to become the Trustee supporting the fundraising team.

Demand for assistance in filling out forms is increasing and our form filing team, mainly volunteer Margaret Phillips and Trustee/volunteer Tina Webber were recognised for their amazing work in this area.

The counselling service saw two new counsellors joining us, this continues to be a well-used service.

During Volunteer week in June 24 Trustee Stephanie recorded a video message on Facebook thanking our volunteers for their invaluable work.

That - and our open day - attracted quite a crowd of visitors stimulating interest in what we do.

One of our volunteers, Liam, approached the Board with enthusiastic ideas for promoting our charity in the community and across Mid Devon. His ideas were well received and gave quite a boost to our marketing and community activities. Liam did not want to be the organiser, but his ideas were the start of a new focus group and responsible for the pop-up banners we decided to buy. The findings from that meeting are the basis of our present Marketing and Community Group. We are very grateful to Liam for all the time and thought he gave to promote this project.

Throughout the year we have remained alert for any occasion where we can raise our profile.

Chair of Trustees Report (Continued)

In July Paul resigned from the Board, we were sorry to lose him and his expertise in good governance. His service to Unite will be missed.

Unite Carers have received 2 Quality Assurance Marks this year - one for Unite Carers from Devon Voluntary Action and a second from Devon Memory Café Consortium specifically for our Forget Me Not Café. Special thanks to Tracy for gathering the information required to achieve this recognition for our services.

August brought Fiona Bladon and Janine Steadman to us as new and very welcome Trustees. Both these ladies come with a wealth of knowledge and experience.

In September Andrew presented his paper "Unite Carers Current Overview", it was gratifying to note that many issues identified in his January paper had been successfully dealt with or adopted as current practice. One example being to reschedule our Board meetings from monthly to quarterly resulting in better use of Trustee time.

Lady Louise Amory had been Patron to Age UK in Tiverton which closed following the pandemic, we approached her to see if she would consider a patron role for Unite Carers and were delighted when she accepted and joins our long-standing Patron Angela Rippon.

At the last AGM I was able to tell the meeting that we were now in a position to advertise for a third member of staff. This intension is still very much on the agenda. The board decided to wait for the approval of the 3-year plan which may provide us with directions on the way forward and a decision on the skills we will be asking for of a new employee.

Sadly, despite constant endeavor we have been unable to secure a Treasurer. Sharon has done a sterling job taking on this role. Although we are aware that many charities operate without a Treasurer this is not a situation we are happy with. The search goes on.

A review of office safety resulted in the installation of Ring Doorbells at number 2 and number 4.

Unite Carers has gone from strength to strength this year, we are in a strong position, strong enough to consider improvements to our services to carers across Mid Devon.

For myself, as I step down from the role of Chair of Trustees, I look back with gratitude to those who have made my time in the chair fulfilling and enjoyable. I thank you all and intend to remain on the Board as a Trustee.

Those involved in our charity are remarkable - Volunteers, Carers, Staff and Trustees, all playing their own huge part in the delivery of our services. The unselfish giving of their time, their commitment and dedication make Unite a charity to be proud of and I am sure our founder Carol Benn would endorse this wholeheartedly.

Bernice Philbrick
Chair of Trustees

GENERAL MANAGER OVERVIEW

In our 22nd year I can't quite believe that I'm heading into my 12th year working for Unite Carers.

It's been a very busy year for all of our services. Tracy and I are delighted with the increased numbers of new volunteers supporting increasing numbers of carers and their loved-ones.

Tracy's report gives detailed information on what Unite has offered for the last tax year and to date. We could not do what we do without our wonderful band of volunteers and we thank each and every one of you for your contribution to our success – no matter how small!

I believe that Unite Carers are unique in the amount of face-to-face support we provide for our carers and their loved ones. We may be small, but we are mighty! The people we support have a person-centred approach from staff and volunteers alike, which is tailored to their individual needs. In this report I have included quotations from carers, professionals and volunteers giving testament to how we are "Making A Difference" to unpaid carers in Mid Devon. Such positive feedback makes me proud of what Unite Carers have achieved yet again this year!

Although I oversee the day to day running of the charity, some of my time is spent applying for funding to support the work we do. Our volunteer Andy has done a great job supporting and encouraging me when we have the odd unsuccessful response. You will see from the attached list of donations and grants that we have had a successful year. However, in order to employ a much-needed third member of staff we need to continue with our success. Regular donations from individuals are invaluable – especially with the addition of gift aid – so please consider Unite Carers if you like to support a local charity.

Another part of my job is keeping accurate financial records, holding tight to the purse strings and liaising with our Accountants Apsleys when producing the Annual Accounts. If anyone has any specific questions about our expenditure please get in touch.

Our membership numbers have now increased to 38. If you would like to vote at our AGM and not already a member, then please ask to complete a membership application to have your say about the running of the charity. There is no cost.

GENERAL MANAGER OVERVIEW (Continued)

Our website and Facebook pages are full of information for carers, but most importantly we are able to support carers who do not have access to the digital world and want to see us face to face. As well as the monthly support groups and face to face befriending, carers are able to drop into our office for direct support. We are generally open at least 10 am to 4 pm Monday to Friday, but it is always best to call ahead in case Tracy and I are in meetings, covering groups, or indeed on leave! We use our No 4 office for many of our support groups which means we are able to get to know our carers more personally and support volunteers when needed.

Having marked my decade with Unite in September 2024, I have looked back at all of our records and see that several volunteers have reached their 10 year milestone over the last couple of years. Thank you to John Anderson, Neil Babbage, Alison Knott, Liz Verdonkshot, Jean Milne, Jackie Quaife and our Trustees Tina Webber and Bernice Philbrick for your support for over a decade, with a special mention to Jenny Tower who has been a volunteer, Trustee and member of staff!

We have had feedback from volunteers and carers that they are not very fond of our “spider web” logo. As we have almost completely run out of leaflets we would like to take this opportunity to “re-brand” and would welcome ideas for a new logo and/or theme.

My main highlight from the last 12 months is seeing the bonds that have formed between the carers, their loved ones and our volunteers. Social gatherings and the peer support I have witnessed through good times and bad have been heartening and I am sure long-term friendships have been made. However, my claim to fame is that I am still in regular contact with our famous Patron Angela Rippon and I hope you enjoy the annual message that will be played at the AGM. We are also grateful to Lady Amory, our other Patron, for her continued support.

To our Board of Trustees, volunteers, advisors, carers and friends of Unite – thank you for making our work so rewarding. I feel we are one big family and the peer support we give to each other cannot be beaten! A special mention to my dedicated colleague Tracy who goes above and beyond in everything she does.

Please keep an eye on our website: www.unitecarers.org.uk and our quarterly newsletters to see what’s to come in the next 12 months!

With very best wishes

Sharon Trerise
General Manager

General Manager's AGM Report - Making A Difference

We very much appreciate feedback from carers and professionals about our services – and what Unite means to our volunteers - these are a few examples!

Feedback From Carers:

"We would like to let you all know how much Unite Carers has added to the quality of our lives.

Chris has recently spent time in hospital, and it was made so much easier because of the information we got from Unite. I wouldn't have known about free parking with the Carers badge to start with. Also, I now know it is my right to stay with Chris which makes us both feel happier. I learnt about the Dementia nurse and therefore contacted her before our appointment.

Our Different Journey group has resulted in us doing things we would never have got round to. For example, the picnic, and the walk around the walled garden. Also, the wonderful Christmas party. Chris is always keen to go, even when he has not been feeling well.

The atmosphere is always positive and supportive. We always have a laugh and it's been great to get to know everyone.

I don't feel on my own anymore. I know there is help just a phone call or an email away.

The I.T. help has made such a difference. We can now use our smart T.V. without problems. We can find our devices when they go missing. Chris got so much joy from listening to his MP3 player in hospital.

We are now over a year on from the diagnosis and we would honestly say our life is good and happy. Also, we have never had such an active social life!

Thank you all for everything you do, it means so much to us.

Best wishes Gina and Chris "

Feedback From Carers (Continued):

“Margaret came yesterday, as arranged, to begin completion of the 32 page application form for Attendance Allowance. She will return next Thursday to complete this saga. Her support and sympathy were beyond praise and I cannot express my gratitude sufficiently.

