TOTNES CARING LTD

England & Wales · Charity number 1112436

Details

Status	Registered
Legal form	Charitable company
Company number	05602581
Registered	2005-12-07
Register	View on the Charity Commission register

Contact

Address	Offices 237 & 238 Follaton House Plymouth Road Totnes Devon TQ9 5NE
Phone	01803865684
Email	info@totnescaring.org.uk
Website	www.totnescaring.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF PERSONS IN NEED RESIDING IN TOTNES AND THE SURROUNDING AREA IN PARTICULAR FOR THE RELIEF OF THE ELDERLY AND SICK.

Activities: Our aim is to offer help and assistance to elderly, disabled and vulnerable people of the 2 Doctors surgeries in Totnes and surrounding parishes to enable them to live in their own homes and receive a level of support which will help them remain independent and not be isolated from the community.We provide services such health related transport, befriending, shopping, home help and form filling.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

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Geography

- **Area of benefit:** TOTNES AND THE SURROUNDING AREA
- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£532,076	£637,595	£402,040	31
2024-03-31	£593,739	£606,209	£507,559	27
2023-03-31	£833,985	£635,797	£520,029	26
2022-03-31	£464,479	£478,099	-	-
2021-03-31	£500,695	£482,068	£335,461	24

Trustees

Name	Role	Appointed
Emma Foreman	Chair	2025-09-01
DR James Charles Elliott Cooper		2016-01-27
Debra Westlake		2021-03-31
Dr Richard Frank Hawker		2020-12-09
Ian Franklin		2022-11-30
Jane Seymour		2021-05-26
Miles Kevin		2025-02-10
Stephen Richard Teague		2020-12-09

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TOTNES CARING LTD

England & Wales - Charity number 1112436

Accounts

Totnes Caring Limited

Annual Report and Financial Statement

Year Ending 31st March 2025

Totnes Caring
Totnes Community Hospital
Coronation Road
Totnes
Devon
TQ9 5GH
01803 865684

Registered Charity No.1112436

Totnes Caring Limited
Contents
Year Ended 31 March 2025



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Totnes Caring Limited

Reference and administrative details
Year Ended 31 March 2025

Trustees: Holly Parsons (Chair) (resigned 7 September 2025)

Emma Foreman – Chair (appointed 01 September 2025)

Stephen Teague (Vice Chair/Treasurer)

Dr James Cooper

Dr. Richard Hawker

Jane Seymour

Janice Courtenay (resigned 10 October 2025)

Julie Foster (resigned 23 April 2025)

Miles Robert Kevin (appointed 10 February 2025)

Debra Westlake

Peter Osborne (resigned 2 December 2024)

Ian Franklin

Company Secretary and Chief Officer: Claire Hill

COMMITTEES:

Finance and Strategic:

Stephen Teague (Chair Finance)

Peter Osborne (resigned 2 December 2024)

Holly Parsons (Chair Strategic) (resigned 7 September 2025)

Emma Foreman – Chair (appointed 01 September 2025)

Jane Seymour

Social Prescribing and Wellbeing:

Debra Westlake (Chair)

Communications & Fundraising:

Ian Franklin (Chair)

Charity Name:	Totnes Caring Limited
Registered Office:	The Loft Totnes Community Hospital Coronation Road Totnes, Devon TQ9 5GH
Trading address:	First Floor Offices 237/238 Follaton House Plymouth Road Totnes Devon TQ9 5NE
Telephone Number:	01803 865684
E mail:	info@totnescaring.org.uk
Website	www.totnescaring.org.uk
Company Number:	5602581
Charity Number:	1112436
Bankers:	Lloyds Bank 15 Blackheath Village Blackheath London SE3 9LH
Independent Examiner:	Sharon Austen FCCA Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF

Totnes Caring Limited
Chair's Introduction
Year Ended 31 March 2025

CHAIR'S INTRODUCTION:

This year has seen an office move to Follaton House which has enabled us to house all our staff in the same space and offer them a light and bright working environment. This was achieved because of a generous legacy enabling the charity to put the funds aside to cover the rent.

Demand for our services this year continued to be high. It is a very challenging environment for the charity sector with a tough economic scene, and rising internal costs. Raising funds has been particularly challenging. Funding is scarce with many charities chasing the same pots of money. The cost of living crisis has impacted donations and people have less spare time to offer their services as volunteers. The outlook for the charity however remains good and we have been extremely fortunate to benefit from some legacies from clients who have used and enjoyed our services during their lives. This generosity has had a big positive impact on the ability of Totnes Caring to continue. Protecting the future of Totnes Caring remains our top priority which is possible with the commitment of our staff, volunteers and generous donors.

We would like to say a big thank you to the staff, volunteers and trustees whose commitment enables Totnes Caring to continue to support so many individuals and their families across our community. The success of the charity is a result of the team effort of all, and we acknowledge and value the time given to the charity.

We look forward to the year ahead and welcome your support in continuing the amazing work that the charity does.

The trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2025.

STRUCTURE, GOVERANCE AND MANAGEMENT

Governing Document

The charity is a company limited by guarantee that is governed by its Memorandum and Articles of Association.

Directors and Trustees

The directors of the charitable company (the charity) are its trustees for the purpose of charity law.

The trustees who served the charitable company during the period are detailed on page 2

Recruitment and Appointment of Management Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as trustees.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses were claimed by the trustees. We continue to be very grateful for their dedication, enthusiasm and commitment, which help the smooth running of the charity.

In an effort to maintain this broad skill mix, trustees are requested to provide a list of their skills (and update these each year) and in the event of particular skills being lost, due to retirements or resignations, individuals are approached to offer themselves for election as a trustee.

Trustees Responsibilities

The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the net income or expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent ;
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small Company Charity Provisions

This report has 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) (effective 1 January 2019) – (Charities SORP (FRS 102)) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:-

Promote any charitable purpose for the benefit of persons in need residing in Totnes and the surrounding area, in particular for the relief of the elderly and sick.

It aims to support people to live as independently as possible, connecting to their community, to increase their health and wellbeing. We do this by delivering group activities, bringing people together, and by providing practical support, information and advice to individuals.

The focus of our work

Our main objectives for the year continued to be the provision of support to vulnerable, mainly older, people. All our charitable activities focus on providing this support and are undertaken to further our charitable purposes for the public benefit. We have taken due regard of the public benefit guidance published by the Charity Commission.

Who used and benefitted from our services?

Our geographical spread covers South Dartmoor and Totnes PCN patch of five GP surgeries in Totnes, South Brent, Ashburton and Buckfastleigh. Our services have different referral routes but we get many referrals from GPs, nurses and social workers as well from family members and self-referrals.

While most of our clients are over 70 years old, our social prescribers work with people over 18 years old.

Staff and volunteers:

We could not deliver many of our services without our wonderful volunteers. They truly are the heart of Totnes Caring. We currently have 30 members of staff and 98 active volunteers. So, as you can see we have over three times as many volunteers as staff enabling Totnes Caring to support the most vulnerable in our community. All the diverse and complex work of the charity could not be done without the employment of some staff, we have 30 members staff who equate to 19 full time equivalent hours.

Our outcomes are:

- Enabling people to get to appointments and activities
- Reduce isolation, and help people maintain good health and wellbeing
- Helping people to increase their health and wellbeing
- Supporting people to live in their homes for as long as possible

A clients experience:

Thank you for your very good and caring service to us through that very difficult time in our lives. Your thoughtful and practical Home Help support, along with your Dementia Support Service, offering the welcoming and jolly Memory Cafe as well as the invaluable Dementia Carers Support groups, and your friendly, cheerful Transport Service volunteers, all came together to make it possible for me to continue caring for George at home. You lovely people were all actively supporting us right up till the day before George died. Totnes Caring made it possible for George, at 89, to have a good life and to "keep on trucking" with his wheelie-walker and your minibus to the Memory Cafe right up till the day before he died. You were also part of enabling him to have the best death anyone could have; at peace, at home in his own bed.

OUTCOME 1: Enabling people to get to appointments and activities

We can provide a door-to-door service to health appointments and to Totnes Caring social activities. Our volunteer drivers use their own cars, the Totnes Caring mini-bus or our Wheelchair accessible Vehicle (WAV).

Service delivery

- **982 trips** provided: 182 to medical appointments and 800 to social events.
- **49 volunteer drivers over the year**, using personal cars, our WAV, and mini bus.

Client feedback
"I don't know what I would do without you."
"Steve [our WAV driver] was absolutely brilliant."

Case study
A client with dementia — confused about a hospital booking — was supported by our Transport Coordinator who confirmed her appointment with the hospital. Our driver ensured she arrived calmly and safely, preventing the missed appointment of crucial medical follow up.

OUTCOME 2: Reducing isolation and supporting wellbeing

We provide group activities to older people. Hosted **more than 250 group activities, including Lunch Clubs, Art Groups, Carers Groups, and Memory Cafés**

Client impact
Attendees say they would have remained at home without this support.
"I've never seen him so alive after the concert—he was ecstatic."

Case study
A new attendee to Memory Café, living with early dementia, was initially reluctant. Through encouragement and transport provided, she now attends weekly. Her carers report she's happier, more socially active, and family members feel reassured.

OUTCOME 3: Helping people to increase their health and wellbeing

Our Wellbeing Connections Team work closely with NHS and Social Services and provide services to help people increase their health and wellbeing.

Our wellbeing Coordinator and Dementia Coordinator provide more intensive support for vulnerable older people. We also provide advice and practical support for those who are discharged from hospital though our Home from Hospital service.

Our Social Prescribers work with adults from Totnes, South Brent, Ashburton and Buckfastleigh doctors surgery.

This year 855 people were supported and given information and advice by our wellbeing and link workers.

Interventions include:

- Bereavement support: books, podcasts, peer groups
- Financial advice & Attendance Allowance application support
- Referrals to health and exercise classes
- Mental health signposting and peer networks

Client feedback

One person told us:
"I have been in contact with mental health services for over 20 years and Totnes Caring has done more to help me than they ever have. I'm very grateful."

Another simply said:
"I don't know what I would do without you."

Case study

Mrs P, grieving her husband and recovering from a stroke, was referred by her GP. Through social prescribing she received bereavement resources, information for fitness classes, home-help, transport, and Attendance Allowance—enabling improved mobility, emotional resilience, and financial support.

OUTCOME 4: Supporting people to live in their homes for as long as possible

Our Home Help service provided older people with cleaning, ironing, form filling and shopping support for our 90 clients.

- **8,697 home-help hours** provided to 90 clients

Client impact

- People are able to live in their homes for longer.
- Early intervention by home-helps saves clients health and reduces hospital admissions.
- Families credit our teams with compassion, respect, and trustworthy support.

Client voices

"You are showing the best that human beings can offer."
"I really appreciate your sympathy and kindness."

Case study

Mr V has had a stroke which has affected his speech and left him unable to use his left arm. As his speech is slurred, he cannot use the phone and I communicate with by text instead.

His home help goes through his post each week and makes phone calls for him. He received a letter from SHDC informing him that he might be entitled to Pension Credit plus a letter regarding setting up online banking. Mr V was referred to our Wellbeing Coordinator who visited him and set up telephone banking. They also referred him to South Hams Citizens Advice to discuss Pension Credits and he is now in receipt of Pension Credits.

PARTNERSHIPS

We are deeply grateful for our collaborative partners:

- **Food in the Community** – supported meals at pop-up cafés
- **Live Music Now** – delivers uplifting concerts, plays at our memory cafe
- **Citizen Advice South Hams** – provides in-home financial/benefits advice
- **Caring Town** – funds cost-of-living initiatives
- **Wellbeing Partnership** – though five local charities we coordinate multi-charity wellbeing interventions.

To our Trustees, staff, volunteers, clients, families, and partner organisations—thank you. Your compassion, teamwork, and tireless efforts mean Totnes Caring continues to be a vital source of hope, connection, and support in our community.

FINANCIAL REVIEW

The charity does not receive any direct funding, relying upon fundraising, donations, legacies, small contracts with Health, Social Services, Primary Care Network and Teignbridge CVS for our Link worker's work with the Multi-Disciplinary Team (MDT) and grant funding.

We are extremely grateful for the financial support of those within the community who recognise the value of what we do and the positive impact on our clients. Totnes Caring received four legacies in 2024/25. This form of income is vital to the long-term financial sustainability of the charity and, therefore the trustees wish to encourage supporters to remember Totnes Caring in their wills.

- Home Help Service

We received fee income of £176,776 and spent £163,409. The trustees' intention is that this service is self-funding. It remains the only service that is paid for, and it should cover the cost of employing the home help staff and the co-ordinator.

- Volunteer Drivers

We reimburse our volunteers at 45p per mile. Expenditure by way of volunteer drivers' reimbursements was £6,434 and the total cost of running the mini-bus and wheelchair-accessible vehicle was £4,537. Donations received for transport were £12,636 and our Boost the Bus Campaign received £6,232 leaving £7,576 which goes towards costs for running the service. Not all volunteer drivers claim their mileage.

- 50/50 Club

Our Income was £2,488 and prizes were £1,075, leaving a contribution of £1,413.

- Friends of Totnes Caring

Our 29 Friends of Totnes Caring donated an amazing £6,387 and in most cases we are also able to claim back gift aid. This regular income enables the charity to plan better for the future. Naturally the trustees would like to continue to grow the number of Friends.

- Fundraising

We received an income of £4,086 and expenditure of £4,363. Our sincere thanks to everyone involved who give up their time to raise valuable, much needed, funds. Some of the highlights were our Pop-up Café & Quiz night.

We receive income from clients who remember us at their funerals and ask for retiring collections to be made to us. Our thanks and fond memories go to the following who left us money in this way during the last year:

Pamela Baker
Jane Drake
William Hatch
Marian Hewitt
Ken Nicholls
Pauline Pritchard
Diane Rodwell
Margaret Roper
Bob Smith
George Smyth
Joan Tomlinson
Edgar Williams

Our thanks and fond memories go to the four people who left us legacies this year:

Pat Dobson
Sheila Lloyd
Pauline Pritchard
Barbara Winsor

We continue to rely upon donations to support our activities. Our sincere thanks go to the following who have supported us in this way in the past year:

Ashprington Ladies Group
Bruto Lounge
Devonly Voices
Holy Royal Arch Chapter No710
Seamoor Lotto
Teignbridge Trotters
Totnes & District Show Limited
Totnes Municipal Charities
Wheeler Mill Foundation

Shops in Totnes who have our Collection Boxes and to all private donations.

In addition, we received restricted grants from the following to support specific aspects of our work:-

- Devon County Council – to support our Transport service.
- Fisher Charitable Trust – for Carers Groups, advice & information for Dementia.
- Growing Communities – to support our Transport service.
- National Lottery Awards for All – Unpaid Carers for those living with Dementia.
- National Lottery Reaching Communities – Projects.
- Power of Music Fund – Music concerts at Memory Cafe & musical instruments.
- Southern Area Car Forum – to support our Transport service.
- Sport England – Musical chair exercises for Dementia.
- The Inman Charity – Soundart & Art Group.
- The Misses Barrie Charitable Trust – Art Group.
- The Norman Family Trust – Projects.
- Totnes Town Council – Community Intergenerational Projects
- South Devon Primary Care Network (PCN) for a Social Prescribers and our Health and Wellbeing Coach to cover the five GP practices in the PCN.

Tight control of cost has continued with our biggest outlay being the staff cost. This expenditure is an essential part of running the charity and without our office staff and their commitment we would not be able to run our services.

Reserves Policy

The trustees examined the charity's requirements and determined that the minimum reserve should be three months running costs. Any shortfall below this level would precipitate a formal review by the finance committee and subsequently by the board.

The balance held in the reserves fund at 31 March 2025 is equal to the target figure.

Signed on behalf of the Trustees

.....

Stephen Teague

Treasurer & Vice Chair

Totnes Caring Limited

Independent Examiners Report

Year Ended 31 March 2025

I report on the accounts of the company for the year ended 31 March 2025, which are set out on pages 13 to 23.

Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

Sharon Austen FCCA
FRANCIS CLARK LLP
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

Dated 9 December 2025

Totnes Caring Limited

Statement of Financial Activities
(Incorporating Income and Expenditure Account)

Year Ended 31 March 2025

	Notes	Unrestricted £	Restricted £	Total Funds 2025 £	Total Funds 2024 £
Income from:					
Donations and legacies	3	**82,438**	**19,817**	**102,255**	181,821
Charitable activities	4	**191,201**	**217,075**	**408,276**	397,984
Other trading activities	5	**6,574**	**6,652**	**13,226**	4,404
Investments	6	**8,319**	**-**	**8,319**	9,530
Total		**288,532**	**243,544**	**532,076**	593,739
Expenditure on:					
Raising funds	7	**5,438**	**-**	**5,438**	1,548
Charitable activities	8	**360,317**	**271,840**	**632,157**	604,661
Total		**365,755**	**271,840**	**637,595**	606,209
Net income/(expenditure) before transfers		**(77,223)**	**(28,296)**	**(105,519)**	(12,470)
Transfers between funds		**24,455**	**(24,455)**	**-**	**-**
Net movements in funds		**(52,768)**	**(52,751)**	**(105,519)**	(12,470)
Reconciliation of funds					
Total funds brought forward		**454,808**	**52,751**	**507,559**	520,029
Total funds carried forward		**402,040**	**-**	**402,040**	507,559

All of the above amounts relate to continuing activities.

The notes on pages 16 to 23 form part of these financial statements.

Totnes Caring Limited

Balance Sheet

31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	11	**30,407**	27,510
Current assets			
Debtors	12	**130,208**	122,413
Cash at bank and in hand		**269,277**	374,794
		399,485	497,207
Creditors: Amounts falling due within one year	13	**(27,852)**	(17,158)
Net current assets		**371,633**	480,049
Net assets		**402,040**	507,559
Funds			
Restricted funds	14	**-**	52,751
Designated funds	15	**363,017**	371,543
General funds	15	**39,023**	83,265
Total funds		**402,040**	507,559

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The trustees/directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved and signed by the members of the board on 9 October 2025

S R Teague

Stephen Teague

Trustee

Company Registration Number: 05602581

The notes on pages 16 to 23 form part of these financial statements.

Totnes Caring Limited

Statement of Cash Flows

Year Ended 31 March 2025

		2025 £	2024 £
Cash flows from operating activities:			
Net cash (used in) / provided by operating activities	**(i)**	**(84,207)**	89,377
Cash flows used in investing activities:			
Purchase of property and equipment		**(21,310)**	(2,300)
Net cash used in investing activities		**(21,310)**	(2,300)
Change in cash and cash equivalents in the reporting period		**(105,517)**	87,077
Cash and cash equivalents at the beginning of the reporting period		**374,794**	287,717
Cash and cash equivalents at end of reporting period		**269,277**	374,794

(i) **Reconciliation of net (expenditure)/income to net cash flow from operating activities**

	2025 £	2024 £
Net income/ (expenditure for the reporting period (as per the statement of financial activities)	**(105,519)**	(12,470)
Adjustments for:		
Depreciation charges	**18,413**	15,099
(Increase) / Decrease in debtors	**(7,614)**	98,244
Increase / (Decrease) in creditors	**10,513**	(11,496)
Net cash (used in) / provided by operating activities	**(84,207)**	89,377

The notes on pages 16 to 23 form part of these financial statements.

1. Accounting policies

Basis of accounting

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Totnes Caring Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Tangible Fixed Assets

Tangible fixed assets are included at cost. They are depreciated so as to write off their cost over their estimated remaining useful lives on the following basis:

Minibus	20% (straight line)
Equipment	15% (straight line)
Leasehold improvements	7% (straight line)

In the case of the leasehold improvements, the depreciation charge follows the decrease in the compensation payments for the capital expenditure that would be due to the charity in the event that the landlord exercises its right under the break clause.

c) Income

Income is recognised when the charity has entitlement to funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are recognised when the charity is advised by the personal representatives of an estate that probate has been granted, that payment is probable and the amount can be quantified with reasonable certainty.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes irrecoverable VAT and is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising activities.
- Expenditure on charitable activities includes the costs of providing services and include all support and governance costs.

