

# WESTBANK COMMUNITY HEALTH AND CARE

England & Wales · Charity number 1119541

## Details

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**Status** Registered

**Legal form** Charitable company

**Company number** 06243811

**Registered** 2007-06-07

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Westbank  
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Exminster  
Exeter  
Devon  
EX6 8AT

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**Website** [www.westbank.org.uk](http://www.westbank.org.uk)

## Activities

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**Objects:** (A) TO PROMOTE HEALTH;(B) TO RELIEVE SICKNESS AND DISABILITY AND(C) TO RELIEVE THE INFIRMITIES ASSOCIATED WITH OLD AGE IN ANY CASE BY SUCH MEANS AS THE DIRECTORS THINK FIT INCLUDING, BUT NOT LIMITED TO(I) THE PROVISION OF SUPPORT AND RESPITE SERVICES FOR CARERS(II) THE PROVISION OF A DAY CENTRE(III) EDUCATION AND TRAINING AND THE PROVISION OF FACILITIES TO IMPROVE HEALTH AND FITNESS;(D) TO PROVIDE OR ASSIST IN THE PROVISION OF FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION OR OTHER LEISURE TIME OCCUPATION OF INDIVIDUALS WHO HAVE NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH, AGE, INFIRMITY OR DISABILITY, FINANCIAL HARDSHIP OR SOCIAL CIRCUMSTANCES WITH THE OBJECT OF IMPROVING THEIR CONDITIONS OF LIFE;(E) TO PROVIDE, MAINTAIN AND IMPROVE PUBLIC AMENITIES BY THE PROVISION OF ACCESS TO INFORMATION TECHNOLOGY.

**Activities:** Provides care and support to patients and carers.Volunteers provide transport, practical help, befriending. Carer support, advice,access to short breaks for adult and young carers.Day care for older

people. Mentoring. Family and childcare activities. Volunteering opportunities. Health improvement and health promotion activities including lifestyle change programmes for long term conditions.

## Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Sponsors Or Undertakes Research
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, Amateur Sport
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- Throughout England

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,561,482	£4,597,375	£2,881,888	149
2024-03-31	£4,635,818	£4,533,594	£2,917,544	144
2023-03-31	£4,846,385	£4,808,452	£2,804,371	159
2022-03-31	£4,685,504	£4,974,961	£2,773,877	171
2021-03-31	£5,279,291	£5,772,345	£3,050,537	216

## Trustees

Name	Role	Appointed
<b>Sarah Yeo</b>	Chair	2019-03-20
Dr Elizabeth Sara Llewelyn Anderson		2019-01-24
Henry Cross		2026-01-07
Ian Hobbs		2025-10-01
JAMES MASTERS		2016-01-26
Marc Astley		2024-02-02
Pam Smith		2024-05-01

**WESTBANK COMMUNITY HEALTH AND CARE**

England & Wales - Charity number 1119541

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# Accounts

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**Westbank Community Health and Care**  
(A Company Limited by Guarantee)

**Annual Report and Financial Statements**

**For the Year Ended 31 March 2025**

**Company Number: 06243811**  
**Charity Registered in England and Wales Number: 1119541**

# Westbank Community Health and Care

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For the Year Ended 31 March 2025

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## Westbank Community Health and Care

Reference and Administrative Details

For the Year Ended 31 March 2025

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### Trustee Directors

E Anderson  
M Astley  
J Masters  
P Smith  
S Yeo

### Senior Leadership Team

S Hicks, Chief Executive  
S Thomas, Finance Director  
C Bloye, Head of Business Services and Operations  
A Hood, Head of Carers  
A Kohn, Head of Volunteering and Health Services (until 28 February 2025)  
A Patriche, Head of Human Resources  
K Elliott, Head of Fundraising and Marketing  
S Benthall, Head of Voluntary & Community Services (from 7 April 2025)

### Charity Number

1119541

### Company Number

06243811

### Principal Address and Registered Office

The Healthy Living Centre  
Farm House Rise  
Exminster  
Devon  
EX6 8AT

### Auditors

Albert Goodman LLP  
Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

### Primary bankers

NatWest  
18 St Thomas Centre  
Exeter  
EX4 1DE

### Solicitors

Tozers LLP  
Broadwalk House  
Southernhay West  
Exeter  
Devon  
EX1 1UA

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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### WELCOME

#### Chairmans Report 2024/25

It is with great pride and optimism that I welcome you to **Westbank Community Health and Care's 2024-2025 Annual Report**. Over the past year our Charity has continued to demonstrate resilience, innovation, and an unwavering commitment to improving the health and well-being of the communities we serve.

