



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

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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](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:**

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, GOVERNANCE 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:**

<p><b>Home Help</b></p> <p><b>8478</b></p> <p>8478 hours of home help support for 88 clients</p>		<p><b>Transport</b></p> <p><b>5589</b></p> <p>1441 drives to health appointments and 4648 drives to social events by our volunteer drivers</p>	
<p><b>Older People Services in the Community</b></p> <p><b>208</b></p> <p>We held 208 group activities including, lunch clubs, art groups, new directions and events.</p>	<p><b>Dementia and family carers</b></p> <p><b>237</b></p> <p>50 memory cafés were Held, 35 carers Groups and 2 events. 165 carers were supported with information and advice.</p>	<p><b>Wellbeing Connections</b></p> <p><b>797</b></p> <p>797 people were supported and given information and advice by our wellbeing and link workers</p>	

**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 through 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**



**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 £
<b>Income from:</b>					
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
<b>Total</b>		<b>352,607</b>	<b>241,132</b>	<b>593,739</b>	<b>833,985</b>
<b>Expenditure on:</b>					
Raising funds	7	1,548	-	1,548	3,929
Charitable activities	8	394,726	209,935	604,661	631,868
<b>Total</b>		<b>396,274</b>	<b>209,935</b>	<b>606,209</b>	<b>635,797</b>
<b>Net income/(expenditure) before transfers</b>		<b>(43,667)</b>	<b>31,197</b>	<b>(12,470)</b>	<b>198,188</b>
<b>Transfers between funds</b>		<b>29,337</b>	<b>(29,337)</b>	<b>-</b>	<b>-</b>
<b>Net movements in funds</b>		<b>(14,330)</b>	<b>1,860</b>	<b>(12,470)</b>	<b>198,188</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		469,138	50,891	520,029	321,841
<b>Total funds carried forward</b>		<b>454,808</b>	<b>52,751</b>	<b>507,559</b>	<b>520,029</b>

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 £
<b>Fixed assets</b>			
Tangible assets	11	<u>27,510</u>	<u>40,309</u>
<b>Current assets</b>			
Debtors	12	122,413	220,657
Cash at bank and in hand		<u>374,794</u>	<u>287,717</u>
		<b>497,207</b>	<b>508,374</b>
<b>Creditors: Amounts falling due within one year</b>	13	<u>(17,158)</u>	<u>(28,654)</u>
<b>Net current assets</b>		<b>480,049</b>	<b>479,720</b>
<b>Net assets</b>		<u><b>507,559</b></u>	<u><b>520,029</b></u>
<b>Funds</b>			
Restricted funds	14	52,751	50,891
Designated funds	15	371,543	469,138
General funds	15	<u>83,265</u>	<u>-</u>
<b>Total funds</b>		<u><b>507,559</b></u>	<u><b>520,029</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 24 Sept 2024



Mrs Holly Parsons  
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 2024

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

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

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

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

# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2024

### 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 2024

### 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
	<u>181,821</u>	<u>385,694</u>

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



# Totnes Caring Limited

## Notes to the Financial Statements

Year Ended 31 March 2024

### 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
	<u>397,984</u>	<u>438,446</u>

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
	<u>4,404</u>	<u>6,924</u>

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

### 6. Investment Income

	2024	2023
	£	£
Bank interest receivable	<u>9,530</u>	<u>2,921</u>

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
	<u>1,548</u>	<u>3,929</u>

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
<i>Governance costs</i>				
Payments made to independent examiner	1,000	-	1,000	1,000
- examination	7,728	-	7,728	7,682
- other				
	<b>394,726</b>	<b>209,935</b>	<b>604,661</b>	<b>631,868</b>

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
	<u>491,653</u>	<u>484,254</u>
Average number	<u>31</u>	<u>26</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 £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 £
<b>Cost</b>				
Balance at 31 March 2023	107,231	49,760	36,750	193,741
Additions at cost	-	-	2,300	2,300
<b>Balance at 31 March 2024</b>	<u>107,231</u>	<u>49,760</u>	<u>39,050</u>	<u>196,041</u>
<b>Depreciation</b>				
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
<b>Balance at 31 March 2024</b>	<u>99,977</u>	<u>35,094</u>	<u>33,460</u>	<u>168,531</u>
<b>Net Book Value</b>				
<b>Balance at 31 March 2024</b>	<u>7,254</u>	<u>14,666</u>	<u>5,590</u>	<u>27,510</u>
Balance at 31 March 2023	<u>11,754</u>	<u>21,999</u>	<u>6,556</u>	<u>40,309</u>

## 12. Debtors

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

**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
	<u>17,158</u>	<u>28,654</u>

**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)	-	-
	<u>50,891</u>	<u>241,132</u>	<u>(209,935)</u>	<u>(29,337)</u>	<u>52,751</u>

**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
	<u>29,565</u>	<u>253,719</u>	<u>(200,580)</u>	<u>(31,813)</u>	<u>50,891</u>

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

## Unrestricted funds – previous year

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

### 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.