1. Accounting policies (continued)

e) Fund Accounting

(a) Restricted funds – these are funds that are subject to specific trusts that must be applied for specific purposes. Further details are included in Note 14.

(b) The Trustees have designated certain funds for particular purposes and further details of these designations are included in Note 15.

(c) Other funds held by the charity are unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Trustees.

f) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g) Pension costs

The Association participated in a defined contribution pension scheme. Contributions are charged to the Statement of Activities in the year in which they are paid.

2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

3. Donations and legacies

	2025	2024
	£	£
Donations	**68,041**	66,571
Legacies	**34,214**	115,250
	102,255	181,821

Donations and legacies comprise £19,817 (2024: £24,676) restricted income and £82,438 (2024: £157,145) unrestricted income.

4. Income from charitable activities

	2025	2024
	£	£
Home Help Service	**176,776**	162,302
Lunch Clubs	**231**	12,480
Pop up Café & Music Live now	**-**	2,055
Drivers boxes and minibus	**12,636**	13,647
Other grants	**10,200**	6,486
Projects	**27,144**	28,902
National Lottery Community fund	**34,062**	20,262
National Lottery Awards for all	**8,849**	-
Social Prescribing & Wellbeing	**138,378**	146,850
Dementia	**-**	5,000
	408,276	397,984

Income from charitable activities comprise £217,075 (2024: £216,456) restricted income and £191,201 (2024: £181,528) unrestricted income.

5. Other trading activities

	2025	2024
	£	£
Fundraising events	**10,738**	1,545
50/50 Club	**2,488**	2,859
	13,226	4,404

Income from other trading activities comprise £6,652 restricted income and £6,574 of non restricted income. All income for 2024 related to unrestricted funds.

6. Investment Income

	2025	2024
	£	£
Bank interest receivable	**8,319**	9,530

All income for both 2025 and 2024 related to unrestricted funds.

7. Costs of raising funds

	2025	2024
	£	£
Costs of fundraising events	**4,363**	413
50/50 Club prizes	**1,075**	1,135
	5,438	1,548

All expenditure for both 2025 and 2024 related to unrestricted funds.

8. Costs of charitable activities

	Unrestricted	Restricted	2025	2024
	£	£	£	£
Home Help wages and expenses	**163,409**	**-**	**163,409**	166,180
Reimbursement of Volunteer drivers' expenses	**-**	**6,434**	**6,434**	8,505
Lunch Clubs	**-**	**-**	**-**	475
Pop up Café & Room Hire	**-**	**-**	**-**	5,790
New Directions	**-**	**485**	**485**	326
Funding Projects	**-**	**45**	**45**	20,305
Dementia support including wages	**-**	**39,600**	**39,600**	37,546
Craft classes including wages	**-**	**544**	**544**	517
Caring Town Ltd Restricted Funds	**14,813**	**10,236**	**25,049**	24,203
Social Prescribing & Wellbeing	**-**	**112,484**	**112,484**	123,545
Coordinator and administration wages & expenses	**126,369**	**50,585**	**176,954**	156,766
Minibus costs	**67**	**3,737**	**3,804**	3,943
WAV costs	**87**	**800**	**887**	2,239
Cooking Class – Project	**-**	**250**	**250**	1,125
Equipment maintenance and IT	**4,532**	**5,140**	**9,672**	6,757
Other office costs	**15,729**	**41,500**	**57,229**	22,612
Depreciation	**18,413**	**-**	**18,413**	15,099
Accountancy fees	**5,985**	**-**	**5,985**	-
Governance costs				
Payments made to independent examiner - examination	**2,500**	**-**	**2,500**	2.500
- other	**8,413**	**-**	**8,413**	6,228
	360,317	**271,840**	**632,157**	604,661

Costs of charitable activities comprise £271,840 (2024: £209,935) restricted costs and £360,317 (2024: £394,726) unrestricted costs.

9. Staff costs

	2025	2024
	£	£
Gross wages	468,611	460,039
Employers NI	27,981	24,091
Defined benefit pension contributions	8,931	7,523
	505,523	491,653
Average number	**31**	31

No employees received employee benefits of more than £60,000. The key management personnel of the charity comprise the Trustees and Chief Officer. The total employee benefits of the key personnel were £56,908 (2024: £42,743).

10. Trustees expenses

No trustees have received any remuneration or reimbursed expenses. The charity's insurance policy includes trustee indemnity insurance.

Some of the trustees also act as volunteer drivers and have received reimbursement of their motor expenses on the same terms as non-trustee volunteer drivers.

11. Tangible Fixed Assets

	Leasehold Improvements	Mini Bus and WAV	Equipment	Total
	£	£	£	£
Cost				
Balance at 31 March 2024	107,231	49,760	39,050	196,041
Additions at cost	11,856	-	9,454	21,310
Disposals	(107,231)	-	-	(107,231)
Balance at 31 March 2025	**11,856**	**49,760**	**48,504**	**110,120**
Depreciation				
Balance at 31 March 2024	99,977	35,094	33,460	168,531
Charge for the year	7,819	7,333	3,261	18,413
Disposal	(107,231)	-	-	(107,231)
Balance at 31 March 2025	**565**	**42,427**	**36,721**	**79,713**
Net Book Value				
Balance at 31 March 2025	**11,291**	**7,333**	**11,783**	**30,407**
Balance at 31 March 2024	7,254	14,666	5,590	27,510

12. Debtors

	2025	2024
	£	£
Trade debtors	**14,987**	7,233
Prepayments and accrued income	**115,221**	115,180
	130,208	122,413

13. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	**1,021**	8,945
Accruals and payments on account	**10,516**	8,213
Deferred income	**16,315**	-
	27,852	17,158

14. Restricted funds – current year

	Balance at 1 April 2024	Income	Expenditure	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Dementia	5,000	26,735	(31,735)	-	-
Office move / IT	4,650	-	(4,650)	-	-
Social Prescribing & Wellbeing	25,709	138,378	(139,632)	(24,455)	-
Music to my Ears	1,400	-	(1,400)	-	-
Transport Funds	-	21,207	(21,207)	-	-
National Lottery Community fund	6,757	34,062	(40,817)	-	-
National Lottery Awards for all	-	8,849	(8,849)	-	-
Projects	9,235	14,313	(23,550)	-	-
	52,751	243,544	(271,840)	(24,455)	-

Restricted funds – previous year

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Dementia	5,000	28,276	(28,276)	-	**5,000**
Office move / IT	4,650	-	-	-	**4,650**
Social Prescribing & Wellbeing	31,907	146,684	(123,545)	(29,337)	**25,709**
Sitting Service	-	1,400	-	-	**1,400**
Transport Fund	1,667	5,786	(7,453)	-	-
National Lottery Community fund	-	20,264	(13,507)	-	**6,757**
Projects - Art, Lunch Club, Cooking Class, Events & Café	7,667	18,722	(17,154)	-	**9,235**
RUKBA Cost of Living Grant	-	20,000	(20,000)	-	-
	50,891	241,132	(209,935)	(29,337)	**52,751**

Restricted Funds

Dementia – funds received to provide services to clients with dementia and their family carers.

Office move / IT - grant funding to support the costs of office improvements, including IT upgrades.

Social Prescribing – includes funds received from South Devon Primary Care Network (PCN) for social prescribers and our health and wellbeing coach to cover the five GP practices in the PCN. A transfer has been made to unrestricted funds in respect of the contribution to core costs included in the funding.

Music to my Ears – working with clients with dementia

Transport Fund – funds provided for the support of transport services.

Reaching Communities Fund supports Older People group activities to reduce loneliness and isolation.

Awards for All supports carers of people with dementia with information and advice and peer support.

Projects – Art, lunch Club, Cooking Class, Events and Café – funds received to assist with the running of various clubs and social events.

15. Unrestricted funds – current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2025 £
Designated Funds					
Reserves Policy Fund	151,552	-	-	7,000	**158,552**
Working Space & Future Development	191,981	-	(20,444)	-	**171,537**
IT Upgrade	500	-	(500)	-	**-**
PCN Redundancy Fund	-	-	-	2,521	**2,521**
	344,033	-	(20,944)	9,521	**332,610**
Fixed Asset Fund	27,510	-	-	2,897	**30,407**
Total Designated funds	371,543	-	(20,944)	12,418	**363,017**
General fund	83,265	288,532	(344,811)	12,037	**39,023**
	454,808	288,532	(365,755)	24,455	**402,040**

Unrestricted funds – previous year

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Designated Funds					
Reserves Policy Fund	228,329	-	-	(76,777)	**151,552**
Working Space & Future Development	200,000	-	(8,019)	-	**191,981**
IT Upgrade	500	-	-	-	**500**
	428,829	-	(8,019)	(76,777)	**344,033**
Fixed Asset Fund	40,309	-	(15,099)	2,300	**27,510**
Total Designated funds	469,138	-	(23,118)	(74,477)	**371,543**
General fund	-	352,607	(373,156)	103,814	**83,265**
	469,138	352,607	(396,274)	29,337	**454,808**

Designated Funds

All of the designated funds are represented by net current assets.

The Reserves Policy Fund represents the reserves that the trustees have determined in line with the charity's policy.

The Working Space & Future Development Fund relates to monies set aside for contributions to the office move, lease and any future developments.

The Fixed Asset Fund relates to the charity's assets that are represented by the tangible fixed assets used for charitable purposes and are therefore not available to spend.

16. Control and Related Party Transactions

The charity is under the control of its Trustees. There were no related party transactions during the year.

17. Lease commitments

The total future minimum lease payments under non-cancellable operating leases is £7,692 (2024: £nil).

TOTNES CARING LTD

England & Wales - Charity number 1112436

Accounts

Totnes Caring Limited

Annual Report and Financial Statement

Year Ending 31st March 2024

Totnes Caring
Totnes Community Hospital
Coronation Road
Totnes
Devon
TQ9 5GH
01803 865684

Registered Charity No.1112436

Totnes Caring Limited
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Year Ended 31 March 2024



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Totnes Caring Limited

Reference and administrative details
Year Ended 31 March 2024

Trustees: Holly Parsons (Chair)

Stephen Teague (Treasurer)

Dr James Cooper

Dr. Richard Hawker

Jane Seymour

Janice Courtenay

Julie Foster (resigned 29 November 2023)

Debra Westlake

Peter Osborne

Ian Franklin

Company Secretary and Chief Officer: Claire Hill

COMMITTEES:

Finance and Strategic:

Holly Parsons (Chair Strategic)

Stephen Teague (Chair Finance)

Peter Osborne

Jane Seymour

Julie Foster (resigned 29 November 2023)

Social Prescribing and Wellbeing:

Debra Westlake (Chair)

Communications & Fundraising:

Ian Franklin (Chair)

Charity Name:	Totnes Caring Limited
Registered Office:	The Loft Totnes Community Hospital Coronation Road Totnes, Devon TQ9 5GH
Telephone Number:	01803 865684
E mail:	info@totnescaring.org.uk
Website	www.totnescaring.org.uk
Company Number:	5602581
Charity Number:	1112436
Bankers:	Lloyds Bank 15 Blackheath Village Blackheath London SE3 9LH
Independent Examiner:	Sharon Austen FCCA Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF

CHAIR'S INTRODUCTION:

This year's report reflects again the incredible work that Totnes Caring is doing in our local area, servicing our clients' needs and supporting people to live as independently as possible by connecting them to their communities and increasing their health and wellbeing.

We have seen an increase in demand for our services this year, set against a tough economic backdrop, which has been challenging for the entire charity sector. Funding is scarce, pressure on household income has impacted donations and people have less available time to volunteer. Whilst Totnes Caring has seen and suffered from all these challenges, the outlook for the charity has been well preserved, largely through generous legacy donations from clients who have been so positively impacted by our services during their lives. However, we cannot rest on our laurels. Future proofing the success of Totnes Caring is at the top of the agenda, and everyone associated with the charity is committed to doing so.

The Chair's Statement is my opportunity to say thank you to the staff, volunteers and trustees whose generosity and spirit enables Totnes Caring to continue to support so many individuals and families across our community. The success of the charity is down to a wonderful team effort, and we recognise and appreciate every hour that is committed to this success.

We look forward to another exciting year and welcome your support in continuing the charity's great work



The trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2024.

STRUCTURE, GOVERANCE AND MANAGEMENT

Governing Document
The charity is a company limited by guarantee that is governed by its Memorandum and Articles of Association.

Directors and Trustees
The directors of the charitable company (the charity) are its trustees for the purpose of charity law.

The trustees who served the charitable company during the period are detailed on page 2

Recruitment and Appointment of Management Committee
The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as trustees.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses were claimed by the trustees except as detailed in note 10 to the accounts. We continue to be very grateful for their dedication, enthusiasm and commitment, which help the smooth running of the charity.

In an effort to maintain this broad skill mix, trustees are requested to provide a list of their skills (and update these each year) and in the event of particular skills being lost, due to retirements or resignations, individuals are approached to offer themselves for election as a trustee.

Trustees Responsibilities
The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the net income or expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:
- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent ;
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small Company Charity Provisions
This report has 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) (effective 1 January 2019) – (Charities SORP (FRS 102)) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:-

Promote any charitable purpose for the benefit of persons in need residing in Totnes and the surrounding area, in particular for the relief of the elderly and sick.

It aims to support people to live as independently as possible, connecting to their community, to increase their health and wellbeing. We do this by delivering group activities, bringing people together, and by providing practical support, information and advice to individuals.

The focus of our work

Our main objectives for the year continued to be the provision of support to vulnerable, mainly older, people. All our charitable activities focus on providing this support and are undertaken to further our charitable purposes for the public benefit. We have taken due regard of the public benefit guidance published by the Charity Commission.

Who used and benefitted from our services?

Our geographical spread covers South Dartmoor and Totnes PCN patch of five GP surgeries in Totnes, South Brent, Ashburton and Buckfastleigh. Our services have different referral routes but we get many referrals from the GPs, nurses and social workers as well from family members and self-referrals.

While most of our clients are over 70 years old, our social prescribers work with people over 18 years old.

Staff and volunteers:

We could not deliver many of our services without our wonderful volunteers. They truly are the heart of Totnes Caring. We currently have 31 members of staff and 107 active volunteers. So, as you can see we have over three times as many volunteers as staff enabling Totnes Caring to support the most vulnerable in our community. All the diverse and complex work of the charity could not be done without the employment of some staff, we have 31 members staff who equate to 19 full time equivalent hours.

A year in numbers:

Home Help	Transport
8478 8478 hours of home help support for 88 clients	**5589** 1441 drives to health appointments and 4648 drives to social events by our volunteer drivers

Older People Services in the Community	Dementia and family carers	Wellbeing Connections
208 We held 208 group activities including, lunch clubs, art groups, new directions and events.	**237** 50 memory cafés were Held, 35 carers Groups and 2 events. 165 carers were supported with information and advice.	**797** 797 people were supported and given information and advice by our wellbeing and link workers

Our outcomes are:

- Enabling people to get to appointments and activities
- Reducing isolation, loneliness and promoting good mental health
- Helping people to increase their health and wellbeing
- Supporting people to live in their homes for as long as possible

Enabling people to get to appointments and activities

Totnes Caring works hard to ensure that our vulnerable clients, most of who have restricted mobility, are supported to stay as healthy and happy as possible and an important element of this is that they get safely to their essential health appointments and activities that benefit their wellbeing.

Our volunteer drivers, who use their own cars, the Totnes Caring mini-bus or our wheelchair accessible vehicle, transport clients to a wide range of appointments and clients really appreciate the kindness and care taken by these volunteers at what can be a very anxious time.

The need for this service is particularly high currently and expected to remain so for the foreseeable future, because of the backlog of appointments built up during the pandemic: now that the NHS is trying to schedule as many appointments as possible, our transport services have never been so busy.

We also transport clients to the social activities that help to keep them well and socially connected. Most of the clients who enjoy these activities would not be able to attend if we did not provide transport. These activities include our weekly lunch clubs and memory cafe, our art group and pop-up café, as well as regular events.

Totnes Caring currently has 47 volunteer drivers, who over the last year have transported clients to a total of 5,589 health and social appointments.

Comments from clients:

- Totnes Caring and 'drivers'. Thanks for all your care - I really can't thank you enough
- From a client's daughter 'Brian the WAV driver was absolutely brilliant'
- 'I don't know what I would do without you'

Case study:

X is fragile and easily confused. She had forgotten she had made a booking when we call to confirm her transport. We rang the hospital to confirm the appointment details were correct and our volunteer driver picked her up and brought her home from her appointment. Our driver supported her into their car and reassured her when she got confused. If we had not contacted her and the hospital she would have missed a vital medical appointment.

Reducing isolation, loneliness and promoting good mental health

Totnes Caring group activities reduce loneliness and isolation by bringing clients together to socialise, gain friendships and increase their wellbeing, as well as providing opportunities to give information and support to vulnerable people.

Our older people activities include lunch club, art group, intergenerational work with Totnes schools, pop-up café and various events throughout the year. Events throughout this year were two Live Music Now concerts, two Theatre Company workshops, Three Sound Art Radio events, two events at KEVICC secondary school. We started a new activity in partnership with Grove School, where our older clients have a coffee morning with pupils. The majority of clients who attend our older people activities express that they would not be able to leave their house and meet others without the support of Totnes Caring and our volunteers.

Our dementia activities include Memory Café, Carers Groups, Living with Loss, Cinema Club and events throughout the year such as a trip on South Devon Railway. Carers and clients of our dementia activities express that they would be isolated and lonely without these groups and would probably be suffering in isolation not knowing where to turn.

Comments from Clients:

- Mum has asked me to write to you to express a big thank you for the lunch on Thursday. She said it was marvellous to eat together again. She very much appreciates all the hard work that you and your colleagues put in to make the lunch happen. She is already looking forward to next Thursday.

- Feedback from daughter of new client who came to lunch for first time': ' He loved it - it put a spring in his step. Great lunch and lovely men to talk to. The young boy who was there was also delightful.'

- Feedback about the Live Music Now concert from a carer "I have never seen him so alive as he was after the concert. He was ecstatic. He loves jazz. I can't thank you enough for organising it and can't express how much he loved it."

Case study:

Ms A's family contacted us about their mother who seemed to be growing more confused. They did not know how dementia was diagnosed, or what support was available. When we visited Ms A, she appeared confused. I told her about the memory café, and she told me she was coming each week, though she had never been before. I spoke with Ms A's family and explained the process for seeking a diagnosis, but they were unsure of the benefits of this process for their 94-year-old mother, which I agreed with. I told them that she appeared confused to me. They said she was not going out much and they would like her to attend memory café. We offered her transport which she declined because she says she drives there. Her family confirmed she still drives short distances. I explained the DVLA position on driving and dementia. Ms A did not come to memory café the following week, so we then began phoning her to remind her. The first time she came in her car, and the next time she walked, but was too tired to walk home in the heat, so our minibus took her. She was happy with this arrangement and now the minibus picks her up weekly. Ms A's family are more informed about dementia and are happy that her mother is going out to memory café each week. They know there is somewhere they can go if they have further queries. Ms A met old friends at the memory café and is enjoying coming. The use of our transport is also keeping her car off the road. Ms A is less socially isolated than previously, and we now have regular contact with her.

Helping people to increase their health and wellbeing

Many things can affect someone's health and wellbeing from feeling isolated and lonely, to work, money, housing problems to managing different long term health conditions.