This year has been marked by significant milestones, including the successful launch of new initiatives, ongoing development of our core services, and the deepening of our impact across the region. Our dedicated staff, volunteers, and stakeholders remain at the heart of everything we do, consistently going above and beyond to deliver compassionate, high-quality care and support.

I want to start by expressing my **heartfelt gratitude** to everyone involved with the Charity - our dedicated staff, passionate volunteers, wonderfully supportive partners and commissioners and our insightful trustees. Your incredible efforts and commitment make Westbank the thriving entity it is today. Time and again, you exceed expectations, and it was truly wonderful to see so many of you at this year's "**We Are Westbank**" event. This, now annual, celebration is not only a fantastic opportunity to acknowledge years of service but also a testament to the commitment and familial spirit that defines Westbank; it provides a rare and valuable chance to witness the diverse areas of work within our community. So many members of our team have expressed appreciation for the opportunity to connect with colleagues, learn about their roles, and understand the community impact of our many and varied services. Hearing the inspiring stories and observing the passion and enthusiasm with which staff discuss their roles remind us all why Westbank is so unique and special.

Looking ahead, we are excited to be approaching a major milestone - **our 40th anniversary**. This upcoming celebration promises to be a momentous occasion to reflect on our journey, honour our achievements, and reaffirm our commitment to making a difference for generations to come. Stay tuned for the details of our planned events and activities to mark this significant milestone.

This year has also seen us make substantial progress in embedding our revised mission, vision and values into all aspects of our work, ensuring that inclusion, community engagement, and sustainability remain central to our mission. The process allowed Westbank a chance to refocus and articulate its goals and community offerings clearly ensuring our goals are aligned with the needs of the community we service.

It was wonderful to see everyone involved actively contribute to creating a shared vision that truly represents our collective identity and laid the foundation for our **Strategic Plan** for the next 5 years.

The introduction of new wellbeing initiatives such as the new **Westbank Wellbeing Day** and our ongoing efforts to support the mental and physical health of our teams are testament to our forward-thinking approach.

As trustees, we remain committed to transparency, accountability, and strategic growth, guiding Westbank towards an even more impactful future. I am incredibly grateful to everyone who has contributed their time, expertise, and compassion over the year — together, we are creating a healthier, more connected community for all.

Thank you for your ongoing support and trust in our work - here's to another year of incredible achievements and collaboration, and to celebrating the journey that has led us to our 40th anniversary next year!

**Sally Yeo, Chairman**

## **CEO's Introduction 2024/25**

Welcome to Westbank Community Health and Care's **Annual Report for 2024/25**. This year has been a remarkable period of continued growth, innovation, and strengthened community connections. As we reflect on our achievements, I am proud of the progress we've made in **expanding vital services, enhancing wellbeing**, and fostering a **culture of continuous improvement**. Our commitment remains unwavering: to deliver compassionate, accessible, and high-quality support that empowers individuals and strengthens communities across Devon. Thank you for your ongoing support and partnership as we look forward to another year of positive impact and growth.

I am immensely proud to highlight how 2024/25 was a further year of **transformative achievement**. This year marked a period of sustained growth, enhanced community impact, and deepened commitment to our core values. We successfully expanded our services across Devon, **reaching more individuals and families than ever before**. Our **Carers Services**, in its 27th year of dedicated support, continued to grow, offering vital assistance to unpaid carers, while our innovative initiatives, such as the **Community Cookery School**, promoted healthier lifestyles and stronger community bonds.

Throughout the year, our health and wellbeing programs have seen increased participation and expanded reach, providing essential preventive and therapeutic support. Our community projects—such as our **Health Walks, Patient Transport** and **Neighbourhood Friends**—have successfully fostered social inclusion, reducing isolation and promoting wellbeing for hundreds of vulnerable individuals and families.