I thought I was managing Hazel’s illness adequately, but I am amazed at the sense of relief I feel at having discovered Unite Carers. Thank you all from the bottom of my heart.”

“When we got home on Tuesday after Forget Me Not I was told what a lovely afternoon it had been. By the time we went to bed I had been thanked for a very enjoyable day three times!”

“Thank you Tracy so much, it was good to talk to you and I feel that a weight has been lifted off my shoulders already.”

“Thank you for listening to me “rant on and on” this morning. As I’ve said before – you do a wonderful job there for so many of us.”

“I thought that I should probably check in with you to say that I went to the Oasis meeting at Padbrook Park this afternoon.

I found it very uplifting and really enjoyed myself. I can’t remember when I laughed so much. In fact I came home on a ‘high’. It did me the world of good and I fully intend to go to the group as often as I can.”

“Thank you so much for this, I really appreciate all the support and help you have given me.”

“Unite Carers has made such a difference to us. Without it we would have had no positive contact since the diagnosis. So thank you from both of us for all you do.”

“Thank you! Simone has been an absolute godsend to me – things are such that I’ve really needed to “off load” to her.....overwhelmed as I am. I’m really grateful to you there – for arranging for me to have such a lovely caring listening lady to talk to.....Thank you!”

Feedback From Professionals:

“Keep being awesome in all you do. It has been fab to work with you over the years whilst I was at Involve and at Tiverton Wellbeing.”

“Your drop-in was wonderful – you were so welcoming and friendly greeting everyone who came in like an old friend – it was a lovely atmosphere!”

“Thank you so much Tracy – you are just epic!!! I am sure this will make a difference to C. I will catch up with her in a few weeks and see if I can link her to anything else. Thank you so much for being so awesome. I am so pleased for C.”

“I just wanted to feed back as I met with L earlier today and it was like meeting with a different person since I first started working with her a month ago. Now she knows that there is support available and people to reach out to should she require advice, or just needs a safe, non-judgemental space to be able to share experiences with someone who understands, it has totally transformed things for her and she no longer even requires our Wellbeing involvement.

Her feelings of overwhelm have been replaced with calm and she described it as a huge weight having been lifted off her shoulders. Thank you for making such a difference!”

Feedback From Volunteers:

“Such a wonderful opportunity to become a volunteer with Unite Carers. Such varied roles available. Everyone is so friendly, staff and volunteers. I really enjoy working in the office a couple of days a week and helping out at various meetings...The Forget Me Not afternoon and the DJ meeting, such worthwhile get togethers for carers, their cared for people and staff.

Various social events are also available for everyone to join in....volunteering with Unite is very enjoyable and enlightening for everyone concerned.”

"Dear Bernice & The Board of Trustees

Thank you so much for your lovely letter, it was such a wonderful surprise.

I really enjoy helping Carers at Unite Carers in Mid Devon and always feel appreciated for the volunteering I do. Sharon and Tracy are great – supporting and enabling me in my work and always ready to support me with a listening ear and a smiling face.

I feel it's important to use any skills I gained as an Occupational Therapist to better carers lives. It's a known fact that all of us need a little help from time to time.

You are right in saying that these complicated forms are a real challenge for carers and their families, and they often give up before starting, missing out on benefits they are entitled.

I have been a carer and advocate all my life, having a sister, Joyce, born with Downs Syndrome, there were only fifteen months between us, but I was able to speak for her and my mother and others as no-one else could understand what she was saying!

I've had a career and a family life caring for others, with many appreciative comments, but to receive your letter was a real uplift and an awakening for me in recognition of my work, so thank you again.

"As a volunteer I wanted to say a big thank you to Sharon, Tracy, volunteers and carers who have been so helpful and supportive over the last 18 months whilst I have been struggling with severe mobility and health issues. Getting the attendance allowance and most importantly Sharon's help in getting the blue badge has relieved a lot of stress enabling me to go back to some of the places I love to visit. There have been times when I struggled to cope, without your support I am not sure how I would have done."

Thank you to everyone who has taken the time to send us such positive feedback 😊

GENERAL MANAGER'S AGM REPORT - INCOME 2024/2025

Grants:	Charles Hayward Foundation	£	5,000.00
	Crediton Town Council	£	2,000.00
	Cullompton Town Council	£	2,000.00
	David Gibbons Trust	£	5,000.00
	Devon Community Foundation	£	3,000.00
	Garfield Weston Foundation (2nd of 2)	£	10,000.00
	Groundworks - Tesco Blue Tokens	£	1,206.00
	Lottery Awards For All	£	20,000.00
	Masonic Charitable Foundation (2nd of 3)	£	4,322.00
	McCarthy & Stone Foundation	£	7,500.00
	Sobell Foundation (2nd of 2)	£	10,000.00
	Tiverton Town Council	£	500.00
	Weinstock Fund (3rd of 3)	£	3,000.00

Total Grants: £ 73,528.00

Donations:	Bampton PCC	£	700.00
	Charity Bingo	£	500.00
	Chitterley Charity donation	£	500.00
	Co-op	£	500.00
	D Gent donation	£	300.00
	David Saunders	£	156.00
	Donation via MP	£	25.00
	H Trust donation	£	1,000.00
	Jean Butler	£	20.00
	Lady Amory	£	500.00
	LG & MT	£	15.00
	Lost Kitchen Duck Race	£	500.00
	Lynda Greenaway	£	35.00
	Margaret Phillips donation	£	110.00
	Maureen Whiteley (in memory Trevor)	£	741.00
	Mr & Mrs Bray	£	25.00
	Mr & Mrs Brown	£	50.00
	Mr & Mrs Butt	£	100.00
	Mr & Mrs Fitzmaurice donation	£	1,800.00
	Mr & Mrs Halsey	£	10.00
	Mr & Mrs Ogle	£	50.00
	Mr & Mrs Phillips	£	50.00
	Richard Hill	£	240.00
	SJ	£	10.00
	Soroptimists donation	£	400.00
	Tiverton Darts League donation	£	308.00
	Trefoil Guild donation	£	249.85
	Unite collection pot	£	139.59
	Viscount Amory	£	750.00
	Withleigh Village Hall Donation	£	104.00

Total Donations: £ 9,888.44

Other Income:	Safe Stop	£	770.00
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Total other income: £ 770.00

Interest:	Total interest:	£	4,861.39
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TOTAL INCOME: £ 89,047.83

AGM Report for Adult Carer Services from Tracy Downs, Carer Services Manager

1st April 2024 – 31st March 2025

It seems incredible to me that, as of July this year, I have been working with Unite Carers as Carer Services Manager for 3 years. The time has flown by so quickly and much has changed during that time, with still much more to come. Exciting times ahead for Unite.

My role at Unite Carers remains incredibly varied - I manage the delivery of our 1-2-1 support services for unpaid carers, coordinate counsellor provision, recruitment and provide support, manage and mentor our dedicated team of 1-2-1 volunteers, lead on carer registrations and carer wellbeing and am the Deputy Designated Safeguarding Officer. I also manage our social media presence and write the newsletter, among other responsibilities that all contribute to the heart of our organisation – Unite Carers.

The heart of Unite - We know that Unite Carers simply couldn't deliver the support we do without the unwavering dedication of our incredible team of volunteers. Whether leading or assisting at the groups, providing vital support through our 1-2-1 services and offering time in countless other ways, the contribution of our volunteers is at the heart of everything we achieve. We truly couldn't do it without you. Thank you for being on board.

On to the numbers - Part of my role is to produce statistics for the Board of Trustees, so let's start with Unite's important volunteers:

Volunteers

❖ **As at 31st March 2025, Unite Carers were supported by 58 volunteers (Aug 24: 59).**

Of those 58 volunteers:

17 were supporting the Groups – decrease from 19 at end-March 2024 (Aug 2025: 15 vols).

32 were providing 1-2-1 Befriending Support and/or Telephone Friendship – increased from 29 at end-March 2024 (Aug 2025: 32 vols).

5 volunteers were providing IT Support – no change from 5 at end-March 2024 (Aug 2025: 4 vols).