Their doctor isn't the only person that can help someone get better. There are other things that can do to improve their health and wellbeing, and sometimes they just need a bit of help to work out what they are. This is where our Social Prescribers, Wellbeing and Dementia Coordinator help. They will listen, help people identify what is important to them and what help they need. They will then create a plan to help people reach their goals and support them to work through it.

Referrals can come from GPs to our Social Prescribers, Social Care Teams, Mental Health teams, families or from other Totnes Caring teams. They work with clients on an individual basis and have supported 962 clients this year.

Client feedback:

- 'I have been in contact with mental health services for over 20 years and Totnes Caring has done more to help me than they have ever been able to do. I am very grateful'.

- 'we are very fortunate to have Totnes Caring. What on earth would we do without you?'

Case Study:

Mrs P was referred to Totnes Caring via her GP. Mrs P had recently lost her husband and had also recently had a stroke. Mrs P was described as not having any support and not coping. At the first appointment it was clear that Mrs P was very deeply grieving. She said her husband and she had done everything together and they didn't really need anyone else. At this time Mrs P didn't want to attend any bereavement support groups but was willing to be forwarded some names of books, podcasts and videos about what happens when someone you loved dies and the bereavement process.

Mrs P also had concerns about the cost of heating her house. We talked about the possibility of obtaining Attendance Allowance and we made a Citizen Advice referral so she would be supported with the application process. We also talked about health and the Strength and Balance classes (as Mrs P was very wobbly on her feet and nervous about going out because of this), Mrs P doesn't drive and so this leaves her quite isolated - it's one of the reasons why walking is so important to her. We contacted her GP who made a referral for these classes.

Mrs P felt she could cope with the housework but had a hospital appointment in Paignton and didn't know how to get there so we organised transport through our Volunteer Transport Service which she said was such a relief!

Mrs P supported by Totnes Caring and CAB has gained the lower level of Attendance Allowance which she is using to get Home Help support with general cleaning and washing and going out to a weekly fitness class.

Supporting people to live in their homes for as long as possible

Our Home Help service helps older people living in Totnes and the surrounding areas to live independently at home for as long as possible. We help people with household tasks and other domestic needs, such as cleaning, laundry, ironing, shopping, form filling and correspondence. For many clients this is their only regular interaction with someone so our home helps become a support and comfort for them. We are often able to identify when someone is getting unwell or needs extra support due to the relationship between our home helps and clients.

This year we have worked with 88 clients and provide over 8478 hours of home help support a week. Many of those clients have our home helps visit more than twice a week depending on their needs.

We also provide a volunteer shopping service for individuals who are unable to go to the supermarket or order online/telephone delivery. Volunteers go to the shop and buy a shopping list that the client requests, they then deliver the shopping to their home. We provided 530 shops over the year.

Client feedback:

➢ Email from a family member "I really appreciate your sympathy and kindness. You are showing the best that human beings can offer."

➢ From a family member 'Thank you for your wonderful help for my Dad. You have made him feel so comfortable and he is choosy about people coming over! Thank you.

Case Study:

Mr Y was being supported by one of our Home Helps who was very concerned about his presentation and how unwell he appeared to be while she was there, with confusion and very poor recall. She noted that he had been due to go to the GP surgery for an appointment at the start of the week but hadn't made it as he said he had got lost. She also observed he had not picked up medication and knew that he was meant to take insulin. She rang an ambulance, and he was taken to the acute medical unit, where he remained for a couple of days before coming home.

Partnerships:

Alongside our strong relationship with primary and statutory services Totnes Caring has long term and strong partnerships with other local organisations these include:

- Food in Community who deliver the food for our pop up café and men's cookery.
- Live Music Now who deliver music concerts to our clients.
- Citizen Advice South Hams who we fund a dedicated worker who will visit our clients in their home for benefits and finance advice.
- Caring Town who we work with responding to Totnes Cost of Living Crisis, and who fund us to deliver support to older people in Totnes.
- Wellbeing partnership which is a partnership between Totnes Caring, Dartmouth Caring, Moorcare, Kingscare and Volunteering in Health.

FINANCIAL REVIEW

The charity relies upon fundraising, donations, legacies, and contracts with Health, Social Services, Primary Care Network and Teignbridge CVS for our linkworkers' and grant funding.

We are extremely grateful for the financial support of those within the community who recognise the value of what we do and the positive impact on our clients. Totnes Caring relies on legacies and fundraising for its long-term financial sustainability and, therefore the trustees wish to encourage supporters to remember Totnes Caring in their wills.

- Home Help Service

  We received fee income of £162,302 and spent £166,180. The trustees' intention is that this service is self-funding. It remains the only service that is paid for and it should cover the cost of employing the home help staff and the co-ordinator.

- Volunteer Drivers

  We reimburse our volunteers at 45p per mile. Expenditure by way of volunteer drivers' reimbursements was £8,505 and the total cost of running the mini-bus and wheelchair-accessible vehicle was £6,182. Donations received for transport were £11,647, leaving a deficit of £3,040. Not all volunteer drivers claim their mileage.

- 50/50 Club

  Our Income was £2,859 and prizes were £1,135, leaving a contribution of £1,724.

- Friends of Totnes Caring

  Our 32 Friends of Totnes Caring donated an amazing £5,740 and in most cases we are also able to claim back gift aid. This regular income enables the charity to better plan for the future. Naturally the trustees would like to continue to grow the number of Friends.

- Fundraising

  We received an income of £1,545 and expenditure of £413. Our sincere thanks to everyone involved who give up their time to raise valuable, much needed, funds. Some of the highlights were our Quiz Night, Junior Bake Off & Little Mermaid Cinema event where our Patron Art Malek was in attendance.
  We receive income from clients who remember us at their funerals and ask for retiring collections to be made to us. Our thanks and fond memories go to the following who left us money in this way during the last year:

  Marie Anderson
  James 'Paul' Anning
  Helen Barbera
  Clifford Berdinner
  Neil Burgess
  Chris Hundy
  Christine Chattaway
  Geoffrey Coish
  Nigel Furdon
  Ray Green
  Sara Hatch
  Doris Lowe
  Henry Michael Smith
  Majorie Nicholson
  Marjorie Perks
  Peggy Rendle
  Barbara Winsor

Our thanks and fond memories go to the three people who left us legacies this year:

Janet Griffiths
John Hutchinson
Patricia Wilson

We continue to rely upon donations to support our activities. Our sincere thanks go to the following who have supported us in this way in the past year:

Ashsprington & Tuckenhay Parish
Boyce Hatten
Church of Littlehempston
Devonly Voices Choir
Holy Royal Arch Chapter No710
National Fund
Seamoor Lotto
T.A.O.D.S
Seamoor Lotto
Totnes, Dartington & Meadowbrook F.C
Totnes & District Show
Totnes 10k
Totnes Municipal Charities
Teignbridge Trotters
Totnes W.I

Shops in Totnes who have our Collection Boxes and to all private donations.

In addition, we received restricted grants from the following to support specific aspects of our work:-

- The Masonic Charitable Foundation – to support our dementia services
- Edward Gostling Foundation to support our dementia service in running Carer groups and Living with Loss group.
- Elmgrant Trust towards Music to my Ears project.
- Totnes Town Council for our community transport coordination.
- Devon Community Foundation (DCF)Thrive with Five Mobilise Fund for transport.
- Grocers Charity to support Pop up Cafe
- Paige Adams Trust to provide lunch clubs.
- Totnes Town Council to provide lunch clubs.
- Independent Age grant for Citizen Advice to work in close partnership with 5 caring organisations in the Wellbeing Partnership.
- Lottery Reaching Communities to support our Projects in the community.
- South Devon Primary Care Network (PCN) for a Social Prescribers and our Health and Wellbeing Coach to cover the five GP practices in the PCN.
- Teignbridge CVS for Wellbeing, Dementia, Home from Hospital
- Caring Town National Lottery – development support for Caring Town's work though a Reaching Communities Partnership grant.

Tight control of cost has continued with our biggest outlay being the staff cost. This expenditure is an essential part of running the charity and without our office staff and their commitment we would not be able to run our services.

Reserves Policy

The trustees examined the charity's requirements and determined that the minimum reserve should be three months running costs. Any shortfall below this level would precipitate a formal review by the finance committee and subsequently by the board.

The balance held in the reserves fund at 31 March 2024 is equal to the target figure.

Signed on behalf of the Trustees

H · C · Parsons

Holly Parsons

Chair of Trustees

Totnes Caring Limited

Independent Examiners Report

Year Ended 31 March 2024

I report on the accounts of the company for the year ended 31 March 2024, which are set out on pages 15 to 25.

Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

Sharon Austen FCCA
FRANCIS CLARK LLP
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

24 Sept 2024

Totnes Caring Limited

Statement of Financial Activities
(Incorporating Income and Expenditure Account)

Year Ended 31 March 2024

	Notes	Unrestricted £	Restricted £	Total Funds 2024 £	Total Funds 2023 £
Income from:					
Donations and legacies	3	**157,145**	**24,676**	**181,821**	385,694
Charitable activities	4	**181,528**	**216,456**	**397,984**	438,446
Other trading activities	5	**4,404**	**-**	**4,404**	6,924
Investments	6	**9,530**	**-**	**9,530**	2,921
Total		**352,607**	**241,132**	**593,739**	833,985
Expenditure on:					
Raising funds	7	**1,548**	**-**	**1,548**	3,929
Charitable activities	8	**394,726**	**209,935**	**604,661**	631,868
Total		**396,274**	**209,935**	**606,209**	635,797
Net income/(expenditure) before transfers		**(43,667)**	**31,197**	**(12,470)**	198,188
Transfers between funds		**29,337**	**(29,337)**	**-**	-
Net movements in funds		**(14,330)**	**1,860**	**(12,470)**	198,188
Reconciliation of funds					
Total funds brought forward		**469,138**	**50,891**	**520,029**	321,841
Total funds carried forward		**454,808**	**52,751**	**507,559**	520,029

All of the above amounts relate to continuing activities.

The notes on pages 18 to 25 form part of these financial statements.

Totnes Caring Limited

Balance Sheet

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	**27,510**	40,309
Current assets			
Debtors	12	**122,413**	220,657
Cash at bank and in hand		**374,794**	287,717
		497,207	508,374
Creditors: Amounts falling due within one year	13	**(17,158)**	(28,654)
Net current assets		**480,049**	479,720
Net assets		**507,559**	520,029
Funds			
Restricted funds	14	**52,751**	50,891
Designated funds	15	**371,543**	469,138
General funds	15	**83,265**	-
Total funds		**507,559**	520,029

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The trustees/directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved and signed by the members of the board on 24 Sept 2024

H·C·Parsons

Mrs Holly Parsons
Trustee

Company Registration Number: 05602581

Totnes Caring Limited

Statement of Cash Flows

Year Ended 31 March 2024

		2024 £	2023 £
Cash flows from operating activities:			
Net Cash provided by/(used in) operating activities	(i)	**89,377**	32,335
Cash flows used in investing activities:			
Purchase of property and equipment		**(2,300)**	-
Net cash used in investing activities		**(2,300)**	-
Change in cash and cash equivalents in the reporting period		**87,077**	32,335
Cash and cash equivalents at the beginning of the reporting period		**287,717**	255,382
Cash and cash equivalents at end of reporting period		**374,794**	287,717

(i) **Reconciliation of net (expenditure)/income to net cash flow from operating activities**

	2024 £	2023 £
Net income/ (expenditure for the reporting period (as per the statement of financial activities)	**(12,470)**	198,188
Adjustments for:		
Depreciation charges	**15,099**	15,413
Decrease / (Increase) in debtors	**98,244**	(201,536)
(Decrease)/ increase in creditors	**(11,496)**	20,270
Net cash provided by/ (used in) operating activities	**89,377**	32,335

The notes on pages 18 to 25 form part of these financial statements.

1. Accounting policies

Basis of accounting

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Totnes Caring Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Tangible Fixed Assets

Tangible fixed assets are included at cost. They are depreciated so as to write off their cost over their estimated remaining useful lives on the following basis:

Minibus	20% (straight line)
Equipment	15% (straight line)

In the case of the leasehold improvements, the depreciation charge follows the decrease in the compensation payments for the capital expenditure that would be due to the charity in the event that the landlord exercises its right under the break clause.

c) Income

Income is recognised when the charity has entitlement to funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are recognised when the charity is advised by the personal representatives of an estate that probate has been granted, that payment is probable and the amount can be quantified with reasonable certainty.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes irrecoverable VAT and is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising activities.
- Expenditure on charitable activities includes the costs of providing services and include all support and governance costs.

1. Accounting policies (continued)

e) Fund Accounting

(a) Restricted funds – these are funds that are subject to specific trusts that must be applied for specific purposes. Further details are included in Note 14.

(b) The Trustees have designated certain funds for particular purposes and further details of these designations are included in Note 15.

(c) Other funds held by the charity are unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Trustees.

f) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g) Pension costs

The Association participated in a defined contribution pension scheme. Contributions are charged to the Statement of Activities in the year in which they are paid.

2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

3. Donations and legacies

	2024	2023
	£	£
Donations	**66,571**	60,349
Sitting service	**-**	330
Legacies	**115,250**	325,015
	181,821	385,694

Donations and legacies comprise £24,676 (2023: £22,505) restricted income and £157,145 (2023: £363,189) unrestricted income.

4. Income from charitable activities

	2024	2023
	£	£
Home Help Service	**162,302**	159,284
Lunch Clubs	**12,480**	32,108
Pop up Café & Music Live now	**2,055**	-
Drivers boxes and minibus	**13,647**	15,383
Other grants	**6,486**	17,433
Projects	**49,164**	47,448
Social Prescribing & Wellbeing	**146,850**	161,790
Dementia	**5,000**	5,000
	397,984	438,446

Income from charitable activities comprise £216,456 (2023: £231,214) restricted income and £181,528 (2023: £207,232) unrestricted income.

5. Other trading activities

	2024	2023
	£	£
Fundraising events	**1,545**	4,246
50/50 Club	**2,859**	2,678
	4,404	6,924

All income for both 2024 and 2023 related to unrestricted funds.

6. Investment Income

	2024	2023
	£	£
Bank interest receivable	**9,530**	2,921

All income for both 2024 and 2023 related to unrestricted funds.

7. Costs of raising funds

	2024	2023
	£	£
Costs of fundraising events	**413**	2,354
50/50 Club prizes	**1,135**	1,575
	1,548	3,929

All expenditure for both 2024 and 2023 related to unrestricted funds.

8. Costs of charitable activities

	Unrestricted £	Restricted £	2024 £	2023 £
Home Help wages and expenses	**166,180**	**-**	**166,180**	172,226
Reimbursement of Volunteer drivers' expenses	**8,505**	**-**	**8,505**	10,897
Lunch Clubs	**475**	**-**	**475**	49,837
Pop up Café & Room Hire	**5,790**	**-**	**5,790**	-
New Directions	**326**	**-**	**326**	123
Funding Projects	**305**	**20,000**	**20,305**	19,205
Dementia support including wages	**9,270**	**28,276**	**37,546**	24,223
Craft classes including wages	**517**	**-**	**517**	10,073
Sitting Service	**-**	**-**	**-**	6,863
Caring Town Ltd Restricted Funds	**16,750**	**7,453**	**24,203**	14,748
Social Prescribing & Wellbeing	**-**	**123,545**	**123,545**	118,570
Coordinator and administration wages & expenses	**126,105**	**30,661**	**156,766**	132,256
Minibus costs	**3,943**	**-**	**3,943**	2,942
WAV costs	**2,239**	**-**	**2,239**	1,594
Cooking Class – Project	**1,125**	**-**	**1,125**	1,350
Equipment maintenance and IT	**6,757**	**-**	**6,757**	15,165
Other office costs	**22,612**	**-**	**22,612**	27,701
Depreciation	**15,099**	**-**	**15,099**	15,413
Governance costs				
Payments made to independent examiner - examination	**1,000**	**-**	**1,000**	1,000
- other	**7,728**	**-**	**7,728**	7,682
	394,726	**209,935**	**604,661**	631,868

Costs of charitable activities comprise £209,935 (2023: £200,580) restricted costs and £394,726 (2023: £431,288) unrestricted costs.

9. Staff costs

	2024	2023
	£	£
Gross wages	**460,039**	448,284
Employers NI	**24,091**	28,857
Defined benefit pension contributions	**7,523**	7,113
	491,653	484,254
Average number	**31**	26

No employees received employee benefits of more than £60,000. The key management personnel of the charity comprise the Trustees and Chief Officer. The total employee benefits of the key personnel were £42,743 (2023: £41,829).

10. Trustees expenses

No trustees have received any remuneration or reimbursed expenses. The charity's insurance policy includes trustee indemnity insurance. The charity paid trustee indemnity insurance of £629 in the prior year.

Some of the trustees also act as volunteer drivers and have received reimbursement of their motor expenses on the same terms as non-trustee volunteer drivers.

11. Tangible Fixed Assets

	Leasehold Improvements	Mini Bus and WAV	Equipment	Total
	£	£	£	£
Cost				
Balance at 31 March 2023	107,231	49,760	36,750	193,741
Additions at cost	-	-	2,300	2,300
Balance at 31 March 2024	**107,231**	**49,760**	**39,050**	**196,041**
Depreciation				
Balance at 31 March 2023	95,477	27,761	30,194	153,432
Charge for the year	4,500	7,333	3,266	15,099
Balance at 31 March 2024	**99,977**	**35,094**	**33,460**	**168,531**
Net Book Value				
Balance at 31 March 2024	**7,254**	**14,666**	**5,590**	**27,510**
Balance at 31 March 2023	11,754	21,999	6,556	40,309

12. Debtors

	2024	2023
	£	£
Trade debtors	**7,233**	13,468
Prepayments and accrued income	**115,180**	207,189
	122,413	220,657

13. **Creditors:** Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	**8,945**	5,878
Accruals and payments on account	**8,213**	15,276
Deferred income	**-**	7,500
	17,158	28,654

14. **Restricted funds – current year**

	Balance at 31 March 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Dementia	5,000	28,276	(28,276)	-	**5,000**
Office move / IT	4,650	-	-	-	**4,650**
Social Prescribing & Wellbeing	31,907	146,684	(123,545)	(29,337)	**25,709**
Music to my Ears	-	1,400	-	-	**1,400**
Transport Fund	1,667	5,786	(7,453)	-	**-**
Projects - Art, Lunch Club, Cooking Class, Events & Cafe	7,667	38,986	(30,661)	-	**15,992**
RUKBA Cost of Living grants	-	20,000	(20,000)	-	**-**
	50,891	241,132	(209,935)	(29,337)	**52,751**

Restricted funds – previous year

	Balance at 31 March 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Dementia	-	27,505	(22,505)	-	**5,000**
Office move / IT	4,650	-	-	-	**4,650**
Social Prescribing & Wellbeing	20,500	161,790	(118,570)	(31,813)	**31,907**
Sitting Service	3,113	-	(3,113)	-	**-**
Transport Fund	-	14,691	(13,024)	-	**1,667**
Projects - Art, Lunch Club, Cooking Class, Events & Cafe	1,302	49,733	(43,368)	-	**7,667**
	29,565	253,719	(200,580)	(31,813)	**50,891**

Restricted Funds

Dementia – funds received to provide services to clients with dementia and their family carers.

Office move / IT - grant funding to support the costs of office improvements, including IT upgrades.

Social Prescribing – includes funds received from South Devon Primary Care Network (PCN) for social prescribers and our health and wellbeing coach to cover the five GP practices in the PCN. A transfer has been made to unrestricted funds in respect of the contribution to core costs included in the funding.

Transport Fund – funds provided for the support of transport services.

Projects – Art, lunch Club, Cooking Class, Events and Café – funds received to assist with the running of various clubs and social events.

Link Workers (2023) – funds received to provide wellbeing link worker services

Sitting service (2023) - funds received towards the cost of the sitting service.