We continue to witness outstanding dedication and longevity among our team members, highlighting the supportive and inspiring environment I am passionate about fostering. The loyalty of those who have been with us for many years reflects the strong sense of community that stems from being part of such a valued team. Our **"Great Place to Work"** initiative continues to expand, now encompassing a variety of unique benefits designed to support our staff's physical, mental, and financial well-being. January 2025 marked the introduction of our innovative offering of an array of health-enhancing and life enriching **Wellbeing Day** exclusively for our staff, ensuring they feel appreciated and supported.

Central to all our achievements has been the consistent embedding of our values, mission, and vision into every aspect of our work. We have actively involved staff, volunteers, and the communities we support in shaping how our values inform our decision-making and service development. This alignment has ensured that our actions remain true to our vision **for everyone to be living fulfilled, happier healthier lives for longer**. As we approach our **40th anniversary in 2026**, these principles continue to guide us and inspire our future direction, and were at the heart of the development of our new **Strategic Plan for 2025-2030**.

I would also like to take this opportunity to **sincerely thank our trustees, stakeholders, dedicated staff, volunteers, and the commissioners** we collaborate with. Your ongoing support, commitment, and shared vision have been invaluable in enabling us to deliver the services and impact we are so proud of. It is through your dedication and partnership that we are able to continue making a meaningful difference in the lives of many, and I look forward to working together as we build on these successes in the years to come.

Together, we have laid a strong foundation for the next chapter of our journey, and I am confident that, with this shared commitment, we will achieve even greater milestones as we move towards our 40th anniversary and beyond.

**Sarah Hicks, CEO**

## **Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2025

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The Trustees, who are also directors for the purposes of the Companies Act, present their report and financial statements of the company for the year ended 31 March 2025, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The full name of the Charity is Westbank Community Health and Care. It was incorporated on 10 May 2007 as a company limited by guarantee. Its company registration number is 06243811. Its charity registration number is 1119541. The Charity is variously referred to throughout this report as either "the Charity" or "the Company".

### **References and Administrative Details**

Administrative information is given in a separate section at the front of these accounts.

### **Directors and Trustees**

The directors of the Company are the Charity's Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees serving during the year and since the year-end are as follows:

- E Anderson
- M Astley
- J Masters
- P Smith (appointed 1 May 2024)
- S Yeo
- S Chown (resigned 20 May 2025)
- K Richards (resigned 10 April 2025)

None of the Trustees have any beneficial interest in the Company. All of the Trustees are members of the Company and guarantee to contribute £1 in the event of a winding up.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The governing documents of the organisation are the Articles of Association dated January 2020.

The objects of the charity are:

1. to promote health
2. to relieve sickness and disability and
3. to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  1. the provision of support and respite services for carers
  2. the provision of a day care centre
  3. the education and training and the provision of facilities to improve health and fitness
4. to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
5. to provide, maintain and improve public amenities by the provision of access to information technology

The directors, as the charity's trustees, have control of the charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed. A Director's term of office as such automatically terminates if he/she:

1. ceases to be a member
2. is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.

## **OBJECTIVES, STRATEGY AND ACTIVITIES OF THE CHARITY**

The charity's main objectives for the year were:

- To support the local community, patients, carers and people of Devon with a range of health and wellbeing services.
- To innovate and develop services that meet the changing physical and mental needs of our service users.
- To remain agile and responsive to the ever-changing environment in which we operate.

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### **Westbank's Vision Mission and Values**

In 2024, a review of Westbank Community Health and Care's Vision, Mission, Values and Behaviours took place. The purpose of this exercise was to:

- Enable us to more clearly and concisely describe our vast portfolio, and the responsive nature of our varied multigenerational, holistic health and wellbeing services and
- Define how we position and present ourselves to respond to opportunities and deal with the associated challenges.

The review of our Vision, Mission, Values and Behaviours took place in the form of a series of workshops (Ideas Academies) consisting of conversation, debate and facilitated exercises which sparked creative thinking.