5 volunteers were providing Form Filling Support – decrease from 7 at end-March 2024 (Aug 2025: 4 vols).

4 volunteers provided/are providing Counselling for Carers (Aug 25: 2 – Karen and Faye). We have 2 new counsellors due to join us – Jo in September 25 and Sabrina February 26.

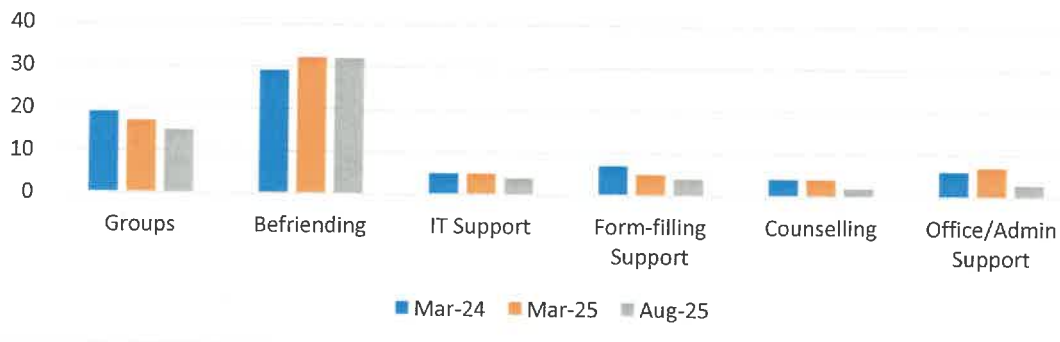
7 volunteers were providing admin or office support – increased from 6 at end-March 2024 (Aug 25: 3).

All volunteers have received a DBS check and are DBS clear. All have received induction training and were offered an annual Volunteer Support Meeting this year with Sharon.

This year, Unite's volunteers have been offered the following additional training:

- Dementia Awareness training - Devon Memory Consortium

Volunteers

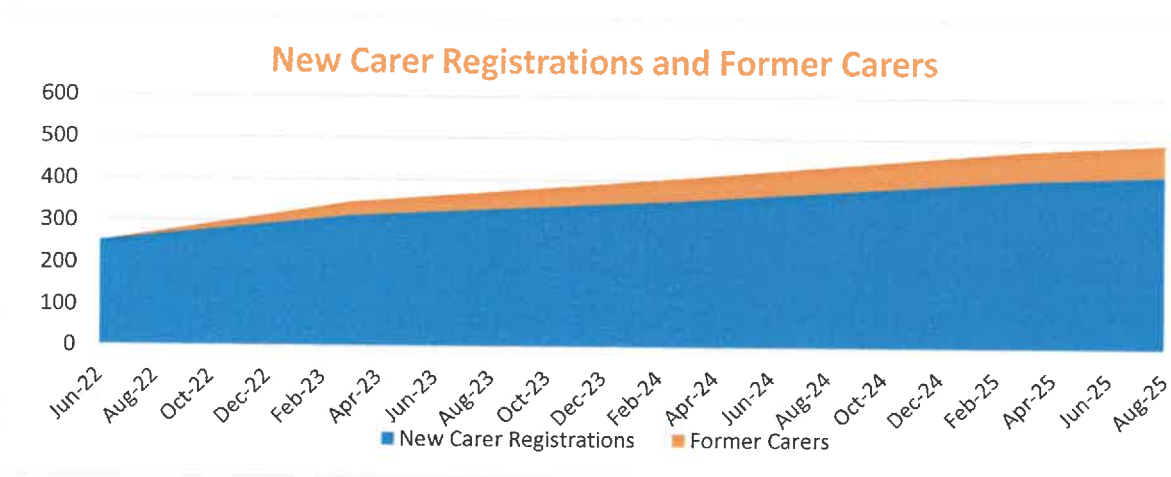


Now for the people we are all here to help - Carers and Former Carers

Carer Registrations

- ❖ As at 31st March 2025 there were 401 carers registered with Unite, a steady increase of 13% from 351 in the same period of 2024. (Aug 25: 414 carers registered).

A very warm welcome to you all!



Carer Services – The Groups

- ❖ During the period 1st April 2024 - 31st March 2025, Unite Carers were offering 13 Support Groups to Carers (currently 14 groups for Aug 25 with plans to increase to 15 groups by the end of 2025).

Our groups are split into categories and Unite currently have 4 support and friendship groups for Carers of people with any medical condition. They are:

- The Bampton Carers' Coffee Group led by Denise.
- The Cullompton Carers' Coffee Group led by Jean.
- The Tiverton Carers' Coffee Group led by Denise and Fiona.
- The Crediton Carers' Coffee Group led by Tracy (staff).

Unite's groups for Carers of people with dementia are:

- The Tiverton Forget Me Not Café for carers and the people they care for, led by Denise and Fiona with the help of our team of FMNC volunteers.
- The Culm Valley Oasis, led by Audrey and Veronica.
- The Exe Valley Oasis, led by Denise and Fiona.
- The DJ Group "A Different Journey" – For Carers and their loved ones who may be just starting out on their dementia journey, led by Fiona. Due to its popularity, a 2nd DJ Group is expected to start this year.

Unite's groups for Parent Carers are:

- The Let's Unite at No.4, for Parent Carers of school-aged children with additional needs, led by Wendy.
- The Carers of Adults and Teens (16+) with Additional Needs Group, led by Wendy.

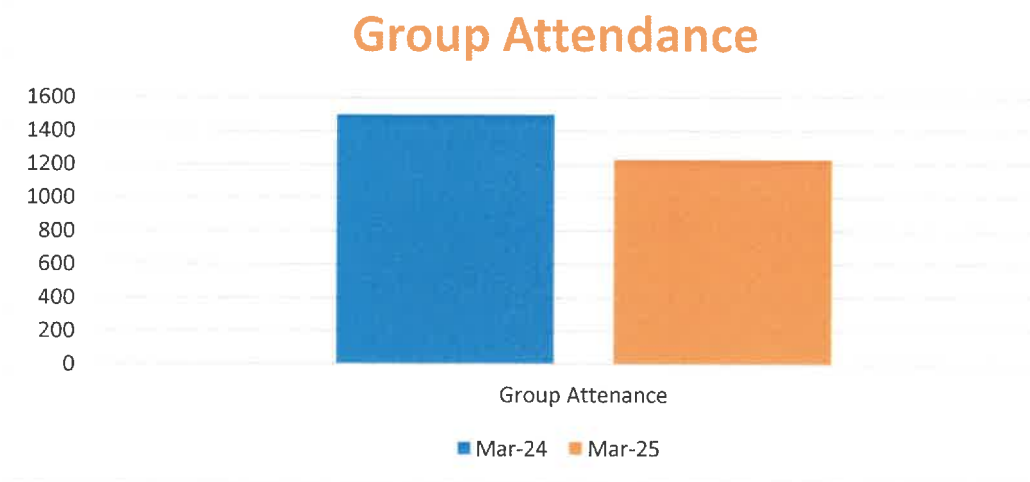
Unite's groups for Former Carers are:

- The Uffculme Carers and Former-Carers Lunch Group, led by Jackie.
- The Tiverton and Cullompton Former-Carers Lunch Group, led by Veronica and Jenny

Discontinued Groups

No groups were discontinued in 2024-2025. However, the Tiverton Safe Stop Group ended in April 2025.

- ❖ **For the period 1st April 2024 – 31st March 2025 there were 1,231 recorded attendances at the Groups, 17.8% down from the same period last year at 1,499 attendances. The data includes carers, cared-for people and volunteers.**



Carer Services – 1-2-1 Support

Befriending and Telephone Friendship

Unite Carers' Befriending Service is a free, friendly way for unpaid carers to connect with a like-minded volunteer. Whether it's meeting for a cuppa and a chat, planning a small outing, or having a

visit at home if getting out is difficult - the service is all about companionship support rather than therapeutic care.

Before matching, I'll have a relaxed conversation (called a Carer's Assessment) to understand what the carer is looking for, how often they'd like to meet, and what kind of person they'd enjoy spending time with. If meetings are planned at home, I'll do a home visit first to ensure the safety of our volunteers. After three months, I'll check in to make sure everything's going well — though carers can reach out anytime if they need support. Any concerns are handled with care and discretion.