National Lottery Stepping Stones (2023) - a grant for group activities to reduce isolation.

National Lottery Lunch Club (2023) - The National Lottery's Awards for All supported our lunch club.

Hospital Discharge (2023) – funds received to support clients on hospital discharge.

Music to my Ears – working with clients with dementia

RUKBA Cost of Living Grants – working with Citizens Advice providing financial support to Totnes Caring clients

15. Unrestricted funds – current year

	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Designated Funds					
Reserves Policy Fund	228,329	-	-	(76,777)	**151,552**
Working Space & Future Development	200,000	-	(8,019)	-	**191,981**
IT Upgrade	500	-	-	-	**500**
	428,829	-	(8,019)	(76,777)	**344,033**
Fixed Asset Fund	40,309	-	(15,099)	2,300	**27,510**
Total Designated funds	469,138	-	(23,118)	(74,477)	**371,543**
General fund	-	352,607	(373,156)	103,814	**83,265**
	469,138	352,607	(396,274)	29,337	**454,808**

Unrestricted funds – previous year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Designated Funds					
Reserves Policy Fund	236,054	-	-	(7,725)	**228,329**
Working Space & Future Development	-	200,000	-	-	**200,000**
IT Upgrade	500	-	-	-	**500**
	236,554	200,000	-	(7,725)	**428,829**
Fixed Asset Fund	55,722	-	(15,413)	-	**40,309**
Total Designated funds	292,276	200,000	(15,413)	(7,725)	**469,138**
General fund	-	380,266	(419,804)	39,538	**-**
	292,276	580,266	(435,217)	31,813	**469,138**

Designated Funds

All of the designated funds are represented by net current assets.

The Reserves Policy Fund represents the reserves that the trustees have determined in line with the charity's policy.

The Working Space & Future Development Fund relates to monies set aside for contributions to the office move, lease and any future developments.

The Fixed Asset Fund relates to the charity's assets that are represented by the tangible fixed assets used for charitable purposes and are therefore not available to spend.

16. Control and Related Party Transactions

The charity is under the control of its Trustees. There were no related party transactions during the year.

17. Post Balance Sheet Events

The Charity signed a 14 year lease agreement (with a six month notice period) post year end for new office space.

TOTNES CARING LTD

England & Wales - Charity number 1112436

Accounts

TOTNES CARING
Helping The Community

Totnes Caring Limited

Annual Report and Financial Statement

Year Ending 31st March 2023

Totnes Caring
Totnes Community Hospital
Coronation Road
Totnes
Devon
TQ9 5GH
01803 865684

Registered Charity No.1112436

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Totnes Caring Limited
Reference and administrative details
Year Ended 31 March 2023

Trustees: Julie Foster (Chair)

Stephen Teague (Treasurer)

Dr James Cooper

Peter Shotton (resigned 30 November 2022)

Dr. Abigail Fearon (resigned 3 August 2022)

Dr. Richard Hawker

Jane Seymour

Janice Courtenay

Debra Westlake

Peter Osbourne

Holly Parsons

Ian Franklin

Company Secretary and Chief Officer: Claire Hill

COMMITTEES:

Finance and Strategic:

Julie Foster (Chair)

Stephen Teague

Peter Osborne

Holly Pearsons

Jane Seymour

Social Prescribing and Wellbeing:

Debra Westlake (Chair)

Communications & Fundraising:

Ian Franklin (Chair)

Charity Name:	Totnes Caring Limited
Registered Office:	The Loft Totnes Community Hospital Coronation Road Totnes, Devon TQ9 5GH
Telephone Number:	01803 865684
E mail:	info@totnescaring.org.uk
Website	www.totnescaring.org.uk
Company Number:	5602581
Charity Number:	1112436
Bankers:	Lloyds Bank 15 Blackheath Village Blackheath London SE3 9LH
Independent Examiner:	Sharon Austen FCCA Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF

Totnes Caring Limited
Chair's Introduction
Year Ended 31 March 2023

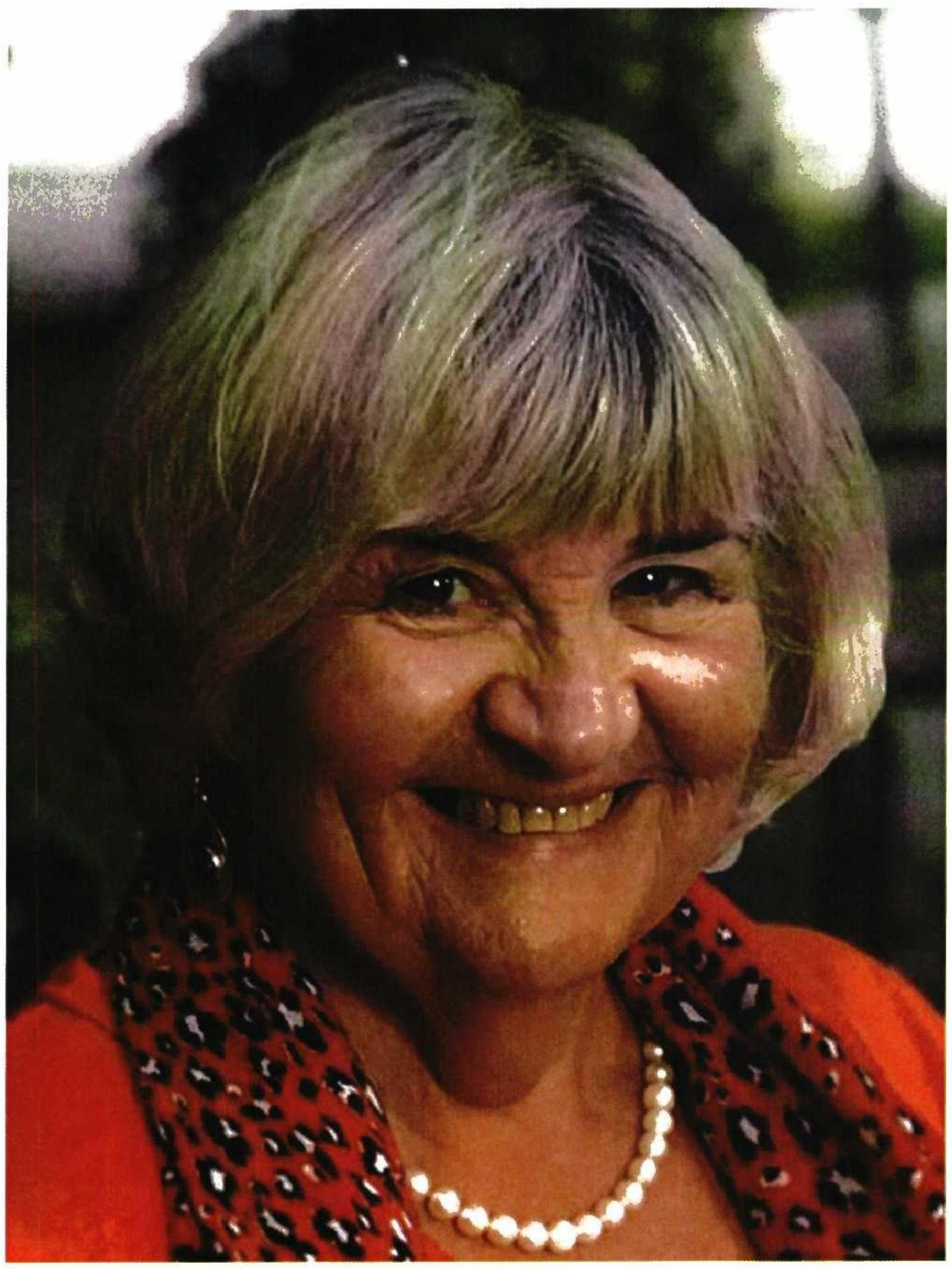
CHAIR'S INTRODUCTION:

This year has been another successful one for Totnes Caring. Although we are able to put the effects of the pandemic behind us, there are still numerous challenges to navigate, especially the cost of living. Most of us are affected in some way by constantly rising prices, and we know for some it is a struggle to keep warm and eat well. Totnes Caring is trying to help, developing a 'pop up cafe' and extending our lunch service into a new location, alongside other local organisations.

The current financial climate is hard for most charities and we have had to review the charges we make for some services. Local support has been fantastic, however, and we have been really fortunate in benefitting from some very generous legacies. These will make all the difference to us in years to come.

A huge thank you to everyone who makes Totnes Caring so special, clients, volunteers, staff, trustees and the local community. It is a big team effort, and we appreciate you all!

I am nearing the end of my term as trustee and chair, a role I have loved. Thanks for having me!



Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

The trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2023.

STRUCTURE, GOVERANCE AND MANAGEMENT

Governing Document
The charity is a company limited by guarantee that is governed by its Memorandum and Articles of Association.

Directors and Trustees
The directors of the charitable company (the charity) are its trustees for the purpose of charity law.

The trustees who served the charitable company during the period are detailed on page 2

Recruitment and Appointment of Management Committee
The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as trustees.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses were claimed by the trustees except as detailed in note 10 to the accounts. We continue to be very grateful for their dedication, enthusiasm and commitment, which help the smooth running of the charity.

In an effort to maintain this broad skill mix, trustees are requested to provide a list of their skills (and update these each year) and in the event of particular skills being lost, due to retirements or resignations, individuals are approached to offer themselves for election as a trustee.

Trustees Responsibilities
The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the net income or expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:
- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent ;
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small Company Charity Provisions
This report has 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) (effective 1 January 2019) – (Charities SORP (FRS 102)) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:-

Promote any charitable purpose for the benefit of persons in need residing in Totnes and the surrounding area, in particular for the relief of the elderly and sick.

It aims to support people to live as independently as possible, connecting to their community, to increase their health and wellbeing. We do this by delivering group activities, bringing people together, and by providing practical support, information and advice to individuals.

The focus of our work

Our main objectives for the year continued to be the provision of support to vulnerable, mainly older, people. All our charitable activities focus on providing this support and are undertaken to further our charitable purposes for the public benefit. We have taken due regard of the public benefit guidance published by the Charity Commission.

Who used and benefitted from our services?

Our geographical spread covers South Dartmoor and Totnes PCN patch of five GP surgeries in Totnes, South Brent, Ashburton and Buckfastleigh. Our services have different referral routes but we get many referrals from the GPs, nurses and social workers as well from family members and self-referrals.

While most of our clients are over 70 years old, our social prescribers work with people over 18 years old.

Some feedback from our clients, carers and family included:

- Feedback from a daughter of new client who came to lunch for first time: ' He loved it- it put a spring in his step. Great lunch and lovely men to talk to. The young boy who was there was also delightful.'
- Feedback about the Live Music Now concert from a carer: "I have never seen him so alive as he was after the concert. He was ecstatic. He loves jazz. I can't thank you enough for organising it and can't express how much he loved it."
- You are grand! You are all so lovely at Totnes Caring, what ever would we do without you'?
- A client thanked Totnes Caring for 'actually caring' and helping her to make an 'understanding and trustworthy connection'.

Staff and volunteers:

We could not deliver many of our services without our wonderful volunteers. They truly are the heart of Totnes Caring. We currently have 31 members of staff and 104 active volunteers. So, as you can see we have over three times as many volunteers as staff enabling Totnes Caring to support the most vulnerable in our community. All the diverse and complex work of the charity could not be done without the employment of some staff, we have 31 members staff who equate to 19 full time equivalent hours.

Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

A year in numbers:

Older People Services in their home **6260** 907 shops were delivered and 5353 hot meal deliveries	**Home Help** **9423** 9423 hours of home help support for 98 clients	**Transport** **2267** 894 people were driven to health appointments and 1373 people to social events by our volunteer drivers
Older People Services in the Community **203** We held 203 group activities including, lunch clubs, art groups, new directions and men's cookery.	**Dementia and family carers** **142** 45 memory cafés were held, with on average 40 attendees, and 15 carers groups. 102 carers were supported with information and advice.	**Wellbeing Connections** **859** 859 people were supported and given information and advice by our wellbeing and link workers

Our outcomes are:

- Enabling people to get to appointments and activities
- Reduce isolation, and help people maintain good health and wellbeing
- Helping people to increase their health and wellbeing
- Supporting people to live in their homes for as long as possible

Enabling people to get to appointments and activities

We can provide a door-to-door service to health appointments and to Totnes Caring social activities. Our volunteer drivers use their own cars, the Totnes Caring mini-bus or our Wheelchair accessible Vehicle (WAV). This year 894 people were driven to health appointments and 1373 people to social events.



Totnes Caring Limited
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Reduce isolation, and help people maintain good health and wellbeing

We provide group activities to older people. This year we held 203 group activities including, lunch clubs, art groups, new directions and men's cookery.





We also deliver a very popular weekly memory café for people who live with dementia and coordinate carers group. Lots of support and advice is provided to family carers of those living with dementia, including monthly carers' lunch where loved ones are looked after separately for the carers to have support and some respite. This year 45 memory cafés were held and 15 carers groups.

Helping people to increase their health and wellbeing

Our Wellbeing Connections Team work closely with NHS and Social Services and provide services to help people increase their health and wellbeing.

Our wellbeing Coordinator and Dementia Coordinator provide more intensive support for vulnerable older people. We also provide advice and practical support for those who are discharged from hospital through our Home from Hospital service.

Our Social Prescribers work with adults from Totnes, South Brent, Ashburton and Buckfastleigh doctors surgery.



Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

This year 859 people were supported and given information and advice by our wellbeing and link workers.

This year our dementia information and advice service had 102 separate contacts with carers.

Supporting people to live in their homes for as long as possible

To help people stay in their homes we provide a shopping service and hot meal delivery. This year 907 shops were delivered and 5353 hot meal deliveries.

Our Home Help service provided older people with cleaning, ironing, form filling and shopping support for 9423 hours for our 98 clients.



Partnerships:

Alongside our strong relationship with primary and statutory services Totnes Caring has long term and strong partnerships with other local organisations these include:

- Food in Community who deliver the food for our pop up café and men's cookery.
- Live Music Now who deliver music concerts to our clients.
- Citizen Advice South Hams who we fund a dedicated worker who will visit our clients in their home for benefits and finance advice.
- Caring Town who we work with responding to Totnes Cost of Living Crisis, and who fund us to deliver support to older people in Totnes.
- Wellbeing partnership which is a partnership between Totnes Caring, Dartmouth Caring, Moorcare, Kingscare and Volunteering in Health.

FINANCIAL REVIEW

The charity does not receive any direct funding, relying upon fundraising, donations, legacies, small contracts with Health, Social Services, Primary Care Network and Teignbridge CVS for our linkworkers' work with the Multi-Disciplinary Team (MDT) and grant funding.

Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

We are extremely grateful for the financial support of those within the community who recognise the value of what we do and the positive impact on our clients. Totnes Caring received three legacies in 2022/23. This form of income is vital to the long-term financial sustainability of the charity and, therefore the trustees wish to encourage supporters to remember Totnes Caring in their wills.

- Home Help Service

We received fee income of £159,284 and spent £172,226. The trustees' intention is that this service is self-funding. It remains the only service that is paid for and it should cover the cost of employing the home help staff and the co-ordinator.

- Volunteer Drivers

We reimburse our volunteers at 45p per mile. Expenditure by way of volunteer drivers' reimbursements was £10,897 and the total cost of running the mini-bus and wheelchair-accessible vehicle was £4,536. Donations received for transport were £15,383, leaving a deficit of £50. Not all volunteer drivers claim their mileage.

- 50/50 Club

Our Income was £2,678 and prizes were £1,575, leaving a contribution of £1,103.

- Friends of Totnes Caring

Our 27 Friends of Totnes Caring donated an amazing £5,134 and in most cases we are also able to claim back gift aid. This regular income enables the charity to better plan for the future. Naturally the trustees would like to continue to grow the number of Friends.

- Fundraising

We received an income of £4,246 and expenditure of £2,354. Our sincere thanks to everyone involved who give up their time to raise valuable, much needed, funds. Some of the highlights were our Pop-up Café, Anran Christmas Market, Plant Sales and not forgetting Will Week with Windeatts & Boyce Hatton.

We receive income from clients who remember us at their funerals and ask for retiring collections to be made to us. Our thanks and fond memories go to the following who left us money in this way during the last year:

Carol Baker
Jack Ball
Jack Butt
Jennifer Diamond
Enid Evans
C Gifford
Pat Johnson
Roger Miller
Terry Parsons
Kenneth Percy
Brian Smart
Iris Webber

Our thanks and fond memories go to the three people who left us legacies this year:

Susan Evans
Janet Griffiths
Mary Oldreive

Totnes Caring Limited
Trustees Annual Report
Year Ended 31 March 2023

We continue to rely upon donations to support our activities. Our sincere thanks go to the following who have supported us in this way in the past year:

Ashprington Ladies Group
Ashprington Barn Dance
Ashprington WI
Bidwell Brook School
Brownswood Trust
Holy Royal Arch Chapter No710
Limbus
Seamoor Lotto
Stoke Gabriel Concert Series
Teignbridge Trotters
Totnes & District Show Limited
Totnes Carnival
Totnes Municipal Charities
Totnes Post
Totnes Probus
Shops in Totnes who have our Collection Boxes
and to all private donations

In addition, we received restricted grants from the following to support specific aspects of our work:-

- The Masonic Charitable Foundation – to support our dementia services

- Nisa for Jubilee celebration events

- Arts Council Let's Create fund for Jubilee celebration event at Totnes Cinema.

- Totnes Town Council for our community transport coordination.

- Morrisons Foundation to work in partnership with Food In Community at the Men's Cookery and the Monthly pop-up café.

- Clare Milne Trust for additional support with the delivery of dementia services.

- Devon Community Foundation (DCF)Thrive with Five Mobilise Fund for transport.

- Devon Community Foundation's Tackling Loneliness and Isolation in Older Years.

- National Lottery Awards for All to support our volunteering.

- Devon County Council's Growing Community Fund for inter-generational work.

- Independent Age grant for Citizen Advice to work in close partnership with 5 caring organisations in the Wellbeing Partnership.

- South Hams Cost of Living grant and Totnes Rotary to subsidise meal deliveries

- South Devon Primary Care Network (PCN) for a Social Prescribers and our Health and Wellbeing Coach to cover the five GP practices in the PCN.

- Caring Town National Lottery – development support for Caring Town's work though a Reaching Communities Partnership grant.

Tight control of cost has continued with our biggest outlay being the staff cost. This expenditure is an essential part of running the charity and without our office staff and their commitment we would not be able to run our services.

Reserves Policy

The trustees examined the charity's requirements and determined that the minimum reserve should be six months running costs. Any shortfall below this level would precipitate a formal review by the finance committee and subsequently by the board.

Signed on behalf of the Trustees



Julie Foster

Chair of Trustees

Totnes Caring Limited

Independent Examiners Report

Year Ended 31 March 2023

I report on the accounts of the company for the year ended 31 March 2023, which are set out on pages 14 to 24.

Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

Sharon Austen FCCA
FRANCIS CLARK LLP
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

22 November 2023

Totnes Caring Limited

Statement of Financial Activities
(Incorporating Income and Expenditure Account)

Year Ended 31 March 2023

	Notes	Unrestricted £	Restricted £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	3	**367,146**	**250,219**	**617,365**	278,743
Charitable activities	4	**203,275**	**3,500**	**206,775**	180,804
Other trading activities	5	**6,924**	**-**	**6,924**	4,656
Investments	6	**2,921**	**-**	**2,921**	276
Total		**580,266**	**253,719**	**833,985**	464,479
Expenditure on:					
Raising funds	7	**3,929**	**-**	**3,929**	3,708
Charitable activities	8	**431,288**	**200,580**	**631,868**	474,391
Total		**435,217**	**200,580**	**635,797**	478,099
Net income/(expenditure) before transfers		**145,049**	**53,139**	**198,188**	(13,620)
Transfers between funds		**31,813**	**(31,813)**	**-**	-
Net movements in funds		**176,862**	**21,326**	**198,188**	(13,620)
Reconciliation of funds					
Total funds brought forward		**292,276**	**29,565**	**321,841**	**335,461**
Total funds carried forward		**469,138**	**50,891**	**520,029**	**321,841**

All of the above amounts relate to continuing activities.