### **Westbank's Vision**

Our vision is for everyone to be living fulfilled, healthier, happier lives for longer.

### **Westbank's Mission**

Westbank is dedicated to improving the health and wellbeing of individuals. Our mission is to tirelessly promote and improve the quality of life, through a comprehensive range of health and wellbeing initiatives, ensuring lasting positive outcomes for all.

### **Westbank's Values**

- **Caring** – We genuinely care about everyone with warmth, kindness, empathy and respect.
- **Collaboration** – We believe in the power that comes from working in partnership.
- **Empowerment** – We support individuals to take charge of their health and wellbeing journey.
- **Innovation** – We embrace creative solutions and continuous improvement.
- **Integrity** – We maintain transparency, accountability, and credibility in all we do.
- **Representative** – We advocate and campaign for change on behalf of individuals and our sector..
- **Resilience** – We foster resilience in overcoming challenges and adversity, empowering individuals to continue to thrive.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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- **Responsive** – We respond efficiently and effectively to existing and emerging challenges and opportunities

### Westbank's Strategies

During the financial year Westbank formalised its 5 year strategy, which continues to align the charity with the needs of service users, the NHS, Devon County Council and local authorities. Westbank is positioned as a key partner with the following strategic goals for the next 5 years:

- Grow and enhance Carers Services
- Enhance Health and Wellbeing Services
- Grow Community Engagement and Activities
- Strengthen and Grow Patient and Clinical Support Services
- Empowering and Developing our Workforce and growing our *Great Place to Work*.
- Advocacy and Representation for Health Services and Carers Support.

### ACTIVITY REPORT

♥ **Our Vision is for everyone to be living fulfilled, healthier, happier lives for longer**

### **Our Impact in 2024/25:**

- ♥ **6000 - attendances across a variety of Community Support groups**
- ♥ **38,000 – people supported across Devon**
- ♥ **3300 – referrals by our Transport services Team**

### **DEVON ADULT CARERS SERVICE**

Devon Carers is our award-winning service dedicated to providing a broad range of support for unpaid carers — predominantly friends and family members caring for adults — across Devon. This year marks 27 years of our carers service, a journey that has touched the lives of over **70,000 unpaid carers** across Devon throughout that time. Devon Carers has grown from a modest community initiative into a vital lifeline for thousands, offering invaluable support to those who selflessly care for others.

Founded in 1998, Devon Carers was established with a simple yet powerful mission: to **support unpaid carers** — unsung heroes who often sacrifice their own needs to care for family, neighbours or friends. From the outset, the service recognized the immense physical, emotional, and financial challenges faced by carers. It was established to make sure that no carer would have to bear their challenges unsupported, in isolation.

One of our key strengths has always been our ability to innovate and adapt to changing needs. Over the years, we introduced pioneering initiatives such as the Carer Friendly Devon program, which encourages local businesses to support carers in the workplace ensuring carers receive the support they need during critical times. 2024 saw the launch of our now annual **Carer Friendly Conference**. Taking place during carers week, the event was aimed at professionals – sharing information, raising awareness and celebrating the role of unpaid carers.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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Devon Carers initially concentrated on establishing a solid foundation through outreach, advocacy, and direct support. As demand increased, so did our reach and range of services designed to meet the varied needs of carers. Today, we support over 34,000 carers each year with a diverse array of assistance, including practical help, financial guidance, Peer Support, Carer Skills Workshops, Hospital Services, and the Time for You Sitting Service, among others. Whether assisting carers to navigate complex healthcare systems or simply providing a compassionate listening ear, Devon Carers has been a dependable and caring partner for 27 years.

Throughout those years, we have shown that our support can make a truly profound difference. Being part of Westbank and its broad spectrum of services greatly enhances the value we provide to unpaid carers, allowing us to deliver a more holistic and integrated approach. This was especially evident when funding for the **Hospital Services** element of the contract was unfortunately discontinued in March. Many team members were redeployed across other roles within Westbank, and we were able to extend services such as Neighbourhood Friends and Patient Transport to support carers and bridge the gap left by the discontinuation of this part of the service.