We also offer Telephone Friendship, following the same model, for carers who prefer chatting over the phone from home.

What makes our service special is that it's not time-limited. If the match feels right after the 3-month review, carers can continue seeing their befriender for as long as they wish. We don't take the support away.

Any expenses incurred for coffee and cake are covered by Unite, thanks to continued funding from Devon Community Foundation.

❖ **As at 31st March 2025, 42 Carers were receiving Befriending Support and 9 were receiving Telephone Friendship – Total 51 - a 21.4% increase from a total of 42 in the same period of 2024.**

To our Befriending Team — whether you're offering support in person, over the phone, or lending a hand with our Groups, your impact is so valuable. The care and professionalism you bring to every interaction is inspiring, not just to me, but to everyone who witnesses the difference you make. You offer comfort, connection, and friendship to carers at the moments they need it most. Thank you.

Counselling For Carers

We re-started our free Counselling For Carers service in February 2023 and it continues to gather momentum. Simone left us October 2024 and Catherine in April 2025, after completing their 100 hours of counselling practice, and new counsellors in training Karen and Faye started with us in April 2025. Due to our increasing waiting list for counselling for carers, two further counsellors in training have been bought on board, and Jo is due to start with Unite September 2025 while Sabrina will join us February 2026.

All of our counsellors in training are working towards the Lv.4 Diploma in Therapeutic Counselling and registered with either the CPCAB (Counselling & Psychotherapy Central Awarding Body) or the NCPS (National Counselling & Psychotherapy Society) are insured, receive external clinical supervision and are DBS clear.

❖ **For the period 1st April 2024 to 31st March 2025, our counsellors delivered 137 counselling sessions to 17 carers - a sessional increase of 18% and increase in carers seen by 6% on the previous year.**

Thank you so much Catherine and Simone. Your empathic approach, professionalism and commitment to carers and to Unite is greatly appreciated by us all.

Form-filling Support

Unite's form-filling service continues to receive requests from carers for help to complete long and complicated paperwork. We have helped carers with anything from Attendance Allowance to Blue Badge applications, the Household Support Fund to Disability Living Allowance, and this year we added support for Pension Credit to the list. We also offer a confidential space and IT facilities to carers when their home environment isn't suitable for the task at hand.

- ❖ **For the period 1st April 2024 to 31st March 2025, staff and volunteers delivered 59 form-filling appointments to Carers, a 7% increase from the previous year Apr 23 to Mar 24, which saw an increase from the year before that of 450% (worthy of note I thought).**

A huge thank you to our dedicated form-filling volunteers. Your commitment and attention to detail make a real and lasting difference in the lives of so many carers. We know how demanding and time-consuming this role can be and yet you continue to show up with care, precision, and generosity. We're so grateful for everything you do.

IT Support

Unite's IT Support Volunteers help carers to feel more confident with IT and when online. Whether just getting started or help to better understand the technology already used, they offer friendly, practical guidance. From setting up an email address and shopping online, to using social media or navigating a smartphone, laptop, or other device, our volunteers are ready to help every step of the way.

- ❖ **For the period 1st April 2024 to 31st March 2025, 10 Carers have accessed IT support, a 11% increase for the same period last year.**

Thank you to our brilliant IT Support volunteers. Your knowledge, patience, and willingness to help make a real difference to carers navigating the digital world. We're so grateful for the time and expertise you share. A special thank you to Phil and Jack whose support with our database this year has kept us running smoothly behind the scenes.

1-2-1 Services



I'd like to close by saying well done to everyone at Unite Carers. Dedication, compassion and teamwork have made this another successful and impactful year. Here's to everything we've achieved so far and to the difference we continue to make for carers together.

Unite Carers' Peer Support Groups

Report 2025 for AGM

I would like to mention two figures:

- 1) The cost of running the NHS for a year in the UK was approximately £189 billion.
- 2) Unpaid carers in the UK provide care worth an unbelievable £184.3 billion a year (four times the amount of publicly funded spending on adult social care services).

Source: *Centre for Care and Carers UK* (research 2021/2022)

Charities such as Unite Carers provide a crucial service to unpaid carers. Not only in supporting carers to continue in the caring role, but in benefitting the person for whom they are caring, and preventing or delaying the need for other services, such as the NHS, Social Services and the Emergency Services.

Unite does this through befriending, signposting to sources of support and resources, providing support in navigating the systems and care pathways and through training and information and guidance relating to specific diagnoses (dementia, autism, ADHD)

Unite also runs thirteen Peer Support Groups and numbers of attendees at these groups remain steady. Constantly, we look at ways of increasing numbers, and at establishing that we are providing what carers want and need

Peer Support Group for male carers: A feasibility study to consider setting up a special group for male carers was carried out, but at this time, there was insufficient interest. However, we will keep it in mind for the future

Parent Carers Group: We have a lovely new facilitator, Wendy Price, for this group and numbers beginning to creep up (perhaps the picnic at the park helped).

Carers of adults and teens with additional needs: Again, we have new facilitators Philip and Linda Cornish for this group.

Tracy facilitates the **Crediton Group** who meet at the Crediton Coffee Company Café, sharing lively conversation and laughter, as well as offering peer support to those who need to share and talk about worries and frustrations.

Exe Valley and Culm Valley Oasis (for carers of someone with a diagnosis of dementia): Feedback highlights the importance of the Oasis peer support groups to enable carers to share and to laugh together

Unite Carers' Peer Support Groups Report 2025 for AGM (Continued)

Lunch groups for current and former carers are definitely very popular and **Carers Coffee Groups** at Bampton, Tiverton and Cullompton continue to support carers.

The **Safe Stop Group** provided much-needed support and company to carers and cared-for people alike, at a time when isolation could be overwhelming. We are sad the group is no longer running, and thank Jenny and her band of volunteers for the joy they brought.

Research: To gain carers' input, Dr Catherine Alexander from the University of Exeter met with our **Different Journey Peer Support Group** (DJ Group) where she discussed her research into "Awareness matters in dementia". Her survey is now live online for carers to complete.

Members of the DJ group were invited to join Exeter University's Patient and Public Involvement Groups in various other dementia research projects as "experts by experience".

The group meet once a month at No 4 in a more structured session and socially once a month for coffee and cake, picnics and outings.

Judging from the feedback, the DJ group has been successful in supporting carers and has reached capacity in numbers. Therefore, we are planning a second group.

The Bridge Café (which began life as the Anticipatory Grief Peer Support Group) is a specially-formed group supporting carers in considering future planning including contingency plans, coping strategies, anticipatory grief and financial and legal issues.

In Unite's peer support groups we see the anxiety and frown lines on carers' faces turn to smiles and laughter when they meet other carers who fight the same battles, who empathize, suggest solutions, strategies and resources, share tears and laughter, leading to the realization that you are not alone, that others "get it". They really do, and they care.

Fiona Bladon
Unite CarersTrustee

Unite Carers in Mid Devon - Marketing Report for 2025 AGM

Marketing plays a vital role in the sustainability and growth of small charities, enabling them to raise awareness, build trust, and engage supporters effectively. With limited financial resources, marketing helps Unite Carers to articulate its mission, showcase impact, and differentiate itself in a crowded sector. It grows stronger relationships with volunteers, beneficiaries and donors by conveying authenticity and purpose through clear, consistent messaging.

Well-executed marketing can attract new partnerships and ensure that our charity's work reaches those who need it most. In essence, marketing is not a luxury. It is a strategic necessity.

Fundraising events play a dual role in this strategic development. They serve as essential income-generating activities and they also function as key marketing opportunities.

Looking back over the year since our last AGM, here are some of the ways in which Unite Carers in Mid Devon has engaged in marketing our services:

Our website: www.unitecarers.org.uk

Our inspirational quarterly newsletters, in which we share meaningful stories and celebrate community contributions.

Social media: www.facebook.com/unitecarers

We have information stands at Clare House and Castle Place GP surgeries.

Community and outreach events and visits:

October 2024 - Exe Valley Community Bar Charity Bingo event.