The notes on pages 17 to 24 form part of these financial statements.

Totnes Caring Limited

Balance Sheet

31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	**40,309**	55,722
Current assets			
Debtors	12	**220,657**	19,121
Cash at bank and in hand		**287,717**	255,382
		508,374	274,503
Creditors: Amounts falling due within one year	13	**(28,654)**	(8,384)
Net current assets		**479,720**	266,119
Net assets		**520,029**	321,841
Funds			
Restricted funds	14	**50,891**	29,565
Designated funds	15	**469,138**	292,276
Total funds		**520,029**	321,841

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The trustees/directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved and signed by the members of the board on 22.11.23....

Mrs Julie Foster
Trustee

Company Registration Number: 05602581

The notes on pages 17 to 24 form part of these financial statements.

Totnes Caring Limited

Statement of Cash Flows

Year Ended 31 March 2023

		2023 £	2022 £
Cash flows from operating activities:			
Net Cash provided by/(used in) operating activities	(i)	**32,335**	(5,810)
Cash flows used in investing activities:			
Purchase of property and equipment		**-**	(38,549)
Net cash used in investing activities		**-**	(38,549)
Change in cash and cash equivalents in the reporting period		**32,335**	(44,359)
Cash and cash equivalents at the beginning of the reporting period		**255,382**	299,741
Cash and cash equivalents at end of reporting period		**287,717**	255,382

(i) **Reconciliation of net (expenditure)/income to net cash flow from operating activities**

	2023 £	2022 £
Net income/ (expenditure for the reporting period (as per the statement of financial activities)	**198,188**	(13,620)
Adjustments for:		
Depreciation charges	**15,413**	12,414
(Increase)/ decrease in debtors	**(201,536)**	(2,774)
(Decrease)/ increase in creditors	**20,270**	(1,830)
Net cash provided by/ (used in) operating activities	**32,335**	(5,810)

The notes on pages 17 to 24 form part of these financial statements.

Totnes Caring Limited

Notes to the Financial Statements

Year Ended 31 March 2023

1. Accounting policies

Basis of accounting

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Totnes Caring Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Tangible Fixed Assets

Tangible fixed assets are included at cost. They are depreciated so as to write off their cost over their estimated remaining useful lives on the following basis:

Minibus	20% (straight line)
Equipment	15% (straight line)

In the case of the leasehold improvements, the depreciation charge follows the decrease in the compensation payments for the capital expenditure that would be due to the charity in the event that the landlord exercises its right under the break clause.

c) Income

Income is recognised when the charity has entitlement to funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are recognised when the charity is advised by the personal representatives of an estate that probate has been granted, that payment is probable and the amount can be quantified with reasonable certainty.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes irrecoverable VAT and is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising activities.
- Expenditure on charitable activities includes the costs of providing services and include all support and governance costs.

1. Accounting policies (continued)

e) Fund Accounting

(a) Restricted funds – these are funds that are subject to specific trusts that must be applied for specific purposes. Further details are included in Note 14.

(b) The Trustees have designated certain funds for particular purposes and further details of these designations are included in Note 15.

(c) Other funds held by the charity are unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Trustees.

f) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g) Pension costs

The Association participated in a defined contribution pension scheme. Contributions are charged to the Statement of Activities in the year in which they are paid.

2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

3. Donations and legacies

	2023	2022
	£	£
Other grants	**17,433**	118,074
Donations	**60,349**	82,488
Projects	**47,448**	75
Art club	**-**	5,945
Sitting service	**330**	1,620
Social Prescribing & Wellbeing	**161,790**	64,541
Legacies	**325,015**	6,000
Mental health	**5,000**	-
	617,365	278,743

Donations and legacies comprise £250,219 (2022: £185,384) restricted income and £367,146 (2022: £93,359) unrestricted income.

4. Income from charitable activities

	2023	2022
	£	£
Home Help Service	**159,284**	140,291
Lunch Clubs	**32,108**	25,546
Drivers boxes and minibus	**15,383**	14,967
	206,775	180,804

Income from charitable activities comprise £3,500 (2022: £nil) restricted income and £203,275 (2022: £180,804) unrestricted income.

5. Other trading activities

	2023	2022
	£	£
Fundraising events	**4,246**	1,718
50/50 Club	**2,678**	2,938
	6,924	4,656

All income for both 2023 and 2022 related to unrestricted funds.

6. Investment Income

	2023	2022
	£	£
Bank interest receivable	**2,921**	276

All income for both 2023 and 2022 related to unrestricted funds.

7. Costs of raising funds

	2023	2022
	£	£
Costs of fundraising events	**2,354**	2,409
50/50 Club prizes	**1,575**	1,299
	3,929	3,708

All expenditure for both 2023 and 2022 related to unrestricted funds.

8. Costs of charitable activities

	Unrestricted	Restricted	2023	2022
	£	£	£	£
Home Help wages and expenses	**172,226**	**-**	**172,226**	137,623
Reimbursement of Volunteer drivers' expenses	**10,897**	**-**	**10,897**	10,584
Lunch Clubs	**46,337**	**3,500**	**49,837**	24,085
New Directions	**123**	**-**	**123**	-
COPD classes- CAB Advisor	**-**	**-**	**-**	54
Funding Projects	**-**	**19,205**	**19,205**	-
Hospital Discharge wages and expenses	**-**	**-**	**-**	10,518
Dementia support including wages	**1,718**	**22,505**	**24,223**	15,029
Craft classes including wages	**-**	**10,073**	**10,073**	9,177
Sitting Service	**3,750**	**3,113**	**6,863**	21,999
National Lottery Stepping Stones	**-**	**-**	**-**	16,102
Postcode Neighbourhood Trust	**-**	**-**	**-**	296
Caring Town Ltd Restricted Funds	**1,724**	**13,024**	**14,748**	14,628
Social Prescribing & Wellbeing	**-**	**118,570**	**118,570**	41,375
Coordinator and administration wages & expenses	**123,766**	**8,490**	**132,256**	116,522
Minibus costs	**2,942**	**-**	**2,942**	1,908
WAV costs	**1,594**	**-**	**1,594**	1,649
Cooking Class – Project	**-**	**1,350**	**1,350**	-
Equipment maintenance and IT	**15,165**	**-**	**15,165**	16,575
Other office costs	**26,951**	**750**	**27,701**	16,527
Depreciation	**15,413**	**-**	**15,413**	12,414
Governance costs				
Payments made to independent examiner - examination	**1,000**	**-**	**1,000**	1,000
- other	**7,682**	**-**	**7,682**	6,326
	431,288	**200,580**	**631,868**	474,391

Costs of charitable activities comprise £200,580 (2022: £151,025) restricted costs and £431,288 (2022: £323,366) unrestricted costs.

9. Staff costs

	2023	2022
	£	£
Gross wages	**448,284**	353,837
Employers NI	**28,857**	20,747
Defined benefit pension contributions	**7,113**	4,802
	484,254	379,386
Average number	**26**	25

No employees received employee benefits of more than £60,000. The key management personnel of the charity comprise the Trustees and Chief Officer. The total employee benefits of the key personnel were £34,994 (2022: £32,644).

10. Trustees expenses

No trustees have received any remuneration or reimbursed expenses. Trustee indemnity insurance of £ 629 (2022: £602) has been paid during the year.

Some of the trustees also act as volunteer drivers and have received reimbursement of their motor expenses on the same terms as non-trustee volunteer drivers.

11. Tangible Fixed Assets

	Leasehold Improvements £	Mini Bus and WAV £	Equipment £	Total £
Cost				
Balance at 31 March 2022	107,231	49,760	36,750	193,741
Balance at 31 March 2023	**107,231**	**49,760**	**36,750**	**193,741**
Depreciation				
Balance at 31 March 2022	90,977	20,428	26,614	138,019
Charge for the year	4,500	7,333	3,580	15,413
Balance at 31 March 2023	**95,477**	**27,761**	**30,194**	**153,432**
Net Book Value				
Balance at 31 March 2023	**11,754**	**21,999**	**6,556**	**40,309**
Balance at 31 March 2022	16,254	29,332	10,136	55,722

12. Debtors

	2023	2022
	£	£
Trade debtors	**13,468**	11,543
Prepayments and accrued income	**207,189**	7,578
	220,657	19,121

13. **Creditors:** Amounts falling due within one year

	2023	2022
	£	£
Trade creditors	5,878	2,919
Accruals and payments on account	15,276	5,465
Deferred income	7,500	-
	28,654	8,384

14. Restricted funds – current year

	Balance at 31 March 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Dementia	-	22,505	(22,505)	-	-
Office move / IT	4,650	-	-	-	4,650
Social Prescribing & Wellbeing	20,500	161,790	(118,570)	(31,813)	31,907
Sitting Service	3,113	-	(3,113)	-	-
Transport Fund	-	14,691	(13,024)	-	1,667
Projects - Art, Lunch Club, Cooking Class, Events, Cafe	1,302	49,733	(43,368)	-	7,667
Mental Health	-	5,000	-	-	5,000
	29,565	253,719	(200,580)	(31,813)	50,891

Restricted funds – previous year

	Balance at 31 March 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Link Workers	-	17,201	(19,685)	2,484	-
Dementia	2,776	10,963	(15,029)	1,290	-
Office move / IT	9,430	-	(4,780)	-	4,650
Art Club	4,534	5,945	(9,177)	-	1,302
PCN Link worker	-	64,541	(44,041)	-	20,500
National Lottery – Stepping Stones	-	19,897	(19,897)	-	-
Sitting Service	7,072	1,620	(5,579)	-	3,113
National Lottery Lunch Club	-	9,466	(9,466)	-	-
Hospital Discharge	-	7,650	(10,680)	3,030	-
Transport Fund	-	12,691	(12,691)	-	-
Minibus	-	35,410	-	(35,410)	-
	23,812	185,384	(151,025)	(28,606)	29,565

Restricted Funds

Dementia – funds received to provide services to clients with dementia.

Office move / IT - grant funding to support the costs of office improvements, including IT upgrades.

Social Prescribing and Wellbeing – includes funds received from South Devon Primary Care Network (PCN) for social prescribers and our health and wellbeing coach to cover the five GP practices in the PCN. It also includes funds received to provide link worker services. A transfer has been made to unrestricted funds in respect of the contribution to core costs included in the funding.

Sitting service - funds received towards the cost of the sitting service.

Transport Fund – funds provided for the support of transport services.
Projects – Art, lunch Club, Cooking Class, Events and Café – funds received to assist with the running of various clubs and social events.

Mental health – grant funding to provide mental health and wellbeing services.

Link Workers (2022) – funs received to provide link worker services

National Lottery Stepping Stones (2022) - a grant for support to help clients become more active

National Lottery Lunch Club (2022) - The National Lottery's Awards for All supported our lunch club.

Hospital Discharge (2022) – funds received to support clients on hospital discharge.

Minibus (2022) - The Clothworkers' Foundation, the Bernard Sunley Foundation, the Percy Bilton Charity and the National Lottery Community Fund all granted funds to enable the charity to purchase a new minibus during the year ended 31 March 2022 at which time a transfer was made from the restricted fund to the designated fixed asset fund.

15. Unrestricted funds – current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2023 £
Designated Funds					
Reserves Policy Fund	236,054	-	-	(7,725)	**228,329**
Working Space & Future Development	-	200,000	-	-	**200,000**
IT Upgrade	500	-	-	-	**500**
	236,554	200,000	-	(7,725)	**428,829**
Fixed Asset Fund	55,722	-	(15,413)	-	**40,309**
Total Designated funds	292,276	200,000	(15,413)	(7,725)	**469,138**
General fund	-	380,266	(419,804)	39,538	**-**
	292,276	580,266	(435,217)	31,813	**469,138**

Unrestricted funds – previous year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Designated Funds					
Reserves Policy Fund	-	-	-	236,054	**236,054**
Projected Shortfall Fund 2021-2022	65,203	-	-	(65,203)	**-**
Projected Shortfall Fund 2022-2023	65,203	-	-	(65,203)	**-**
IT Upgrade	250	250	-	-	**500**
	130,656	250	-	105,648	**236,554**
Fixed Asset Fund	29,587	-	(12,414)	38,549	**55,722**
Total Designated funds	160,243	250	(12,414)	144,197	**292,276**
General fund	151,406	278,845	(314,660)	(115,591)	**-**
	311,649	279,095	(327,074)	28,606	**292,276**

Designated Funds

All of the designated funds are represented by net current assets.

The Reserves Policy Fund represents the reserves that the trustees wish to retain.

The Working Space & Future Development Fund relates to monies set aside in respect of a receivable legacy.

The Fixed Asset Fund relates to the charity's assets that are represented by the tangible fixed assets used for charitable purposes and are therefore not available to spend.

The Projected Shortfall Funds represent the budgeted deficits until 31 March 2023. During the year ended 31 March 2022 these designated funds were cancelled to reflect the new reserves policy.

16. Control and Related Party Transactions

The charity is under the control of its Trustees. There were no related party transactions during the year.

TOTNES CARING LTD

England & Wales - Charity number 1112436

Accounts

Totnes Caring Limited

Annual Report and Financial Statement

Year Ending 31st March 2022

Totnes Caring
Totnes Community Hospital
Coronation Road
Totnes
Devon
TQ9 5GH
01803 865684

Totnes Caring Limited

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Year Ended 31 March 2022



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Totnes Caring Limited

Reference and administrative details
Year Ended 31 March 2022

Trustees:

Julie Foster (Chair)	
Stephen Teague (Treasurer)	
Dr James Cooper	
Peter Shotton	
Dr. Abigail Fearon	
Dr. Richard Hawker	
Jane Seymour	(seconded 21/06/2021; appointed 21/01/2022)
Janice Courtenay	(seconded 10/09/2021; appointed 21/01/2022)
Debra Westlake	(seconded 21/06/2021; appointed 21/01/2022)
Peter Osborne	(seconded 27/07/2022)
Holly Pearsons	(seconded 27/07/2022)
Ian Franklin	(seconded 28/09/2022)
Christopher Kendell	(resigned 30/06/2021)
Edward Vidler	(resigned 30/06/2021)
Fiona Hannaford	(resigned 31/10/2021)
Dr. Abigail Fearon	(resigned 30/11/2021)

Company Secretary and Chief Officer: Claire Hill

COMMITTEES:

Finance and Strategic:

Julie Foster (Chair)
Stephen Teague
Peter Shotton
Ian Franklin
Jane Seymour

Social Prescribing and Wellbeing:

Debra Westlake (Chair)

Charity Name:	Totnes Caring Limited
Registered Office:	
	The Loft, Totnes Community Hospital Coronation Road Totnes, Devon TQ9 5GH
Telephone Number:	01803 865684
E mail:	info@totnescaring.org.uk
Website	www.totnescaring.org.uk
Company Number:	5602581
Charity Number:	1112436
Bankers:	Lloyds Bank 15 Blackheath Village Blackheath London SE3 9LH
Independent Examiner:	Sharon Austen FCCA Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF

Totnes Caring Limited
Chair's Introduction
Year Ended 31 March 2022

CHAIR'S INTRODUCTION:

I am proud to present this report as it evidences once again the volume and quality of the many activities our Charity carries out. Our staff, volunteers and trustees are truly exceptional and the amazing support we continue to receive from our community shows the love and respect we have built up over the years.

This year has been challenging as we all seek a 'new normal' after the ravages of the pandemic and adapt to a changing world. We have said goodbye to some dear friends and welcomed some new ones. Social prescribing has become a particularly significant focus for us.

By holding steady to our principle of always putting our clients first, we are confident about our future and look forward to another exciting year!

Julie Foster, Chair of Trustees, November 2022



The trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2022.

STRUCTURE, GOVERANCE AND MANAGEMENT

Governing Document

The charity is a company limited by guarantee that is governed by its Memorandum and Articles of Association.

Recruitment and Appointment of Management Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as trustees.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses were claimed by the trustees except as detailed in note 10 to the accounts. We continue to be very grateful for their dedication, enthusiasm and commitment, which help the smooth running of the charity.

To maintain this broad skill mix, trustees are requested to provide a list of their skills (and update these each year) and in the event of particular skills being lost, due to retirements or resignations, individuals are approached to offer themselves for election as a trustee.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to promote any charitable purpose for the benefit of persons in need residing in Totnes and the surrounding area, in particular for the relief of the elderly and sick.

It aims to support people to live as independently as possible, connecting to their community, to increase their health and wellbeing. We do this by delivering group activities, bringing people together, and by providing practical support, information and advice to individuals.

The focus of our work

Our main objectives for the year continued to be the provision of support to vulnerable, mainly older, people. All our charitable activities focus on providing this support and are undertaken to further our charitable purposes for the public benefit. We have taken due regard of the public benefit guidance published by the Charity Commission.

Who used and benefitted from our services?

The majority services are for residents of Totnes and the surrounding parishes but our geographical spread of our social prescribing service also covers South Dartmoor and Totnes PCN patch of five GP surgeries in Totnes, South Brent, Ashburton and Buckfastleigh. Our services have different referral routes, but we get many referrals from the GPs, nurses and social workers as well from family members and self-referrals.

While most of our 979 registered clients are over 70 years old, our social prescribers work with people over 18 years old.

The feedback received by clients this year included:

- I wanted to say how impressed I am with Totnes Caring and keep up the good work. I have used transport several times and have been very impressed with all the drivers I have had – all lovely people – I wanted to say thank you very much for everything Totnes Caring does.
- It's Totnes Caring that keeps so many people going. What would we do without you?
- I have had a bereavement and a stroke, I'm normally a very independent person, and am not great at asking for help (though I'm learning to)! Your support has been truly amazing and I thank you all for your caring and kindness, it's been a difficult week and so many people, especially at this worrying time are in the same boat, knowing that there is help out there is so reassuring.
- Meals, shopping, home help: Everyone has been so kind and supportive. All so lovely. My home help is 'so good and so nice' and it's like a hotel in here by the time she has finished.'
- My home help is the one person who has got me through the last horrible twelve months. Her visit is the highlight of my week. She is always smiling and easy to talk to. I feel very privileged to have her.
- You (Totnes Caring) do such a lot of very good things.
- Had quite a good day. Things have worked out. I don't think I could have had a day like this without you. So, I do appreciate everything you've done. Just a little message to say 'thanks'
- Many thanks for everything you and your team have done. Without Totnes Caring, we really would have struggled. I think every town should have such an organisation.

OUTCOMES

Totnes Caring aims to achieve the following outcomes:

- Enabling people to get to appointments and activities
- Reducing isolation, and helping people maintain good health and wellbeing
- Helping people to increase their health and wellbeing
- Supporting people to live in their homes for as long as possible

Enabling people to get to appointments and activities

Our volunteer drivers transport clients to health appointments and to social activities using their own cars, the Totnes Caring minibus or the Wheelchair Accessible Vehicle (WAV). This year clients were transported to 1122 health appointments and 874 journeys were undertaken to take and from clients to social activities.





Reducing isolation, and helping people maintain good health and wellbeing

The practical services we provide, including, for example our friendly home help and lunch delivery services are provided in a way that also helps to reduce social isolation. Additional we provide group activities for older people to ensure social inclusion and to help maintain good health and wellbeing. This year we held 155 group activity sessions including, lunch clubs, art groups, the new directions activities group and men's cookery.





