



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)*

# Totnes Caring Limited

Trustees Annual Report

Year Ended 31 March 2021



## 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](mailto:info@totnescaring.org.uk)

**Website** [www.totnescaring.org.uk](http://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, GOVERNANCE 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 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.*

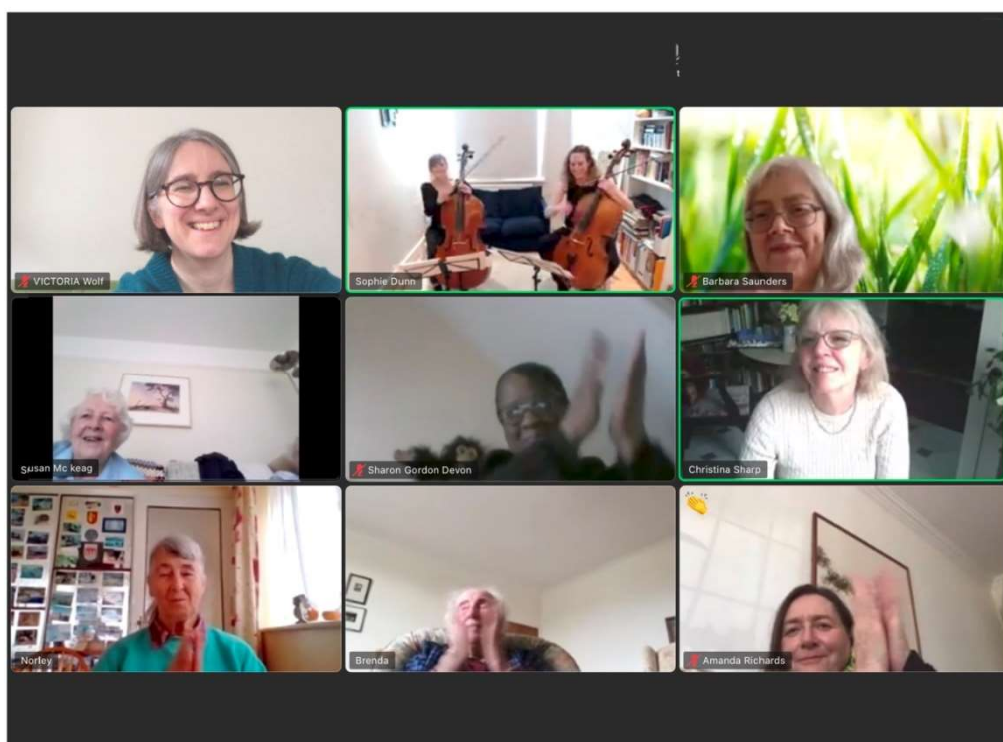
88% of respondents to the survey thought that Totnes Caring has made a great difference to their quality of life.



## 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 as other organisations who are seeking help and support. Typically, Totnes Caring received over 300 phone calls a week and made over 200 outgoing 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 10<sup>th</sup> 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





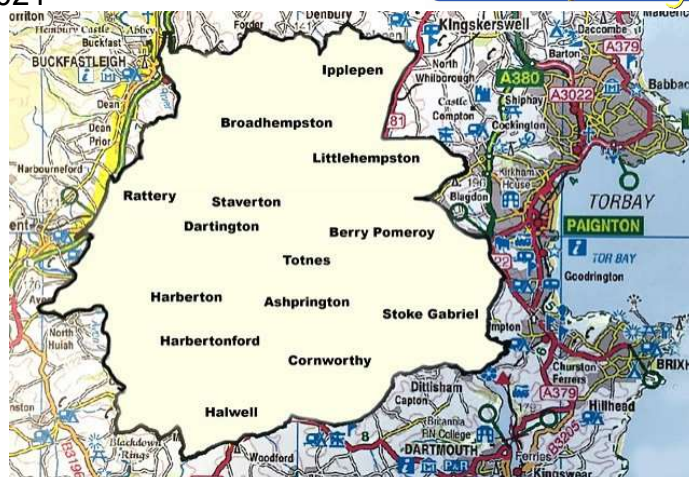
Sue Alford, Totnes Caring's  
Wellbeing Coordinator.

#### **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

## Totnes Caring Limited

Trustees Annual Report

Year Ended 31 March 2021



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

## Totnes Caring Limited

Trustees Annual Report

Year Ended 31 March 2021



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 £
<b>Income from:</b>					
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
<b>Total</b>		<b>270,918</b>	<b>229,777</b>	<b>500,695</b>	<b>466,194</b>
<b>Expenditure on:</b>					
Raising funds	7	2,951	-	2,951	4,078
Charitable activities	8	224,332	254,785	479,117	467,876
<b>Total</b>		<b>227,283</b>	<b>254,785</b>	<b>482,068</b>	<b>471,954</b>
<b>Net income/(expenditure) before transfers</b>		<b>43,635</b>	<b>(25,008)</b>	<b>18,627</b>	<b>(5,760)</b>
<b>Transfers between funds</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movements in funds</b>		<b>43,635</b>	<b>(25,008)</b>	<b>18,627</b>	<b>(5,760)</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		268,014	48,820	316,834	322,594
<b>Total funds carried forward</b>		<b>311,649</b>	<b>23,812</b>	<b>335,461</b>	<b>316,834</b>

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

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

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

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

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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.

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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	-
	<u>331,722</u>	<u>293,613</u>

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



# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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
	<u>163,032</u>	<u>149,003</u>

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
	<u>5,447</u>	<u>21,296</u>

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
	<u>2,951</u>	<u>4,078</u>

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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
<i>Governance costs</i>				
Payments made to independent examiner - examination	1,000	-	1,000	1,000
- other	3,680	-	3,680	4,257
	<u>224,332</u>	<u>254,785</u>	<u>479,117</u>	<u>467,876</u>

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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
	<u>385,380</u>	<u>342,356</u>
Average number	<u>24</u>	<u>25</u>

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

### 12. Debtors

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### 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
	<u>10,214</u>	<u>19,351</u>

### 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)	-	-
	<u>48,820</u>	<u>229,777</u>	<u>(254,785)</u>	<u>-</u>	<u>23,812</u>

### 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)	-	-
	<u>46,279</u>	<u>212,751</u>	<u>(210,210)</u>	<u>-</u>	<u>48,820</u>

### 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.

# Totnes Caring Limited

## Notes to the Financial Statements

### Year Ended 31 March 2021

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2021

### Unrestricted funds – previous year

	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
<b>Designated Funds</b>					
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	<b>82,860</b>
Projected Shortfall Fund 2021-2022	-	-	-	82,860	<b>82,860</b>
	<u>178,168</u>	<u>108,332</u>	<u>(210,500)</u>	<u>89,720</u>	<u><b>165,720</b></u>
Fixed Asset Fund	<u>50,133</u>	<u>-</u>	<u>(11,755)</u>	<u>-</u>	<u><b>38,378</b></u>
<b>Total Designated funds</b>	<b>228,301</b>	<b>108,332</b>	<b>(222,255)</b>	<b>89,720</b>	<b>204,098</b>
<b>General fund</b>	<u>48,014</u>	<u>145,111</u>	<u>(39,489)</u>	<u>(89,720)</u>	<u><b>63,916</b></u>
	<u><b>276,315</b></u>	<u><b>253,443</b></u>	<u><b>(261,744)</b></u>	<u><b>-</b></u>	<u><b>268,014</b></u>

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).