November 2024 - Tiverton & District Soroptimists Beetle Drive

December 2024 - Christmas Carol Concert by Take Note Community Choir at St Paul's Church and Christmas drop-in at Cherith Hall, Tiverton.

April 2025 - Visit to DJ Group by Dr Cathy Alexander from the University of Exeter.

May 2025 - Duck Race fundraising event at The Lost Kitchen

We extend our warmest gratitude to Lady Amory and Angela Rippon, our valued patrons, whose generosity and commitment continue to play a vital role in sustaining our mission.

Our warmest thanks also go to Cllr Neal Davey (Mayor of Tiverton). We are deeply grateful for the Mayor's steadfast support.

Marketing Report (Continued)

Our wonderful volunteers and supporters play a vital role in the successful marketing of Unite Carers. They are passionate ambassadors out and about in our community, talking about what we do. Word of mouth is a powerful and cost-effective tool for small charity marketing, as personal recommendations from trusted voices can extend our reach far beyond formal channels. We are very grateful for this ongoing support.

Looking ahead, Unite Carers will be actively exploring new marketing opportunities to enhance visibility, strengthen engagement, and support its strategic objectives. We recognise the value of fresh perspectives and collaborative thinking. We welcome ideas from trustees, staff, volunteers, and supporters. Whether through digital outreach, community partnerships, or creative campaigns, all contributions will be considered as part of a broader effort to ensure our message reaches and resonates with those we aim to serve.

Janine Stedman
Trustee
September 2025

UNITE CARERS SAFE STOP SOCIAL GROUP - 2024/25 REPORT

Myself and a very willing and able group of 4 - 5 volunteers continued to run the Safe Stop Group until Easter of this year (2025). We had great fun every time we met doing a wide variety of things including, pottery painting, craft, playing board and cards games, singing, dancing, playing boules, 'badminton' with fly swat and balloons, quoits and football, various types of bingo, word games, quizzes, puzzles and telling jokes and stories. You say it, we did it!! It was always a barrel of laughs. We giggled lots with wobbling racing Santas, reindeers and elves. We all laughed until we cried!!!

Occasionally we had entertainers in, some of the furry type dressed in Christmas outfits and loved being fussed! Santa and his elves came. Whatever the season we celebrated it with laughter, fun, stimulation, movement and thoughtfulness.

We always had cakes and snacks to give time for just chatting with each other. The room was filled with friendship, kindness and fun stimulation. Sadly, with the age group of the cared for people who joined us for the amazing sessions they get poorly, and our numbers began to drop to a point that it was not financially viable to keep going. We tried recruiting more cared for people to no avail. Such a shame as, as a group it did enable unpaid carers a morning a fortnight to have for themselves. They did appreciate this and in fact sometimes stayed to join in our activities.

Cherith Church was such a great place to hold these sessions – modern, warm, carpeted, clean, bright and cheerful with plenty of parking. Grenville the minister was always very obliging and helpful. Thank you Cherith Church.

The volunteers, I think, enjoyed the sessions as much as those attending and were sad when it ended. As volunteers we continue to keep in touch and meet for coffee and catch up every 4 – 6 weeks. Thank you volunteers for just joining in, being so supportive and making everyone so welcome and able to let their hair down.

Thank you, Unite Carers staff and trustees, for the funding and support to enable this group to run for many years after Age UK Tiverton sadly closed during the pandemic.

Jenny Tower

Unite Volunteer

UNITE - CARERS IN MID DEVON
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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CHARITY NUMBER 1099188
COMPANY NUMBER 04779388

UNITE - CARERS IN MID DEVON
REFERENCE AND ADMINISTRATION DETAILS

Registered charity number	1099188
Company number	04779388
Charity's principal address	2 Bridge Street Tiverton Devon EX16 5LY
Trustees	Bernice Philbrick (Chair) Pat Eardley Tina Webber Jack Bukin Fiona Bladon (appointed August 2024) Janine Stedman (appointed September 2024) Paul Fitzmaurice (resigned July 2024) Stephanie Hart (resigned January 2025)
Independent examiner	Mrs M Hutchings Apsleys Chartered Accountants 21 Bampton Street Tiverton Devon EX16 6AA
Bankers	CAF Bank Limited PO Box 289 West Malling Kent ME19 4TA

UNITE - CARERS IN MID DEVON
REPORT OF THE TRUSTEES
YEAR TO 31 MARCH 2025

The Trustees present their report and the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES

Summary of the objects of the charity set out in its governing document

To promote any charitable purpose for the benefit of unpaid Carers who look after someone who depends upon them in the Mid Devon area.

Summary of the main activities in relation to these objectives

Unite Carers provides advice - face to face, by telephone and by e-mail. Unite Carers' volunteers meet carers for refreshments and visit Carers at home to provide "befriending" support and can also provide regular telephone support calls, as well as IT support and a group sitting service to allow carers to get respite from their caring role. A specialist "Forget Me Not" cafe for people with dementia and their Carers operates once a month in Tiverton. "Oasis" peer support groups for carers of people with dementia are held monthly in Tiverton and Cullompton. Other general and specialist Carer Support Groups run every month in various locations to provide carers with the opportunities for peer support including those caring for children, teenagers and adults with special educational needs and those with dementia.

The charity currently has 58 trained volunteers who help to provide our services and who are vital to Unite Carers. The contribution they make in supporting Carers is invaluable: Supporting the office, helping with Carers' groups, sending out invitations, acting as first-stage mentors, phoning Carers at home for a friendly chat and visiting Carers to provide social support and practical assistance as well as form filling, IT support and counselling. The charity also supports former carers. All our groups are free of charge.

The Trustees have regard to the Charity Commission guidance on public benefit and believe this is achieved via the charity's objectives, activities and good governance.

ACHIEVEMENTS AND PERFORMANCE

Summary of the main achievements of the charity during the year

We now have 13 monthly support groups with an average of 103 attendances per month. 51 carers receive face to face befriending or telephone support. Our counsellors have delivered 137 counselling sessions to 17 carers. 10 carers have received IT support and staff and volunteers have delivered 59 form filling appointments to carers. At the end of the year, we had 401 carers and 78 former carers registered with Unite. All receive our Newsletters, the majority by e-mail.

Support for Adult Carers – Volunteer support continues, with Carers benefiting from home-visits, meeting for coffee or receiving telephone support services as well as support groups, IT, form filling, bereavement support and counselling.

Support Groups have continued to provide respite breaks and opportunities for Carers across Mid Devon.

The 'Forget Me Not' Cafe is held monthly in Tiverton with increasing support and numbers. People with dementia and their Carers are able to enjoy a pleasant social afternoon with tea, cakes and chat and help and advice, with support from experienced volunteers and sometimes with chats from professionals. Our newest group "A Different Journey" offers support for carers and the cared-for recently diagnosed with dementia.

The "Oasis" support groups, for dementia carers, are held monthly in Tiverton and Cullompton. We hold Support groups for all carers in Tiverton, Cullompton, Bampton and Uffculme areas. We are also pleased to continue to support the monthly Former Carers Lunch.

Sitting Service

Our "Safe Stop Social Group" in Tiverton continued to run twice a month but due to very small attendance numbers the group will cease in April 2025.

UNITE - CARERS IN MID DEVON
REPORT OF THE TRUSTEES
YEAR TO 31 MARCH 2025

Counselling Service

Our free counselling service is in great demand with 137 sessions provided to unpaid carers throughout the year.

Publicity and Promotion

We welcome invitations to promote our services for Carers and during this year we have continued to work with other groups to provide information stands at local events.

Further Development

We run specific training courses for volunteers wishing to support Adult Carers. We continue to strengthen our services to Carers through the further development of our team of volunteers and expansion of our groups and services. Our staff receive appropriate updated training for their roles.

FINANCIAL REVIEW

Result for the year

The financial statements show net surplus for the year of £11,773 (2024: net surplus of £19,760).

Restricted funds at the year end total £Nil (2024: £Nil).