We also deliver a very popular weekly memory café for people living with dementia and their carers. Support and advice is provided to family carers, including monthly carers' lunch where loved ones are looked after separately for the carers to have support and some respite. This year we held 35 memory cafés, 14 carers' group sessions.and a special outing on the steam railway.





Helping people to increase their health and wellbeing

Our Wellbeing Connections Team work closely with NHS and Social Services and provide services to help people increase their health and wellbeing.

Our Wellbeing Coordinator and Dementia Coordinator provide more intensive support for vulnerable older people. We also provide advice and practical advice and support for those who are discharged from hospital though our Home from Hospital service.



Our Social Prescribers work with adults of all ages referred by the Totnes, South Brent, Ashburton and Buckfastleigh doctors' surgeries.



This year 628 people were supported and given information and advice by our wellbeing and link workers. Our dementia information and advice service had 991 separate contacts with carers.

Supporting people to live in their homes for as long as possible

To support people to remain living independently in their own homes we provide shopping and hot lunch delivery services. This year at total of 1274 shops and 5976 hot meals were delivered by Totnes Caring volunteers to our clients. These services, as well as some bespoke befriending arrangements also ensure that some of our more socially isolated clients.

Throughout the year, we also provided a monthly cake delivery service for those clients with a sweet tooth, with our amazing volunteer bakers providing the delicious home-made treats.





Our Home Help service provided 99 vulnerable, older clients with cleaning, laundry and shopping support over 7578 hours.





The IT support and the help with forms such as those for blue badges and attendance allowance which some of our volunteers provide to clients also help them to maintain their independence and live well in their own homes.

Volunteers:
Our volunteers are the mainstay of many of our services. They willingly give up their time to help the vulnerable members of our community.

In March 2022 we had approximately 160 active volunteers.





Partnerships:
Our partnerships with organisations such as Food In Community and Live Music Now help to ensure we can offer a wide range of services and support to our clients.




-Caring Town Totnes Partnership
We are one of the founders and key partners of the network which works to enable local charities and the statutory sector to work more effectively together when supporting the whole community with health and social care needs.

-Wellbeing Partnership:
Totnes Caring, Dartmouth Caring, Moorland Community Care Group, Kingscare and Volunteering in Health, along with Teignbridge CVS, continued to work in partnership together with the Torbay and South Devon Foundation Trust on their wellbeing programmes.

- Partnership with Citizens Advice South Hams
Our partnership with Citizens Advice South Hams enables Totnes Caring to refer vulnerable clients for direct support including home visits from an experienced advisor with the key aim of ensuring that their incomes are maximised. This partnership ensures that some of the most vulnerable members are helped to maximise their income.

FINANCIAL REVIEW

The charity relies upon fundraising, donations, legacies, small contracts with Health and Social Services and Teignbridge CVS for our l work with the Multi-Disciplinary Team (MDT), and grant funding.

We are extremely grateful for the financial support of those within the community who recognise the value of what we do and the positive impact on our clients.

Home Help Service

We received fee income of £140,291 and spent £137,623 leaving a small net surplus of £2,668. The trustees' intention is that this service becomes self-funding. It remains the only service that is paid for and it should cover the cost of employing the home help staff and the co-ordinator.

Volunteer Drivers

We reimburse our volunteers at 45p per mile. Expenditure by way of volunteer drivers' reimbursement was £10,584 and the cost of running the mini-bus and wheelchair-accessible vehicle was £3,557. Donations received for transport were £14,967, leaving a surplus of £826. Not all volunteer drivers claim their mileage.

50/50 Club

Our Income was £2,938 with prizes costing £1,299, leaving a contribution of £1,639.

Friends of Totnes Caring

Our 34 Friends of Totnes Caring donated £5,612 and in most cases, we are also able to claim back gift aid. This regular income enables the charity to better plan for the future. Naturally the trustees would like to grow the number of Friends.

Legacies, Donations and Funding

We received legacies from Elizabeth Bearns and Margaret Ramsden who generously remembered us in their Wills.

Totnes Solicitors' Windeatts and Boyce Hatton once again generously supported our Will month when Totnes Caring supporters can make a Will in return for a donation to the charity.

We receive income from clients who remember us at their funerals and ask for retiring collections to be made to us. Our thanks and fond memories go to the following who left us money in this way during the year:

Jean Bindon
Adrian Blackburn
Myra Brown
Maureen Buckingham
Bill Chaffe
Annette De Beauvoir
Jennifer Diamond
Ted Endicott
Janet Griffiths
Joyce Innes
Peter Nobbs
Janet Riggs
Victor Rosati
Valerie Ryan
Ruby Wood
Hilda Wyatt

We continue to rely upon donations to support our activities. Our sincere thanks go to the following who have supported us in this way in the past year:

Ashprington Ladies Group
Brownswood Trust
COPD Club
Halwell PCC
The Totnes Rotary
Seamoor Lotto
Teignbridge Trotters
Totnes Old People Association
Totnes Municipal Charities
Totnes (Unigate) Retired Club
Townswomen's Guild
All the shops and businesses in Totnes who have our collection boxes and all the private donors and individual fundraisers.

In addition, we received grants from the following to support specific aspects of our work:-

The charity received support from the Torbay and South Devon NHS Foundation through Teignbridge CVS for our wellbeing services, including the link workers, dementia support, hospital discharge and home from hospital support.

Buckfastleigh Medical Practice provided a grant on behalf of South Devon Primary Care Network (PCN) for a link worker to cover the five GP practices in the PCN.

The National Lottery Community Fund provided a grant for support to help clients become more active (Stepping Stones project)

Devon Carers provided a grant for the sitting service which gives family carers some respite from their caring duties

The D'Oyly Carte Charitable Trust and The Elmgrant Foundation supported Totnes Caring's art groups.

Caring Town supported Totnes Caring's work to combat loneliness and isolation using some of their National Lottery grant.

Totnes Town Council Community Grants, Virgin Media 02 Together, the Southern Area Car Forum and Devon County Council's Reconnect, Rebuild and Recover Grant Fund all supported our transport services.

The National Lottery's Awards for All supported our lunch club.

Independent Age, The Masonic Charitable Foundation, the Arnold Clarke Community Fund ,the Tesco Foundation, South Hams District Council and Totnes Town Council supported our overall work with older people.

The Clothworkers' Foundation, the Bernard Sunley Foundation, the Percy Bilton Charity and the National Lottery Community Fund all made generous grants towards the cost of buying our new mini-bua.

Tideford Organics are sponsoring the minibus, contributing £500 a year towards the running costs for 5 years.

Reserves Policy
The trustees examined the charity's requirements and determined that the minimum reserve be equivalent to six months operating costs.

Directors and Trustees
The directors of the charitable company (the charity) are its trustees for the purpose of charity law.

The trustees who served the charitable company during the period are detailed on page 2

Trustees Responsibilities

The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the net income or expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent ;
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small Company Charity Provisions
This report has been prepared in accordance with the Charities SORP (FRS 102) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the trustees

Julie Foster
Chair of Trustees

Totnes Caring Limited

Independent Examiners Report

Year Ended 31 March 2022

I report on the accounts of the company for the year ended 31 March 2022, which are set out on pages 15 to 25.

Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

Sharon Austen FCCA
FRANCIS CLARK LLP
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

30 November 2022

Totnes Caring Limited

Statement of Financial Activities
(Incorporating Income and Expenditure Account)

Year Ended 31 March 2022

	Notes	Unrestricted £	Restricted £	Total Funds 2022 £	Total Funds 2021 £
Income from:					
Donations and legacies	3	**93,359**	**185,384**	**278,743**	331,722
Charitable activities	4	**180,804**	**-**	**180,804**	163,032
Other trading activities	5	**4,656**	**-**	**4,656**	5,447
Investments	6	**276**	**-**	**276**	494
Total		**279,095**	**185,384**	**464,479**	500,695
Expenditure on:					
Raising funds	7	**3,708**	**-**	**3,708**	2,951
Charitable activities	8	**323,366**	**151,025**	**474,391**	479,117
Total		**327,074**	**151,025**	**478,099**	482,068
Net (expenditure)/ income before transfers		**(47,979)**	**34,359**	**(13,620)**	18,627
Transfers between funds		**28,606**	**(28,606)**	**-**	-
Net movements in funds		**(19,373)**	**5,753**	**(13,620)**	18,627
Reconciliation of funds					
Total funds brought forward		**311,649**	**23,812**	**335,461**	**316,834**
Total funds carried forward		**292,276**	**29,565**	**321,841**	**335,461**

All of the above amounts relate to continuing activities.

The notes on pages 18 to 25 form part of these financial statements.

Totnes Caring Limited

Balance Sheet

31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	11	**55,722**	29,587
Current assets			
Debtors	12	**19,121**	16,347
Cash at bank and in hand		**255,382**	299,741
		274,503	316,088
Creditors: Amounts falling due within one year	13	**(8,384)**	(10,214)
Net current assets		**266,119**	305,874
Net assets		**321,841**	335,461
Funds			
Restricted funds	14	**29,565**	23,812
Designated funds	15	**292,276**	160,243
Unrestricted income funds	15	**-**	151,406
Total funds		**321,841**	335,461

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The trustees/directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved and signed by the members of the board on 30 Nov 2022

Julie Foster

Mrs Julie Foster
Trustee

Company Registration Number: 05602581

The notes on pages 18 to 25 form part of these financial statements.

Totnes Caring Limited

Statement of Cash Flows

Year Ended 31 March 2022

		2022 £	2021 £
Cash flows from operating activities:			
Net Cash (used in)/ provided by operating activities	(i)	**(5,810)**	24,624
Cash flows used in investing activities:			
Purchase of property and equipment		**(38,549)**	(3,156)
Net cash used in investing activities		**(38,549)**	(3,156)
Change in cash and cash equivalents in the reporting period		**(44,359)**	21,468
Cash and cash equivalents at the beginning of the reporting period		**299,741**	278,273
Cash and cash equivalents at end of reporting period		**255,382**	299,741

(i) **Reconciliation of net (expenditure)/income to net cash flow from operating activities**

	2022 £	2021 £
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	**(13,620)**	18,627
Adjustments for:		
Depreciation charges	**12,414**	11,947
(Increase)/ decrease in debtors	**(2,774)**	3,187
(Decrease)/ increase in creditors	**(1,830)**	(9,137)
Net cash (used in)/ provided by operating activities	**(5,810)**	24,624

The notes on pages 18 to 25 form part of these financial statements.

1. Accounting policies

Basis of accounting

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Totnes Caring Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Tangible Fixed Assets

Tangible fixed assets are included at cost. They are depreciated so as to write off their cost over their estimated remaining useful lives on the following basis:

Minibus	20% (straight line)
Equipment	15% (straight line)

In the case of the leasehold improvements, the depreciation charge follows the decrease in the compensation payments for the capital expenditure that would be due to the charity in the event that the landlord exercises its right under the break clause.

c) Income

Income is recognised when the charity has entitlement to funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are recognised when the charity is advised by the personal representatives of an estate that probate has been granted, that payment is probable and the amount can be quantified with reasonable certainty.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes irrecoverable VAT and is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising activities.
- Expenditure on charitable activities includes the costs of providing services and include all support and governance costs.

1. Accounting policies (continued)

e) Fund Accounting

(a) Restricted funds – these are funds that are subject to specific trusts that must be applied for specific purposes. Further details are included in Note 14.

(b) The Trustees have designated certain funds for particular purposes and further details of these designations are included in Note 15.

(c) Other funds held by the charity are unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Trustees.

f) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g) Pension costs

The Association participated in a defined contribution pension scheme. Contributions are charged to the Statement of Activities in the year in which they are paid.

2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

3. Donations and legacies

	2022	2021
	£	£
Other grants	**118,074**	178,999
Donations	**82,488**	90,512
Cooking class	**75**	-
Art club	**5,945**	2,450
Sitting service	**1,620**	11,910
Link Worker PCN Restricted	**64,541**	34,168
Legacies	**6,000**	13,683
	278,743	331,722

Donations and legacies comprise £185,384 (2021: £229,777) restricted income and £93,359 (2021: £101,945) unrestricted income.

4. Income from charitable activities

	2022	2021
	£	£
Home Help Service	140,291	121,270
Lunch Clubs	25,546	32,002
Drivers boxes and mini bus	14,967	9,760
	180,804	163,032

All income for both 2022 and 2021 related to unrestricted funds.

5. Other trading activities

	2022	2021
	£	£
Fundraising events	1,718	2,060
50/50 Club	2,938	3,387
	4,656	5,447

All income for both 2022 and 2021 related to unrestricted funds.

6. Investment Income

	2022	2021
	£	£
Bank interest receivable	276	494

All income for both 2022 and 2021 related to unrestricted funds.

7. Costs of raising funds

	2022	2021
	£	£
Costs of fundraising events	2,409	2,121
50/50 Club prizes	1,299	830
	3,708	2,951

All expenditure for both 2022 and 2021 related to unrestricted funds.

8. Costs of charitable activities

	Unrestricted £	Restricted £	2022 £	2021 £
Home Help wages and expenses	137,623	-	137,623	125,646
Reimbursement of Volunteer drivers' expenses	10,584	-	10,584	5,327
Lunch Club including cost of ramp	15,119	8,966	24,085	29,345
Bad debts		-	-	442
New Directions	-	-	-	580
COPD classes- CAB Advisor	54	-	54	-
Hospital Discharge wages and expenses	-	10,518	10,518	28,961
Dementia support including wages	-	15,029	15,029	14,178
Craft classes including wages	-	9,177	9,177	8,353
Sitting Service	16,420	5,579	21,999	23,851
National Lottery Stepping Stones	-	16,102	16,102	16,951
The National Lottery Community Fund	-	-	-	25,949
Postcode Neighbourhood Trust	296	-	296	13,963
Caring Town Ltd Restricted Funds	1,937	12,691	14,628	6,753
Link Worker PCN Restricted	-	41,375	41,375	32,109
Coordinator and administration wages & expenses	95,320	21,202	116,522	95,819
Minibus costs	1,908	-	1,908	1,805
WAV costs	1,649		1,649	1,410
Equipment maintenance and IT	11,795	4,780	16,575	12,075
Other office costs	10,921	5,606	16,527	18,973
Depreciation	12,414	-	12,414	11,947
Governance costs				
Payments made to independent examiner - examination	1,000	-	1,000	1,000
- other	6,326	-	6,326	3,680
	323,366	151,025	474,391	479,117

Costs of charitable activities comprise £151,025 (2021: £254,785) restricted costs and £323,366 (2021: £224,332) unrestricted costs.

9. Staff costs

	2022	2021
	£	£
Gross wages	353,837	357,269
Employers NI	20,747	23,201
Defined benefit pension contributions	4,802	4,910
	379,386	385,380
Average number	25	24

No employees received employee benefits of more than £60,000. The key management personnel of the charity comprise the Trustees and Chief Officer. The total employee benefits of the key personnel were £32,644 (2021: £37,716).

10. Trustees expenses

No trustees have received any remuneration or reimbursed expenses. Trustee indemnity insurance of £602 (2021: £517) has been paid during the year.

Some of the trustees also act as volunteer drivers and have received reimbursement of their motor expenses on the same terms as non-trustee volunteer drivers.

11. Tangible Fixed Assets

	Leasehold Improvements £	Mini Bus and WAV £	Equipment £	Total £
Cost				
Balance at 31 March 2021	107,231	41,602	34,866	183,699
Additions	-	36,665	1,884	38,549
Disposals	-	(28,507)	-	(28,507)
Balance at 31 March 2022	**107,231**	**49,760**	**36,750**	**193,741**
Depreciation				
Balance at 31 March 2021	89,476	41,602	23,034	154,112
Charge for the year	1,501	7,333	3,580	12,414
Charge on disposals	-	(28,507)	-	(28,507)
Balance at 31 March 2022	**90,977**	**20,428**	**26,614**	**138,019**
Net Book Value				
Balance at 31 March 2022	**16,254**	**29,332**	**10,136**	**55,722**
Balance at 31 March 2021	17,755	-	11,832	29,587

12. Debtors

	2022	2021
	£	£
Trade debtors	11,543	5,087
Prepayments and accrued income	7,578	11,260
	19,121	16,347

13. Creditors: Amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,919	3,512
Accruals and payments on account	5,465	6,702
	8,384	10,214

14. Restricted funds – current year

	Balance at 31 March 2021	Income	Expenditure	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Link Workers	-	17,201	(19,685)	2,484	-
Dementia	2,776	10,963	(15,029)	1,290	-
Office move / IT	9,430	-	(4,780)	-	4,650
Art Club	4,534	5,945	(9,177)	-	1,302
PCN Link Worker	-	64,541	(44,041)	-	20,500
National Lottery – Stepping Stones	-	19,897	(19,897)	-	-
Sitting Service	7,072	1,620	(5,579)	-	3,113
National Lottery Lunch Club	-	9,466	(9,466)	-	-
Hospital Discharge	-	7,650	(10,680)	3,030	-
Transport Fund	-	12,691	(12,691)	-	-
Minibus	-	35,410	-	(35,410)	-
	23,812	185,384	(151,025)	(28,606)	29,565

Restricted funds – previous year

	Balance at 31 March 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Link Workers	-	48,299	(48,299)	-	-
Dementia	13,954	3,000	(14,178)	-	2,776
Office move / IT	9,430	-	-	-	9,430
Art Club	10,437	2,450	(8,353)	-	4,534
PCN Link Worker	-	34,168	(34,168)	-	-
National Lottery – Stepping Stones	-	21,019	(21,019)	-	-
Sitting Service	14,999	11,910	(19,837)	-	7,072
Postcode Neighbourhood Trust	-	12,000	(12,000)	-	-
Julia and Hans Rausing Trust	-	37,516	(37,516)	-	-
Caring Town (Transport)	-	6,753	(6,753)	-	-
National Lottery Community Fund	-	40,516	(40,516)	-	-
Totnes Town Council Covid Fund	-	12,146	(12,146)	-	-
	48,820	229,777	(254,785)	-	23,812

Restricted Funds

Torbay and South Devon NHS Foundation granted funds for our wellbeing services, including the link workers, dementia support, hospital discharge and home from hospital support.

The South Devon Primary Care Network (PCN) granted funds for link worker services to cover the five GP practices in the PCN.

The National Lottery Community Fund provided a grant for support to help clients become more active (Stepping Stones project).

The Elsie Pilkington Charitable Trust provided a grant to support the costs of office improvements, including IT upgrades.

The D'Oyly Carte Charitable Trust, The Elmgrant Foundation and the Grocers Charity supported Totnes Caring's art groups.

Devon Carers provided funds towards the cost of the sitting service.

Totnes Town Council granted funds towards our core cots (sitting/shopping service).

Totnes Town Council Community Grants, Virgin Media 02 Together, the Southern Area Car Forum, Devon County Council's Reconnect, Rebuild and Recover Grant Fund and Caring Town all supported our transport services.

The National Lottery's Awards for All supported our lunch club.

The Clothworkers' Foundation, the Bernard Sunley Foundation, the Percy Bilton Charity and the National Lottery Community Fund all granted funds to enable the charity to purchase a new minibus during the year at which time a transfer was made from the restricted fund to the designated fixed asset fund.

Tideford Organics are sponsoring the minibus, contributing £500 a year towards the running costs for 5 years.

The Postcode Neighbourhood Trust grant supported our befriending services.

Julia and Hans Rausing Tust provided a grant towards core cost and overheads.

National Lottery Community Fund (Covid Fund) provided a grant to support staff retention during the Covid pandemic as well as for additional PPE and IT costs.

Totnes Town Council provided a grant towards additional staff costs due to Covid-19 response.

15. Unrestricted funds – current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Designated Funds					
Reserves Policy Fund	-	-	-	236,054	**236,054**
Projected Shortfall Fund 2021-2022	65,203	-	-	(65,203)	**-**
Projected Shortfall Fund 2022-2023	65,203	-	-	(65,203)	**-**
IT Upgrade	250	250	-	-	**500**
	130,656	250	-	105,648	**236,554**
Fixed Asset Fund	29,587	-	(12,414)	38,549	**55,722**
Total Designated funds	160,243	250	(12,414)	144,197	**292,276**
General fund	151,406	278,845	(314,660)	(115,591)	**-**
	311,649	279,095	(327,074)	28,606	**292,276**

Unrestricted funds – previous year

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021

Designated Funds	£	£	£	£	£
Projected Shortfall Fund 2020-2021	82,860	-	-	(82,860)	-
Projected Shortfall Fund 2021-2022	82,860	-	-	(17,657)	**65,203**
Projected Shortfall Fund 2022-2023	-	-	-	65,203	**65,203**
IT Upgrade	-	250	-	-	**250**
	165,720	250	-	(35,314)	**130,656**
Fixed Asset Fund	38,378	-	(8,791)	-	**29,587**
Total Designated funds	204,098	250	(8,791)	(35,314)	**160,243**
General fund	63,916	270,668	(218,492)	35,314	**151,406**
	268,014	270,918	(227,283)	-	**311,649**

Designated Funds

All of the designated funds are represented by monies held in a deposit account except for the fixed asset fund that is represented by fixed assets. The general fund is represented by net current assets.

The Reserves Policy Fund represents the reserves that the trustees wish to retain

The Projected Shortfall Funds represent the budgeted deficits until 31 March 2023. During the year ended 31 March 2022 these designated funds were cancelled to reflect the new reserves policy.

The Fixed Asset Fund relates to the charity's assets that are represented by the tangible fixed assets used for charitable purposes and are therefore not available to spend.

16. Control and Related Party Transactions

The charity is under the control of its Trustees. There were no related party transactions during the year.

17. Commitments

As at 31 March 2022 the charity had capital commitments of nil (2021: £34,910 for the purchase of a minibus).

TOTNES CARING LTD

England & Wales - Charity number 1112436

Accounts



Totnes Caring Limited

Totnes Caring Tel: 01803 865684
Registered Charity No.1112436

Annual Report and Financial Statement for Year Ending 31st March 2021

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(Cover Photo: Volunteer Vicky Jackman with Louise and Wayne Hardman)

Trustees:

Julie Foster	(Chair)
Christopher Kendall	(Vice Chair)
Edward Vidler	(Treasurer)
Dr James Cooper	
Ian Franklin	
Fiona Hannaford	
Peter Shotton	
Dr. Abigail Fearon	(appointed 9 December 2020)
Dr. Richard Hawker	(appointed 9 December 2020)
Stephen Teague	(appointed 9 December 2020)

Company Secretary and Chief Officer: Robert Alford

COMMITTEES:

Strategic

Julie Foster	(Chair)
Peter Shotton	
Ian Franklin	
Edward Vidler	

Governance

Fiona Hannaford	(Chair)
Ed Vidler	
Christopher Kendall	
Peter Shotton	

Finance	Edward Vidler	(Chair)
	Ian Franklin	
	Peter Shotton	
PR & Fundraising	Ian Franklin	(Chair)

Charity Name: Totnes Caring Limited

Registered Office: The Loft, Totnes Community Hospital
Coronation Road
Totnes, Devon
TQ9 5GH

Telephone Number: 01803 865684

E mail: info@totnescaring.org.uk

Website	www.totnescaring.org.uk
Company Number:	5602581
Charity Number:	1112436
Bankers:	Lloyds Bank 15 Blackheath Village Blackheath London SE3 9LH
Independent Examiner:	Sharon Austen FCCA Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF

CHAIR'S INTRODUCTION

2020/2021 was, once again, a year when constant challenges faced the way in which Totnes Caring provided services. Our mission was to keep everyone as safe as possible from the risk of covid whilst doing everything we could to maintain the maximum amount of support for the people who depend on us. This required determination and a massive amount of goodwill from our staff and volunteers to keep services under review and to adapt them according to the guidance at the time. The situation continues to be unpredictable.

A significant feature of this year was the decision made by our beloved Chief Officer, Bob Alford, to retire in March 2021. Bob and Totnes Caring were synonymous – a very hard act to follow! The Trustees conducted a rigorous recruitment process with several excellent applicants and were able to appoint Claire Hill. Claire started in March 2021, bringing with her a wealth of knowledge and experience to the role. It should also be noted that several of our Trustees come to the end of their term during 2021/2022. We are so grateful for their invaluable input to Totnes Caring over many years and for the interest others have shown in taking on the role in future.

Despite all the changes and uncertainty which continue to challenge us, Totnes Caring has remained true to its purpose and has shown remarkable resilience and flexibility in doing so. The community has shown its continued support too and this has helped maintain our financial stability.

This report shows the scope of our activities and the thoughts of some of our clients. I hope you enjoy reading it as much as I did.

Julie Foster, Chair of Trustees, November 2021

The trustees have pleasure in presenting their report and the financial statements of the charitable company for the year ended 31 March 2021.

STRUCTURE, GOVERANCE AND MANAGEMENT

Governing Document

The charity is a company limited by guarantee that is governed by its Memorandum and Articles of Association.

Recruitment and Appointment of Management Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as trustees.

All trustees give their time voluntarily and receive no benefits from the charity. No expenses were claimed by the trustees except as detailed in note 10 to the accounts. We continue to be very grateful for their dedication, enthusiasm and commitment, which help the smooth running of the charity.

In an effort to maintain this broad skill mix, trustees are requested to provide a list of their skills (and update these each year) and in the event of particular skills being lost, due to retirements or resignations, individuals are approached to offer themselves for election as a trustee.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are:-

To promote any charitable purpose for the benefit of persons in need residing in Totnes and the surrounding area, in particular for the relief of the elderly and sick.

The aims of our charity are to offer help and assistance to older, disabled and vulnerable people living in Totnes and surrounding parishes, to enable them to live in their own homes by providing support to remain independent and avoid social isolation. Our aims fully reflect the purposes that the charity was set up to meet.

Ensuring our work delivers our aims

We keep are our aims, objectives, and activities under review and, subject to resources, endeavour to fill the gap that NHS and Social Services provision does not provide. We work with other agencies and voluntary organisations to enable us to deliver our aims. Representing the voluntary sector on the Multi-

Disciplinary Team (MDT), comprising Health and Social Care representatives, enables the charity to be involved in the co-ordination of support, helping clients to stay in their own homes for as long as possible rather than being admitted into hospital or residential care.

From mid-March 2020 Totnes Caring had to adapt its services and ways of working due to the impact of COVID-19. We took steps to protect clients, volunteers and staff while still providing support to clients to help keep them safe, well and not isolated. Group activities were suspended and services adapted e.g. our lunch club quickly became a hot lunch delivery service with volunteers delivering the lunches to clients seven days a week. Telephone support and befriending to clients was significantly expanded as was our shopping and prescription delivery services. We took advantage of technology and used Zoom to hold weekly support meetings

Our fundraising income was initially affected by not being able to hold our monthly bazaars or our regular street collections. However, we took steps to encourage more donations at a time when our profile was high and also applied to the relevant COVID-19 grant funds.

We encouraged new volunteers to come forward at a time when many of our existing volunteers were unable to be out and about for us due to their own vulnerabilities to COVID-19.

The majority of Totnes Caring staff worked from home from mid-March 2020, with a skeleton staff based in the office. All staff continued to be connected, using the same telephone system, database and other systems. When appropriate to support their wellbeing staff continued to visit clients. Our home helps continued to work in clients' homes using the necessary precautions.

The focus of our work
Our main objectives for the year continued to be the provision of support to vulnerable, mainly older, people. All our charitable activities focus on providing this support and are undertaken to further our charitable purposes for the public benefit. We have taken due regard of the public benefit guidance published by the Charity Commission.

Who used and benefitted from our services?
Our geographical spread is Totnes and the surrounding areas, the area covered by the two doctors' surgeries in Totnes, Leatside and Catherine House. Anyone can refer to us, so we get many referrals from the GPs, nurses and social workers as well from family members and self-referrals.

While most of our 860 clients are over 70 years old, we do take on younger clients if they are vulnerable and can benefit from our services.

Feedback on Totnes Caring's overall services from our clients' survey in February 2020 included:

- Thank you for all the services you have for people in need - it is such a peace of mind.
-It gives me a feeling of being part of a system, which is compassionate and aware of the issues of being an elderly woman on her own.
- Totnes Caring is the difference between being unable to cope and living a happy life.

88% of respondents to the survey thought that Totnes Caring has made a great difference to their quality of life.

OUR SERVICES

At the beginning of the Covid -19 pandemic we closed all our face-to-face group activities and delivered many of them online. We also adapted many of our services to respond to the needs of our clients and community during the pandemic. These changes in our delivery continued into April 2020 and throughout 2020/21

Our services continue to grow and this reflects the increased demand as a result of the budgets of the NHS and Social Services being tightened and the result of Covid-19. We are seeing an increase in more complex cases where we are the only source of real help left to support some of the most vulnerable people in the community.



Totnes Caring was able to deliver a number of on-line sing-a-longs and concerts in partnership with Live Music Now

The Totnes Caring office:

The 'office' continued to be open throughout the pandemic, with a skeleton staff team based in the office in Totnes Hospital as well as other staff working from home. The team worked together to be a coordinating hub for volunteers and clients and their families as well other organisations who are seeking help and support. Typically, Totnes Caring received over 300 phone calls a week and made over 200 out going calls to clients and volunteers.

A year in numbers – 2020 – 2021:

Totnes Caring supported over 900 clients		
We provided 2,468 food shops	We delivered 6,253 hot lunches	We delivered 458 prescriptions
There were 8,069 befriending and welfare check calls	There were 88 zoom support sessions for carers of people living with dementia	1,449 passengers were taken to and from medical appointments
We provided 7,341 hours of home help support	312 Clients were supported following discharge from hospital	Our wellbeing staff visited 316 particularly vulnerable clients.

The home help service:

Our home help service continued to provide services in people's homes through the Covid pandemic. The home helps provide invaluable support which can differ according to the needs of the client. Regular duties include cleaning, laundry, shopping, and paperwork.

> 'Our home help has done a fantastic job for mum, and I would highly recommend her. She has been a welcome visitor in what has been rather a solitary time during this period of lockdown.
>
> 24.11.20'

Transport services:
Totnes Caring transports clients to health and wellbeing related appointment and activities, these include journeys to medical and other health and wellbeing appointments, such as, activity clubs (when open) and shopping trips. Volunteers use their own cars, as well as the Totnes Caring mini-bus or wheelchair accessible

vehicle. The volunteers willingly help and stay with clients at appointments, some of which last many hours. Clients really value the support our volunteers give them.

> *'Client X has just rung in to say how impressed he is with Totnes Caring and told us to keep up the good work. He said he has used us for transport several times. He was very impressed with the last transport volunteer and had a lovely chat with them, he was thankful they waited for him. He has been very impressed with all the drivers he has had – all lovely people – and wanted to say thank you very much to us all for everything Totnes Caring does.*
>
> *21.01.21'*



Volunteer driver and Shopper Adrian Deeny.

Shopping:
During the pandemic our shopping delivery service developed and grew. Totnes Caring volunteers provided a shopping delivery service to those shielding and the vulnerable.

Befriending:
We continued to provide befriending support through telephone befriending. Volunteers would be matched to a client in need of befriending and would give telephone support either weekly or bi-weekly.

> Befriending volunteer 'the work you do is stunning'
>
> 21.09.20.

Hot food delivery:
Our weekly face-to-face lunch clubs closed during the pandemic and were replaced by daily hot food deliveries to clients homes. The service has been a real life-line for many providing not only a freshly cooked lunch, but also a chance for a catch-up with a friendly volunteer. The volunteers are also able to highlight any issues of concern so these can be followed up.

'Thank you! I'm very happy with the lunch meals! I was also delighted with the food hamper at Christmas.'

11.01.21

'Extreme thanks and gratefulness' to everyone involved in Totnes Caring. Client X has found everyone- staff and volunteers- extremely helpful over whelming with kindness. The volunteers who delivered her meals are superbly friendly and the meals themselves were excellent and lovely sized portions.'

25.11.20



Client Len Beer receiving his lunch delivery

Cake Delivery Service:
Volunteer bakers Pat Johnson , Sue McKeag and Brenda Behham usually bake every month for the Totnes Caring bazaar and coffee morning but when this was put on hold due to Covid-19 they worked with Totnes Caring on a monthly cake delivery service to clients. Totnes Caring volunteer Nicola Evans delivers the cakes to clients.

Dementia Services:

-Information and support – our dementia service continued provided support to people living with their dementia and their carers, including information about dementia and the different practical, emotional and financial support available, online or by telephone.
-Carers groups –carers support groups were delivered online and gave support to this very vulnerable group who's needs increased during the pandemic due to many support services closing.



Rose and Mary Hartley enjoy their cream tea which was delivered to them, and 60 other clients, in June 2021 to celebrate the 10th Anniversary of the Totnes Memory cafe, which met weekly pre- Covid.

Form filling and income maximisation:
Staff and volunteers continued to support clients with form filling, principally for benefits such as Attendance Allowance, mainly through online and telephone delivery but would visit clients if needed.

Link worker wellbeing service:

-Wellbeing support
Our Wellbeing Coordinator supports clients on a one-to-one basis to address acute issues and support them to access services and activities in the community. They participate in MDT (Multi-Disciplinary Team) meetings to represent the voluntary sector on this group in Totnes, which is made up of doctors, community matron, district nurses, the Mental Health Team, Social Services, physiotherapists, occupational therapists and the Community Hospital, and attend primary care virtual wards to ensure we are working alongside primary care and support people when they need it and who are most at risk.
-Hospital Discharge
Our Hospital Discharge Coordinator meets with the hospital ICT team to support individuals who are being discharged from hospital and helping to ensure they have their needs met in their home.
-Social Prescribing
Our PCN funded Social Prescribing Link Worker supported individuals referred by their GP. Where they would normally have on average 8 sessions with a social prescriber during the pandemic we were supporting people for longer due to many services closing or not meeting people.

> *'Dear Totnes Caring, I am so grateful for the time consuming and complicated work that Claire has recently done for me. Please accept my thanks.*
>
> *30.11.20.'*

Art Groups:
Totnes Caring's art group coordinator, Frances Issitt, along with volunteers, supported Totnes Caring clients with encouragement, ideas and materials to do their art and craft projects safely at home.

While members of the group have not been able to come together physically, they have joined forces on some projects. At Christmas their collective efforts created this beautiful tree of hearts in St. Mary's Church.



Volunteers:
Totnes Caring's volunteers are the backbone of the support provided to our clients and their dedication has been remarkable throughout the pandemic.

Over the last year we have welcomed many new volunteers. While some of these could only help for a limited period, others intend to be with us longer term. Many of our long-standing volunteers have also been out and about for us or helping from home with, for example, telephone befriending.

In March 2021 Totnes Caring had approximately 140 active volunteers.



Volunteers Honey Davis-Wilkinson and Roy Wilkinson

Partnerships:
Even though we were unable to meet face-to-face we continued to support our partnerships with organisations such as Food in Community, Citizens Advice and Live Music Now, to ensure we can offer a wide range of activities to support our clients.

-Caring Town Totnes Partnership:
We are one of the founders and organisers of the network which works to enable local charities and the statutory sector to work more effectively together when supporting the whole community with health and social care needs. Through 2020/21 many of the groups, including Totnes Caring, involved in Caring Town met, initially weekly and then fortnightly, in a Zoom meeting hosted by the Town Council in the to ensure all organisations were working together to meet the needs of the community during the pandemic.

-Wellbeing Partnership:
Totnes Caring, Dartmouth Caring, Moorland Community Care Group, Kingscare and Volunteering in Health, along with Teignbridge CVS, continued to work in partnership together with the Torbay and South Devon Foundation Trust on their wellbeing programmes.

-Hamper Partnership:
In December 2020 183 of Totnes Caring's most vulnerable and socially isolated clients received a surprise Christmas hamper. Totnes Caring worked in partnership with Food in Community(many of their clients also received hampers) , who sourced lovely edible treats from local producers and suppliers; the children from The Grove and St. Christopher Schools made beautiful cards to go in the hampers; Morrison's and their customers and Ben's Farm Shop donated items while The Totnes and Dartington Football Club and the *St Mary's* and St John's Churches also donated and helped with deliveries along with Totnes Caring's volunteers.

Last, but definitely not least, Graham Walker raised the funds for this initiative through the sale of his beautiful Totnes cards.

As soon as the hampers were delivered, Totnes Caring started to receive an almost overwhelming amount of positive, and often quite emotional, feedback- here is just a small selection of the comments:-

'We are over the moon. It is so lovely to know there are kind people in the world who think of helping others. It has been so carefully thought out. Me and my husband are so surprised, and keep looking through the box. And the card, the child has put a lot of effort into it, it is a keepsake I will keep it forever. Thank you so much.'

'I just can't believe it… I was feeling so low, it brought tears to my eyes, it is wonderful.'

' I don't know where to start in thanking everyone involved- I'm overwhelmed. It is one of the nicest things that has ever happened to me. It means so much. Please do pass on my thanks to all those involved.'



Myra Putman with her hamper.

STAFFING:

All the diverse and complex work of the charity could not be done without the employment of some staff and there is a real need to help people and potential funders, including the NHS and Social Services, to understand that the words 'charity' and 'voluntary' do not mean 'free' and funding is essential for core job roles.

The trustees are indebted to Bob and his colleagues for all their commitment and hard work in support of the charity and its clients. Without them, and their unstinting contribution above and beyond what they are paid for, the charity would not be the well respected and much-loved body that it is.

> Client X who we are transporting to many health appointments as well as supporting in other ways: 'I can't live without you!'
>
> *23.11.20*



Sue Alford, Totnes Caring's
Wellbeing Coordinator.

FUTURE PLANS:

With so much uncertainty caused by the Covid-19 pandemic it is not possible to plan more than 3/6 months ahead. It has been encouraging to see how quickly the staff, trustees and volunteers responded almost overnight to find new ways of supporting the vulnerable living at home. The whole community responded positively and we, with others, worked very closely with Totnes Town Council, South Hams District Council and Devon County Council to produce a cohesive community response. Totnes Caring became a centre of information to which people could refer to for help and support.
Many lessons have been learnt and we need to continue to work closely together to meet the increased demand on our services, but also to support people who are lonely, suffer from mental health issues, anxiety and depression as a result of living with Covid-19 restrictions.

As soon as possible, when it is safe to do so, we shall reopen the group activities that we closed in March 2020.



Totnes Caring's area of operation

FINANCIAL REVIEW

The charity does not receive any direct funding, relying upon fundraising, donations, legacies, small contracts with Health, Social Services and Teignbridge CVS for our linkworkers' work with the Multi-Disciplinary Team (MDT) and grant funding.

We are extremely grateful for the financial support of those within the community who recognise the value of what we do and the positive impact on our clients. Totnes Caring did not receive any legacy income in 2020/21. This form of income is vital to the long-term financial sustainability of the charity and, therefore the trustees wish to encourage supporters to remember Totnes Caring in their wills.

- **Home Help Service**

We received fee income of £121,270 and spent £125,646 leaving a small net deficit of £4,376 The trustees' intention is that this service becomes self-funding. It remains the only service that is paid for and it should cover the cost of employing the home help staff and the co-ordinator.

- **Volunteer Drivers**

We reimburse our volunteers at 45p per mile. Expenditure by way of volunteer drivers' reimbursements was £5,327 and the total cost of running the mini-bus and wheelchair-accessible vehicle was £3,215. Donations received for transport were £9,760, leaving a small net surplus of £1,218. Not all volunteer drivers claim their mileage.