Designated funds at the year end total £609 (2024: £1,267)

Unrestricted funds at the year end total £96,312 (2024: £83,881)

Brief summary of the charity's policy on reserves

Sufficient funds should always be available, equivalent to at least six months of operational costs to meet all commitments and allow for effective transition of Carer support, should the need arise. Unite holds no fixed property assets and all other assets (equipment, etc.) are written off in the year of purchase.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Type of governing document

Memorandum and Articles of Association

How the charity is constituted

Company limited by Guarantee

Additional governance issues

Trustees are invited to serve from existing volunteers who are usually Carers, former-Carers or supporters of the organisation. We are obliged to have at least one third of our Trustees as experienced Carers as we need to ensure that our organisation is truly 'Carer-led'. Potential Trustees meet with the Chair and another trustee for a discussion about the role, the charity, its objectives and its position to date, plus an idea of what is expected of them. If the candidate is still interested they will be asked to attend a Trustee meeting as an observer and thereafter, both parties being in favour, will be voted onto the Board. All new Trustees are asked to visit the Charities Commission website and thoroughly read 'The Essential Trustee' which describes the roles and responsibilities of Trustees as well as undertake on-line training for new trustees. They will receive a Volunteers handbook at the time of joining Unite which contains much useful information. In accordance with the Charity Commission's requirements, the Trustees regularly review the risks to which the organisation might be exposed.

OTHER OPTIONAL INFORMATION

This year saw the appointment of 2 new Trustees and the resignation of 2.

Our General Manager reports to the Board of Trustees the Charity's financial status and funding application situation which is discussed openly at the monthly Trustee meetings so that reasonable and prudent decisions on the charity's funding and expenditure may be made.

We do not receive any direct local or central funding to support our operations and rely mainly on grants from charitable trusts and foundations. We are lucky enough to be in receipt of a number of donations from local individuals and organisations who recognise the good work that we do. Funding Unite's operations continues to be challenging.

This report has been prepared taking advantage of the small companies exemption of Section 415A of the Companies Act 2006.

Approval

This report was approved by the board of Directors and Trustees on
and signed on its behalf.

16th September 2025

Hona Bladon

MRS F BLADON (TRUSTEE)

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES
ON THE UNAUDITED FINANCIAL STATEMENTS OF
UNITE - CARERS IN MID DEVON**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 5 to 11.

Respective responsibilities of trustees and examiner

As the charity 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 company'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.

Independent examiner's statement

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 that in any material respect:

- 1 accounting records are not kept in respect of the company as required by section 386 of the 2006 Act; or
- 2 accounting records 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.



**Mrs M Hutchings
Apsleys
Chartered Accountants**

**21 Bampton Street
Tiverton EX16 6AA**

Date: 17/04/2025

UNITE - CARERS IN MID DEVON
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
YEAR TO 31 MARCH 2025

	Notes	Unrestricted	Designated	Restricted	Total 2025	Total 2024
		£	£	£	£	£
Income and endowments from:						
Donations		9,832	57	-	9,889	13,525
Grants		69,697	3,831	-	73,528	77,760
Income from contracts		-	-	-	-	0
Interest		4,861	-	-	4,861	2,777
Other income		-	770	-	770	1,338
Total income and endowments		84,390	4,658	-	89,048	95,400
Expenditure on:						
Charitable activities	2	8,859	68,416	0	77,275	75,640
Total expenditure		8,859	68,416	0	77,275	75,640
Net income / (expenditure) before transfers		75,531	(63,758)	0	11,773	19,760
Transfers between funds		(63,100)	63,100	-	-	-
Net income / (expenditure) after transfers		12,431	(658)	0	11,773	19,760
Fund balances at 1 April 2024		83,881	1,267	0	85,148	65,388
Fund balances at 31 March 2025		96,312	609	-	96,921	85,148

The notes on pages 7 to 11 form part of these financial statements.

UNITE - CARERS IN MID DEVON
BALANCE SHEET
31 MARCH 2025

	Notes	£	2025 £	£	2024 £
Non-current assets					
Tangible Fixed assets	7		-		-
Current assets					
Debtors	8	-		175	
Cash at bank and in hand		98,812		86,226	
		<u>98,812</u>		<u>86,401</u>	
Creditors: Amounts falling due within one year	9	1,891		1,253	
Total assets less current liabilities			96,921		85,148
Net assets			<u>96,921</u>		<u>85,148</u>
Income funds					
Restricted funds	10		-		-
Unrestricted funds					
Designated funds	11		609		1,267
Other charitable funds			<u>96,312</u>		<u>83,881</u>
			<u>96,921</u>		<u>85,148</u>

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with Section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the trustees on.....*16th September 2025*
and signed on their behalf by:

Fiona Bladon
MRS F BLADON (TRUSTEE)

The notes on pages 7 to 11 form part of these financial statements.

Company number 04779388

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.1 General information and basis of preparation

Unite - Carers in Mid Devon is a Private Limited Company by guarantee and Charity registered in England within the United Kingdom.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015.

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Investment income represents bank interest and is accounted for when received.

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

1.5 Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows;

Computer equipment - 1 year straight line

1.6 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Cash

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

1.8 Pensions

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

2. Analysis of expenditure on charitable activities

	Unrestricted	Designated	Restricted	2025	2024
	£	£	£	£	£
Staff and Contract Salaries	18,017	35,944	-	53,961	52,559
Pension	721	1,438	-	2,159	2,103
Staff expenses	227	256	-	483	133
Training	65	-	-	65	65
Volunteers expenses	368	1,679	-	2,047	3,283
Trustee expenses	53	-	-	53	21
Rent and room hire	7,650	1,073	-	8,723	9,008
Rates	382	-	-	382	289
Light, heat and power	899	-	-	899	1,533
Insurance	157	-	-	157	475
Repairs and renewals	1,432	-	-	1,432	445
Printing, postage and stationery	469	14	-	483	1,133
IT and website costs	624	-	-	624	-
Telephone	2,284	249	-	2,533	1,903
Accountancy fees	1,320	-	-	1,320	1,200
Professional fees	-	-	-	-	-
Sundry expenses	726	1,168	-	1,894	1,190
Bank charges	60	-	-	60	60
Group outings	-	-	-	-	230
Subscriptions	-	-	-	-	10
Depreciation	-	-	-	-	-
	35,454	41,821	0	77,275	75,640
Management fees	(26,595)	26,595	0	-	-
	8,859	68,416	0	77,275	75,640

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

3. Independent examiners fees	2025	2024
	£	£
Preparation of statutory accounts	990	900
Examination fee	330	300
	<u>1,320</u>	<u>1,200</u>

4. Trustees' emoluments	2025	2024
	£	£
Trustees remuneration	Nil	Nil
Expenses reimbursed - various expenses	46	21

Number of trustees to whom expenses were reimbursed	<u>1</u>	<u>1</u>
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5. Staff costs and employee benefits	2025	2024
	£	£
Wages and salaries	53,961	52,559
Social Security	-	-
Defined contribution pension costs	2,159	2,103
	<u>56,120</u>	<u>54,662</u>

Redundancy payments	<u>-</u>	<u>-</u>
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The average number of employees during the year was	<u>2</u>	<u>2</u>
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No employee received emoluments above £60,000

6. Pension Costs

The company operated a defined contribution pension scheme in respect of employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £2,159 (2024: £2,103)

7. Tangible fixed assets

	Computer Equipment £
Cost	
At 1 April 2024	2,319
Additions	-
Disposals	-
At 31 March 2025	<u>2,319</u>
Depreciation	
At 1 April 2024	2,319
Charge for the Year	-
Eliminated on disposal	-
At 31 March 2025	<u>2,319</u>
Net Book Value	
At 31 March 2024	<u>-</u>
At 31 March 2025	<u>-</u>

8. Debtors: amounts falling due within one year	2025	2024
	£	£
Trade debtors	-	18
Prepayments	-	157
	<u>-</u>	<u>175</u>

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

9. Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	1,173	588
Other taxes and social security	718	665
	<u>1,891</u>	<u>1,253</u>

10. Restricted funds

	2024	Incoming	Outgoing	Transfers	2025
	£	£	£	£	£
Sitting Service	-	-	-	-	-

Restricted funds

	2023	Incoming	Outgoing	Transfers	2024
	£	£	£	£	£
Sitting Service	5,180	-	5,180	-	-
	<u>5,180</u>	-	<u>5,180</u>	-	-

Sitting service - this is social group to allow carers to leave their careers twice a month whilst they enjoy a respite from their caring role.

11. Designated funds

The income funds include the following designated funds which have been set aside out of unrestricted funds by the directors for specific purposes

	2024	New Designations	Utilised	Transfers	2025
	£	£	£	£	£
Carers support group	1,267	1,658	23,237	20,921	609
Volunteer Support for Adult Carers	-	3,000	45,179	42,179	-
	<u>1,267</u>	<u>4,658</u>	<u>68,416</u>	<u>63,100</u>	<u>609</u>

	2023	New Designations	Utilised	Transfers	2024
	£	£	£	£	£
Carers support group	-	6,286	17,225	12,206	1,267
Volunteer Support for Adult Carers	37,324	0	44,978	7,654	-
	<u>37,324</u>	<u>6,286</u>	<u>62,203</u>	<u>19,860</u>	<u>1,267</u>

Carer Support Groups – This funding is for the running of Support Groups throughout Mid Devon including the Forget-Me-Not Café, Sitting Service and Oasis groups for the carers of people with memory difficulties.

Volunteer Support for Adult Carers - This funding is for the volunteer support to Adult Carers including befriending, telephone outreach, bereavement. IT support, form filling and counselling.

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

12. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
Fund balances at 31 March 2025 are represented by:			
	£	£	£
Current assets	98,812	-	98,812
Current liabilities	<u>(1,891)</u>	-	<u>(1,891)</u>
	<u>96,921</u>	<u>-</u>	<u>96,921</u>

13. Related party transactions

There have been no related party transactions in the year.

UNITE - CARERS IN MID DEVON
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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CHARITY NUMBER 1099188
COMPANY NUMBER 04779388

UNITE - CARERS IN MID DEVON
REFERENCE AND ADMINISTRATION DETAILS

Registered charity number	1099188
Company number	04779388
Charity's principal address	2 Bridge Street Tiverton Devon EX16 5LY
Trustees	Bernice Philbrick (Chair) Pat Eardley Tina Webber Jack Bukin Fiona Bladon (appointed August 2024) Janine Stedman (appointed September 2024) Paul Fitzmaurice (resigned July 2024) Stephanie Hart (resigned January 2025)
Independent examiner	Mrs M Hutchings Apsleys Chartered Accountants 21 Bampton Street Tiverton Devon EX16 6AA
Bankers	CAF Bank Limited PO Box 289 West Malling Kent ME19 4TA

UNITE - CARERS IN MID DEVON
REPORT OF THE TRUSTEES
YEAR TO 31 MARCH 2025

The Trustees present their report and the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES

Summary of the objects of the charity set out in its governing document

To promote any charitable purpose for the benefit of unpaid Carers who look after someone who depends upon them in the Mid Devon area.

Summary of the main activities in relation to these objectives

Unite Carers provides advice - face to face, by telephone and by e-mail. Unite Carers' volunteers meet carers for refreshments and visit Carers at home to provide "befriending" support and can also provide regular telephone support calls, as well as IT support and a group sitting service to allow carers to get respite from their caring role. A specialist "Forget Me Not" cafe for people with dementia and their Carers operates once a month in Tiverton. "Oasis" peer support groups for carers of people with dementia are held monthly in Tiverton and Cullompton. Other general and specialist Carer Support Groups run every month in various locations to provide carers with the opportunities for peer support including those caring for children, teenagers and adults with special educational needs and those with dementia.

The charity currently has 58 trained volunteers who help to provide our services and who are vital to Unite Carers. The contribution they make in supporting Carers is invaluable: Supporting the office, helping with Carers' groups, sending out invitations, acting as first-stage mentors, phoning Carers at home for a friendly chat and visiting Carers to provide social support and practical assistance as well as form filling, IT support and counselling. The charity also supports former carers. All our groups are free of charge.

The Trustees have regard to the Charity Commission guidance on public benefit and believe this is achieved via the charity's objectives, activities and good governance.

ACHIEVEMENTS AND PERFORMANCE

Summary of the main achievements of the charity during the year

We now have 13 monthly support groups with an average of 103 attendances per month. 51 carers receive face to face befriending or telephone support. Our counsellors have delivered 137 counselling sessions to 17 carers. 10 carers have received IT support and staff and volunteers have delivered 59 form filling appointments to carers. At the end of the year, we had 401 carers and 78 former carers registered with Unite. All receive our Newsletters, the majority by e-mail.

Support for Adult Carers – Volunteer support continues, with Carers benefiting from home-visits, meeting for coffee or receiving telephone support services as well as support groups, IT, form filling, bereavement support and counselling.

Support Groups have continued to provide respite breaks and opportunities for Carers across Mid Devon.

The 'Forget Me Not' Cafe is held monthly in Tiverton with increasing support and numbers. People with dementia and their Carers are able to enjoy a pleasant social afternoon with tea, cakes and chat and help and advice, with support from experienced volunteers and sometimes with chats from professionals. Our newest group "A Different Journey" offers support for carers and the cared-for recently diagnosed with dementia.

The "Oasis" support groups, for dementia carers, are held monthly in Tiverton and Cullompton. We hold Support groups for all carers in Tiverton, Cullompton, Bampton and Uffculme areas. We are also pleased to continue to support the monthly Former Carers Lunch.

Sitting Service

Our "Safe Stop Social Group" in Tiverton continued to run twice a month but due to very small attendance numbers the group will cease in April 2025.

UNITE - CARERS IN MID DEVON
REPORT OF THE TRUSTEES
YEAR TO 31 MARCH 2025

Counselling Service

Our free counselling service is in great demand with 137 sessions provided to unpaid carers throughout the year.

Publicity and Promotion

We welcome invitations to promote our services for Carers and during this year we have continued to work with other groups to provide information stands at local events.

Further Development

We run specific training courses for volunteers wishing to support Adult Carers. We continue to strengthen our services to Carers through the further development of our team of volunteers and expansion of our groups and services. Our staff receive appropriate updated training for their roles.

FINANCIAL REVIEW

Result for the year

The financial statements show net surplus for the year of £11,773 (2024: net surplus of £19,760).

Restricted funds at the year end total £Nil (2024: £Nil).

Designated funds at the year end total £609 (2024: £1,267)

Unrestricted funds at the year end total £96,312 (2024: £83,881)

Brief summary of the charity's policy on reserves

Sufficient funds should always be available, equivalent to at least six months of operational costs to meet all commitments and allow for effective transition of Carer support, should the need arise. Unite holds no fixed property assets and all other assets (equipment, etc.) are written off in the year of purchase.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Type of governing document

Memorandum and Articles of Association

How the charity is constituted

Company limited by Guarantee

Additional governance issues

Trustees are invited to serve from existing volunteers who are usually Carers, former-Carers or supporters of the organisation. We are obliged to have at least one third of our Trustees as experienced Carers as we need to ensure that our organisation is truly 'Carer-led'. Potential Trustees meet with the Chair and another trustee for a discussion about the role, the charity, its objectives and its position to date, plus an idea of what is expected of them. If the candidate is still interested they will be asked to attend a Trustee meeting as an observer and thereafter, both parties being in favour, will be voted onto the Board. All new Trustees are asked to visit the Charities Commission website and thoroughly read 'The Essential Trustee' which describes the roles and responsibilities of Trustees as well as undertake on-line training for new trustees. They will receive a Volunteers handbook at the time of joining Unite which contains much useful information. In accordance with the Charity Commission's requirements, the Trustees regularly review the risks to which the organisation might be exposed.

OTHER OPTIONAL INFORMATION

This year saw the appointment of 2 new Trustees and the resignation of 2.

Our General Manager reports to the Board of Trustees the Charity's financial status and funding application situation which is discussed openly at the monthly Trustee meetings so that reasonable and prudent decisions on the charity's funding and expenditure may be made.

We do not receive any direct local or central funding to support our operations and rely mainly on grants from charitable trusts and foundations. We are lucky enough to be in receipt of a number of donations from local individuals and organisations who recognise the good work that we do. Funding Unite's operations continues to be challenging.

This report has been prepared taking advantage of the small companies exemption of Section 415A of the Companies Act 2006.