- **50/50 Club**

Our Income was £3,387 and prizes were £830, leaving a contribution of £2,557.

- **Friends of Totnes Caring**

Our 39 Friends of Totnes Caring donated an amazing £7,794 and in most cases we are also able to claim back gift aid. This regular income enables the charity to better plan for the future. Naturally the trustees would like to continue to grow the number of Friends.

- **Fundraising**

Our sincere thanks to those that raised funds for us through their fundraising efforts.
Some of the highlights were:–

-Facebook fundraiser organised by Lauren Ren and Josh Adams – over £2,000;
-The Lockdown Challenge organised by Tim Jordan and friends - £1,346;
-The sponsored 111 mile bike ride by Wendy and Robert Douglas- over £2,000
-Lockdown 10km run - over £350.

We receive income from clients who remember us at their funerals and ask for retiring collections to be made to us. Our thanks and fond memories go to the following who left us money in this way during the last year:

Betty Beer
Myra Brown
Gladys Caunter
Olive Clifton
Richard Evans
Joan Geall
Betty Gifford
Jean Macauley
Janet Riggs
Phyllis Smith
Kenneth Thorn

As we receive no direct funding, we continue to rely upon donations to support our activities. Our sincere thanks go to the following who have supported us in this way in the past year:

Ashburton Lodge of Mark Master
Ashprington Womens Institute
Boyce Hatton
Brewin Dolphin
Daily Sparkle
Dartington Parish Council
Devon Lodge

District Devonshire Rose Croix
Gilbert & Sullivan
Greenfuse Heart & Soul
Pleiades Lodge 710
Teignbridge Trotters
Totnes Lodge

Totnes Municipal Charities
Totnes Tennis Club
And all the businesses and individuals that support us

In addition, we received restricted grants from the following to support specific aspects of our work:-

-Grocers Charity- a grant to support our Art Group.

-Totnes Town Council- to support our Dementia clients, Sitting Service & salaries for 2 members of staff.

-National Lottery Community Fund - restricted grant to cover salaries, core costs, PPE & IT costs.

-Teignbridge CVS – small grants for our dementia services, Home Help Service, core costs & volunteers DBS expenses.

-Julia & Hans Rausing Trust – funding for our core costs and overheads.

-Postcode Neighbourhood Trust – to cover costs of our befriending service.

-Devon County Council – Funding to cover costs of setting up home working during COVID and extra hours worked by staff.

-Grocers Charity – Funding for staff costs & Art Group.

-Groundwork UK- small grant to cover volunteers expenses.

-South Hams District Council – small grant towards IT & telephone costs for COVID changes.

-Making a Difference Locally – grant towards office costs.

-Caring Town Ltd – Grant towards transport, volunteer expenses, Minibus & WAV costs.

-Masonic Charitable Foundation – support towards our general costs.

-Austin & Hope – To provide live music (over Zoom) for clients.

-The National Lottery Community Fund- grant over 3 years to provide support for clients to become more active (Stepping Stones project).

- Buckfastleigh Medical Practice- grant on behalf of South Devon Primary Care Network (PCN) for a link worker to cover the five GP practices in the PCN.

We renewed our contracts with the NHS, Social Services and Teignbridge CVS for a further 12 months for our work with the Multi- Disciplinary Team (MDT).

Tight control of cost has continued with our biggest outlay being the staff cost. This expenditure is an essential part of running the charity and without our office staff and their commitment we would not be able to run our services.

Reserves Policy
The trustees examined the charity's requirements and determined that the minimum reserve should be twice the projected deficit i.e. approximately £240,000. Any shortfall below this level would precipitate a formal review by the finance committee and subsequently by the board.

COVID 19- impact on finances in 2020/21

The Finance Committee set the budget for 2020/21 and monitor the internal accounts on a monthly basis. Designated reserves funds totalling £130,406 to cover a projected shortfall in 2021/22 of £65,203 and a projected shortfall 2022/23 of £65,203 have been set aside. We have seen increased donations and a greater need for our Home Help service and more support from funding applications since March 20 which has strengthened the cashflow. As a consequence the Trustees are confident the Charity has the ability to continue for at least 12 months.

Directors and Trustees
The directors of the charitable company (the charity) are its trustees for the purpose of charity law.

The trustees who served the charitable company during the period are detailed on page 3.

Trustees Responsibilities
The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally

Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true

and fair view of the state of affairs of the charitable company and the net income or expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent ;
- 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 maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with

the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small Company Charity Provisions
This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (2005) and in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Signed on behalf of the trustees

Julie Foster
Chair of Trustees

Totnes Caring Limited

Independent Examiners Report

Year Ended 31 March 2021

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages 22 to 32.

Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

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

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

Sharon Austen FCCA
FRANCIS CLARK LLP
Sigma House
Oak View Close
Edginswell Park
Torquay
TQ2 7FF

27 January 2022

Totnes Caring Limited

Statement of Financial Activities
(Incorporating Income and Expenditure Account)

Year Ended 31 March 2021

	Notes	Unrestricted £	Restricted £	Total Funds 2021 £	Total Funds 2020 £
Income from:					
Donations and legacies	3	**101,945**	**229,777**	**331,722**	293,613
Charitable activities	4	**163,032**	**-**	**163,032**	149,003
Other trading activities	5	**5,447**	**-**	**5,447**	21,296
Investments	6	**494**	**-**	**494**	2,282
Total		**270,918**	**229,777**	**500,695**	466,194
Expenditure on:					
Raising funds	7	**2,951**	**-**	**2,951**	4,078
Charitable activities	8	**224,332**	**254,785**	**479,117**	467,876
Total		**227,283**	**254,785**	**482,068**	471,954
Net income/(expenditure) before transfers		**43,635**	**(25,008)**	**18,627**	(5,760)
Transfers between funds		**-**	**-**	**-**	-
Net movements in funds		**43,635**	**(25,008)**	**18,627**	(5,760)
Reconciliation of funds					
Total funds brought forward		**268,014**	**48,820**	**316,834**	**322,594**
Total funds carried forward		**311,649**	**23,812**	**335,461**	**316,834**

All of the above amounts relate to continuing activities.

The notes on pages 25 to 32 form part of these financial statements.

Totnes Caring Limited

Balance Sheet

31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	11	**29,587**	38,378
Current assets			
Debtors	12	**16,347**	19,534
Cash at bank and in hand		**299,741**	278,273
		316,088	297,807
Creditors: Amounts falling due within one year	13	**(10,214)**	(19,351)
Net current assets		**305,874**	278,456
Net assets		**335,461**	316,834
Funds			
Restricted funds	14	**23,812**	48,820
Designated funds	15	**160,243**	204,098
Unrestricted income funds	15	**151,406**	63,916
Total funds		**335,461**	316,834

For the year in question, the charitable company was entitled to exemption from an audit under section 477 of the Companies Act 2006.

The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The trustees/directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved and signed by the members of the board on 26 January 2022.

Mrs Julie Foster
Trustee

Company Registration Number: 05602581

The notes on pages 25 to 32 form part of these financial statements.

Totnes Caring Limited

Statement of Cash Flows

Year Ended 31 March 2021

		2021 £	2020 £
Cash flows from operating activities:			
Net Cash provided by/(used in) operating activities	**(i)**	**24,624**	2,643
Cash flows used in investing activities:			
Purchase of property and equipment		**(3,156)**	-
Net cash used in investing activities		**(3,156)**	-
Change in cash and cash equivalents in the reporting period		**21,468**	2,643
Cash and cash equivalents at the beginning of the reporting period		**278,273**	275,630
Cash and cash equivalents at end of reporting period		**299,741**	278,273

(i) **Reconciliation of net (expenditure)/income to net cash flow from operating activities**

	2021 £	2020 £
Net income/(expenditure)for the reporting period (as per the statement of financial activities)	**18,627**	(5,760)
Adjustments for:		
Depreciation charges	**11,947**	11,755
Decrease /(increase) in debtors	**3,187**	(3,752)
Increase / (decrease) in creditors	**(9,137)**	400
Net cash provided by/(used in) operating activities	**24,624**	2,643

The notes on pages 25 to 32 form part of these financial statements.

1. Accounting policies

Basis of accounting

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

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) (effective 1 January 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Totnes Caring Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

b) Tangible Fixed Assets

Tangible fixed assets are included at cost. They are depreciated so as to write off their cost over their estimated remaining useful lives on the following basis:

Minibus	20% (straight line)
Equipment	15% (straight line)

In the case of the leasehold improvements, the depreciation charge follows the decrease in the compensation payments for the capital expenditure that would be due to the charity in the event that the landlord exercises its right under the break clause.

c) Income

Income is recognised when the charity has entitlement to funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Legacies are recognised when the charity is advised by the personal representatives of an estate that probate has been granted, that payment is probable and the amount can be quantified with reasonable certainty.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure includes irrecoverable VAT and is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising activities.
- Expenditure on charitable activities includes the costs of providing services and include all support and governance costs.

1. Accounting policies (continued)

e) Fund Accounting

(a) Restricted funds – these are funds that are subject to specific trusts that must be applied for specific purposes. Further details are included in Note 14.

(b) The Trustees have designated certain funds for particular purposes and further details of these designations are included in Note 15.

(c) Other funds held by the charity are unrestricted general funds - these are funds that can be used in accordance with the charitable objects at the discretion of the Trustees.

f) Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

g) Pension costs

The Association participated in a defined contribution pension scheme. Contributions are charged to the Statement of Activities in the year in which they are paid.

2. Legal status of the charity

The charity is a company limited by guarantee and has no share capital.

3. Donations and legacies

	2021	2020
	£	£
Other grants	**178,999**	133,781
Donations	**90,512**	98,397
Cooking class	**-**	215
Art club	**2,450**	16,972
Sitting service	**11,910**	21,140
Link Worker PCN Restricted	**34,168**	23,108
Legacies	**13,683**	-
	331,722	293,613

Donations and legacies comprise £229,777 (2020: £212,751) restricted income and £101,945 (2020: £80,862) unrestricted income.

4. Income from charitable activities

	2021	2020
	£	£
Home Help Service	**121,270**	127,628
Lunch Clubs	**32,002**	804
New Directions	**-**	400
Drivers boxes and mini bus	**9,760**	19,925
IPC	**-**	246
	163,032	149,003

All income for both 2021 and 2020 related to unrestricted funds.

5. Other trading activities

	2021	2020
	£	£
Fundraising events	**2,060**	17,812
50/50 Club	**3,387**	3,484
	5,447	21,296

All income for both 2021 and 2020 related to unrestricted funds.

6. Investment Income

	2021	2020
	£	£
Bank interest receivable	**494**	2,282

All income for both 2021 and 2020 related to unrestricted funds.

7. Costs of raising funds

	2021	2020
	£	£
Costs of fundraising events	**2,121**	2,333
50/50 Club prizes	**830**	1,745
	2,951	4,078

All expenditure for both 2021 and 2020 related to unrestricted funds.

8. Costs of charitable activities

	Unrestricted £	Restricted £	2021 £	2020 £
Home Help wages and expenses	**125,646**	**-**	**125,646**	127,968
Reimbursement of Volunteer drivers' expenses	**5,327**	**-**	**5,327**	14,653
Lunch Club including cost of ramp	**29,345**	**-**	**29,345**	557
Bad debts	**442**	**-**	**442**	48
New Directions	**580**	**-**	**580**	295
IPC costs	**-**	**-**	**-**	226
Partnership with citizen Advice	**-**	**-**	**-**	1,450
Hospital Discharge wages and expenses	**16,815**	**12,146**	**28,961**	20,432
Caring Town Totnes	**-**	**-**	**-**	-
Dementia support including wages	**-**	**14,178**	**14,178**	14,296
Craft classes including wages	**-**	**8,353**	**8,353**	9,344
Sitting Service/Victoria	**4,014**	**19,837**	**23,851**	6,050
National Lottery Stepping Stones	**905**	**16,046**	**16,951**	9,903
The National Lottery Community Fund	**-**	**25,949**	**25,949**	-
Postcode Neighbourhood Trust	**1,963**	**12,000**	**13,963**	-
Caring Town Ltd Restricted Funds	**-**	**6,753**	**6,753**	-
Link Worker PCN Restricted	**-**	**32,109**	**32,109**	22,342
Coordinator and administration wages & expenses	**1,437**	**94,382**	**95,819**	150,040
Minibus costs	**1,305**	**500**	**1,805**	4,605
WAV costs	**1,410**	**-**	**1,410**	2,271
Cooking class	**-**	**-**	**-**	1,250
Reaching communities	**-**	**-**	**-**	39,714
Equipment maintenance and IT	**11,075**	**1,000**	**12,075**	8,177
Other office costs	**7,441**	**11,532**	**18,973**	17,243
Depreciation	**11,947**	**-**	**11,947**	11,755
Governance costs				
Payments made to independent examiner - examination	**1,000**	**-**	**1,000**	1,000
- other	**3,680**	**-**	**3,680**	4,257
	224,332	**254,785**	**479,117**	467,876

Costs of charitable activities comprise £254,785 (2020: £210,210) restricted costs and £224,332 (2020: £257,666) unrestricted costs.

9. Staff costs

	2021	2020
	£	£
Gross wages	**357,269**	323,063
Employers NI	**23,201**	15,026
Defined benefit pension contributions	**4,910**	4,267
	385,380	342,356
Average number	**24**	25

No employees received employee benefits of more than £60,000. The key management personnel of the charity comprise the Trustees and Chief Officer. The total employee benefits of the key personnel were £37,716 (2020: £36,728).

10. Trustees expenses

No trustees have received any remuneration or reimbursed expenses. Trustee indemnity insurance of £517 (2020: £517) has been paid during the year.

Some of the trustees also act as volunteer drivers and have received reimbursement of their motor expenses on the same terms as non-trustee volunteer drivers.

11. Tangible Fixed Assets

	Leasehold Improvements	Mini Bus and WAV	Equipment	Total
	£	£	£	£
Cost				
Balance at 31 March 2020	107,231	41,602	31,710	180,543
Additions	-	-	3,156	3,156
Balance at 31 March 2021	**107,231**	**41,602**	**34,866**	**183,699**
Depreciation				
Balance at 31 March 2020	80,976	41,602	19,587	142,165
Charge for the year	8,500	-	3,447	11,947
Balance at 31 March 2021	**89,476**	**41,602**	**23,034**	**154,112**
Net Book Value				
Balance at 31 March 2021	**17,755**	**-**	**11,832**	**29,587**
Balance at 31 March 2020	26,255	-	12,123	38,378

12. Debtors

	2021	2020
	£	£
Trade debtors	**5,087**	4,337
Prepayments and accrued income	**11,260**	15,197
	16,347	19,534

13. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	**3,512**	13,586
Accruals and payments on account	**6,702**	5,765
	10,214	19,351

14. Restricted funds – current year

	Balance at 31 March 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	**£**	**£**	**£**	**£**
Link Workers	-	48,299	(48,299)	-	**-**
Dementia	13,954	3,000	(14,178)	-	**2,776**
Office move / IT	9,430	-	-	-	**9,430**
Wellbeing IPC	-	-	-	-	**-**
Art Club	10,437	2,450	(8,353)	-	**4,534**
PCN Link Worker	-	34,168	(34,168)	-	**-**
National Lottery – Stepping Stones	-	21,019	(21,019)	-	**-**
Sitting Service	14,999	11,910	(19,837)	-	**7,072**
Postcode Neighbourhood Trust	-	12,000	(12,000)	-	**-**
Julia and Hans Rausing Trust	-	37,516	(37,516)	-	**-**
Caring Town (Transport)	-	6,753	(6,753)	-	**-**
National Lottery Community Fund	-	40,516	(40,516)	-	**-**
Totnes Town Council Covid Fund	-	12,146	(12,146)	-	**-**
	48,820	229,777	(254,785)	-	**23,812**

Restricted funds – previous year

	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 31 March 2020
	£	**£**	**£**	**£**	**£**
Reaching Communities Caring Town	18,063	24,090	(42,153)	-	**-**
Caring Town Connectors	1,159	7,500	(8,659)	-	**-**
Link Workers	3,552	48,099	(51,651)	-	**-**
Dementia	10,160	18,089	(14,295)	-	**13,954**
Elsie Pilkington - Office move / IT	9,430	-	-	-	**9,430**
Wellbeing IPC	1,196	-	(1,196)	-	**-**
Art Club	2,719	16,972	(9,254)	-	**10,437**
PCN Link Worker	-	25,585	(25,585)	-	-
National Lottery – Stepping Stones	-	11,245	(11,245)	-	-
Sitting Service	-	21,110	(6,111)	-	**14,999**
Hospital Discharge	-	40,061	(40,061)	-	-
	46,279	212,751	(210,210)	-	**48,820**

Restricted Funds

The charity received support from the Torbay and South Devon NHS Foundation through Teignbridge CVS for our wellbeing services, including the link workers, dementia support and hospital discharge.

Buckfastleigh Medical Practice provided a grant on behalf of South Devon Primary Care Network (PCN) for a link worker to cover the five GP practices in the PCN.

The National Lottery Community Fund provided a grant for support to help clients become more active (Stepping Stones project).

The Elsie Pilkington Charitable Trust provided a grant to support the costs of office improvements, including IT upgrades.

Our art clubs were supported by a grant from the Grocers Society.

Totnes Town Council provided a grant for our sitting service.

The Postcode Neighbourhood Trust grant supported our befriending services.

Julia and Hans Rausing Tust provided a grant towards core cost and overheads.

Caring Town Totnes provided a grant towards transport services.

National Lottery Community Fund (Covid Fund) provided a grant to support staff retention during the Covid pandemic as well as for additional PPE and IT costs.

Totnes Town Council provided a grant towards additional staff costs due to Covid-19 response.

15. Unrestricted funds – current year

	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Designated Funds					
Projected Shortfall Fund 2020-2021	82,860	-	-	(82,860)	**-**
Projected Shortfall Fund 2021-2022	82,860	-	-	(17,657)	**65,203**
Projected Shortfall Fund 2022-2023	-	-	-	65,203	**65,203**
IT Upgrade	-	250	-	-	**250**
	165,720	250	-	(35,314)	**130,656**
Fixed Asset Fund	38,378	-	(8,791)	-	**29,587**
Total Designated funds	204,098	250	(8,791)	(35,314)	**160,243**
General fund	63,916	270,668	(218,492)	35,314	**151,406**
	268,014	270,918	(227,283)	-	**311,649**

Unrestricted funds – previous year

	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Designated Funds					
Reserves fund	71,611	88,389	(160,000)	-	**-**
Projected Shortfall Fund 2019-2020	106,557	19,943	(50,500)	(76,000)	**-**
Projected Shortfall Fund 2020-2021	-	-	-	82,860	**82,860**
Projected Shortfall Fund 2021-2022	-	-	-	82,860	**82,860**
	178,168	108,332	(210,500)	89,720	**165,720**
Fixed Asset Fund	50,133	-	(11,755)	-	**38,378**
Total Designated funds	228,301	108,332	(222,255)	89,720	**204,098**
General fund	48,014	145,111	(39,489)	(89,720)	**63,916**
	276,315	253,443	(261,744)	-	**268,014**

All of the designated funds are represented by monies held in a deposit account except for the fixed asset fund that is represented by fixed assets. The general fund is represented by net current assets.

Designated Funds

The Reserves Fund represents the minimum reserves the trustees wish to remain.

The Projected Shortfall Funds represent the budgeted deficits until 31 March 2023.

The Fixed Asset Fund relates to the charity's assets that are represented by the tangible fixed assets used for charitable purposes and are therefore not available to spend.

16. Control and Related Party Transactions

The charity is under the control of its Trustees. There were no related party transactions during the year.

17. Commitments

As at 31 March 2021 the charity had capital commitments of £34,910 for the purchase of a minibus (2020: £nil).