Approval

This report was approved by the board of Directors and Trustees on
and signed on its behalf.

16th September 2025

Hona Bladon

MRS F BLADON (TRUSTEE)

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES
ON THE UNAUDITED FINANCIAL STATEMENTS OF
UNITE - CARERS IN MID DEVON**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 5 to 11.

Respective responsibilities of trustees and examiner

As the charity 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 company'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.

Independent examiner's statement

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 that in any material respect:

- 1 accounting records are not kept in respect of the company as required by section 386 of the 2006 Act; or
- 2 accounting records 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.



**Mrs M Hutchings
Apsleys
Chartered Accountants**

**21 Bampton Street
Tiverton EX16 6AA**

Date: 17/04/2025

UNITE - CARERS IN MID DEVON
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
YEAR TO 31 MARCH 2025

	Notes	Unrestricted £	Designated £	Restricted £	Total 2025 £	Total 2024 £
Income and endowments from:						
Donations		9,832	57	-	9,889	13,525
Grants		69,697	3,831	-	73,528	77,760
Income from contracts		-	-	-	-	0
Interest		4,861	-	-	4,861	2,777
Other income		-	770	-	770	1,338
Total income and endowments		84,390	4,658	-	89,048	95,400
Expenditure on:						
Charitable activities	2	8,859	68,416	0	77,275	75,640
Total expenditure		8,859	68,416	0	77,275	75,640
Net income / (expenditure) before transfers		75,531	(63,758)	0	11,773	19,760
Transfers between funds		(63,100)	63,100	-	-	-
Net income / (expenditure) after transfers		12,431	(658)	0	11,773	19,760
Fund balances at 1 April 2024		83,881	1,267	0	85,148	65,388
Fund balances at 31 March 2025		96,312	609	-	96,921	85,148

The notes on pages 7 to 11 form part of these financial statements.

UNITE - CARERS IN MID DEVON
BALANCE SHEET
31 MARCH 2025

	Notes	£	2025 £	£	2024 £
Non-current assets					
Tangible Fixed assets	7		-		-
Current assets					
Debtors	8	-		175	
Cash at bank and in hand		98,812		86,226	
		<u>98,812</u>		<u>86,401</u>	
Creditors: Amounts falling due within one year	9	1,891		1,253	
Total assets less current liabilities			96,921		85,148
Net assets			<u>96,921</u>		<u>85,148</u>
Income funds					
Restricted funds	10		-		-
Unrestricted funds					
Designated funds	11		609		1,267
Other charitable funds			<u>96,312</u>		<u>83,881</u>
			<u>96,921</u>		<u>85,148</u>

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with Section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the trustees on.....*16th September 2025*
and signed on their behalf by:

Fiona Bladon
MRS F BLADON (TRUSTEE)

The notes on pages 7 to 11 form part of these financial statements.

Company number 04779388

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

1 Accounting policies

1.1 General information and basis of preparation

Unite - Carers in Mid Devon is a Private Limited Company by guarantee and Charity registered in England within the United Kingdom.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2015.

The charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Investment income represents bank interest and is accounted for when received.

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds;
- Expenditure on charitable activities; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

1.5 Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows;

Computer equipment - 1 year straight line

1.6 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.7 Cash

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

1.8 Pensions

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

2. Analysis of expenditure on charitable activities

	Unrestricted	Designated	Restricted	2025	2024
	£	£	£	£	£
Staff and Contract Salaries	18,017	35,944	-	53,961	52,559
Pension	721	1,438	-	2,159	2,103
Staff expenses	227	256	-	483	133
Training	65	-	-	65	65
Volunteers expenses	368	1,679	-	2,047	3,283
Trustee expenses	53	-	-	53	21
Rent and room hire	7,650	1,073	-	8,723	9,008
Rates	382	-	-	382	289
Light, heat and power	899	-	-	899	1,533
Insurance	157	-	-	157	475
Repairs and renewals	1,432	-	-	1,432	445
Printing, postage and stationery	469	14	-	483	1,133
IT and website costs	624	-	-	624	-
Telephone	2,284	249	-	2,533	1,903
Accountancy fees	1,320	-	-	1,320	1,200
Professional fees	-	-	-	-	-
Sundry expenses	726	1,168	-	1,894	1,190
Bank charges	60	-	-	60	60
Group outings	-	-	-	-	230
Subscriptions	-	-	-	-	10
Depreciation	-	-	-	-	-
	35,454	41,821	0	77,275	75,640
Management fees	(26,595)	26,595	0	-	-
	8,859	68,416	0	77,275	75,640

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

3. Independent examiners fees	2025	2024
	£	£
Preparation of statutory accounts	990	900
Examination fee	330	300
	<u>1,320</u>	<u>1,200</u>

4. Trustees' emoluments	2025	2024
	£	£
Trustees remuneration	Nil	Nil
Expenses reimbursed - various expenses	46	21

Number of trustees to whom expenses were reimbursed	<u>1</u>	<u>1</u>
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5. Staff costs and employee benefits	2025	2024
	£	£
Wages and salaries	53,961	52,559
Social Security	-	-
Defined contribution pension costs	2,159	2,103
	<u>56,120</u>	<u>54,662</u>

Redundancy payments	<u>-</u>	<u>-</u>
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The average number of employees during the year was	<u>2</u>	<u>2</u>
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No employee received emoluments above £60,000

6. Pension Costs

The company operated a defined contribution pension scheme in respect of employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £2,159 (2024: £2,103)

7. Tangible fixed assets

	Computer Equipment £
Cost	
At 1 April 2024	2,319
Additions	-
Disposals	-
At 31 March 2025	<u>2,319</u>
Depreciation	
At 1 April 2024	2,319
Charge for the Year	-
Eliminated on disposal	-
At 31 March 2025	<u>2,319</u>
Net Book Value	
At 31 March 2024	<u>-</u>
At 31 March 2025	<u>-</u>

8. Debtors: amounts falling due within one year	2025	2024
	£	£
Trade debtors	-	18
Prepayments	-	157
	<u>-</u>	<u>175</u>

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

9. Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	1,173	588
Other taxes and social security	718	665
	<u>1,891</u>	<u>1,253</u>

10. Restricted funds

	2024	Incoming	Outgoing	Transfers	2025
	£	£	£	£	£
Sitting Service	-	-	-	-	-

Restricted funds

	2023	Incoming	Outgoing	Transfers	2024
	£	£	£	£	£
Sitting Service	5,180	-	5,180	-	-
	<u>5,180</u>	-	<u>5,180</u>	-	-

Sitting service - this is social group to allow carers to leave their careers twice a month whilst they enjoy a respite from their caring role.

11. Designated funds

The income funds include the following designated funds which have been set aside out of unrestricted funds by the directors for specific purposes

	2024	New Designations	Utilised	Transfers	2025
	£	£	£	£	£
Carers support group	1,267	1,658	23,237	20,921	609
Volunteer Support for Adult Carers	-	3,000	45,179	42,179	-
	<u>1,267</u>	<u>4,658</u>	<u>68,416</u>	<u>63,100</u>	<u>609</u>

	2023	New Designations	Utilised	Transfers	2024
	£	£	£	£	£
Carers support group	-	6,286	17,225	12,206	1,267
Volunteer Support for Adult Carers	37,324	0	44,978	7,654	-
	<u>37,324</u>	<u>6,286</u>	<u>62,203</u>	<u>19,860</u>	<u>1,267</u>

Carer Support Groups – This funding is for the running of Support Groups throughout Mid Devon including the Forget-Me-Not Café, Sitting Service and Oasis groups for the carers of people with memory difficulties.

Volunteer Support for Adult Carers - This funding is for the volunteer support to Adult Carers including befriending, telephone outreach, bereavement. IT support, form filling and counselling.

UNITE - CARERS IN MID DEVON
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

12. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
Fund balances at 31 March 2025 are represented by:			
	£	£	£
Current assets	98,812	-	98,812
Current liabilities	<u>(1,891)</u>	-	<u>(1,891)</u>
	<u>96,921</u>	<u>-</u>	<u>96,921</u>

13. Related party transactions

There have been no related party transactions in the year.