Thanks must go to everyone who has contributed to our success — from our extraordinary staff, volunteers, and Carer Ambassadors who work with us to help shape the service, to the supportive commissioners and stakeholders, and most importantly, to the carers themselves, whose resilience and strength inspire us daily. We are fortunate to work with such understanding Commissioners who are as passionate about supporting unpaid carers as we are.

Devon Carers is more than simply a service—it's a community and a crucial support network. Our focus remains on adapting to the shifting landscape of care – improving and identifying carers earlier and addressing the growing number of carers despite the ongoing funding challenges we and our commissioners and partners face. We remain dedicated to building on our strong foundation, staying innovative and forward-thinking, and upholding our commitment to quality. Our mission is to continue making a genuine, lasting difference in the lives of even more unpaid carers across Devon.

♥ Unpaid carers provide care worth and astonishing 3162 billion across England and Wales. In Devon alone that equate to approximately £2.39 billion, or in other words more than £4500 every minute\*

\*Data analysed from <https://www.carersuk.org/media/2d5le03c/valuing-carers-report.pdf>

### ♥ Case Study

*S is central to the daily wellbeing of her two adult sons and her husband, but it took a dip in her own health to realise that she was also carer to all three of them. S's eldest son A, diagnosed with Crohn's Disease and her younger son P has an immune condition.*

*In 2003 husband Q was diagnosed with rheumatoid arthritis and a blood cancer, later also diagnosed with the early stages of vascular dementia and prostate cancer. S, a junior schoolteacher at the time, carried on trying to look after all three, work and run the home. After retirement, this also included the family's animals, and managing all the health appointments – in one six month stretch she drove back and forth from the family home in Mid Devon to the Royal Devon & Exeter Hospital several times each week, sometimes twice a day. In November 2022, after reaching breaking point and tearfully telling her doctor how much she was struggling, S was referred to talking therapies and then on to Westbank's Devon Carers.*

*It was a turnaround moment," said S. "I'd be so up and down, one day everything got on top of me, and I felt I couldn't take any more. Now with the support from Devon Carers, I feel much more on an even keel."*

*After an initial assessment, S joined a Peer Support group and enjoys taking part in regular online social activities including quizzes, games plus a monthly online craft session. "We spend most of our time talking," said S.*

*"Everyone talks about their own caring stories and you don't feel so alone. I didn't realise how helpful it would be sharing with other carers. The responses from people who are carers are so different from people who aren't carers. They've been there, they know what it's like, with them you get understanding and mutual support."*

*"Before I engaged with Devon Carers it had never occurred to me that I was a carer," said Sue. "Some of my friends were surprised when I told them, but if you're not a carer you'll never understand what it entails. To talk through things that worry you and laugh about them is the best you can do. We have a real belly laugh together now in our groups, whereas before I used to cry about it."*

*"The definition of carer is so varied that the need is to help people understand that they've crossed into the realm of needing care and support themselves. And Devon Carers will help you do that."*

- ♥ *"Devon Carers is so good. The alert card is invaluable, most helpful when attending the NDDH I show them the card, and I do not need to stress about sorting the parking. My husband has dementia, and I find it difficult enough keeping my eyes on him without queuing and sorting the parking machine." Carer after registering and getting help from the helpline with their Carers Passport*
- ♥ *"It is so nice to speak to someone about my caring role, especially someone who knows more than me about what is available to support me as a carer. Thanks ever so much, it has been really helpful. I'm feeling more positive after this assessment." Carer, following their assessment with CSM*
- ♥ *"I just wanted to say thank you for being there for me. Your Peer Support groups 'Caring for a Parent with Dementia' were a lifeline. The evening chats were invaluable for the information we all gathered from each other and the friendship and support.... Carry on the great work, you are all making a huge difference." A Peer Support Group participant*

**In 2024/25 we:**

- ♥ **Supported over 34,000 Unpaid Carers**
- ♥ **Received 4160 referrals to our Hospitals Services**
- ♥ **Carried out over 3300 assessment and reviews**

**DEVON YOUNG CARERS**

The 2024/25 year has been an inspiring period of innovation for our Devon Young Carers service. We intensified our efforts to support young people aged 4 to 18 navigating the demands of caregiving across the county whilst moving the service to have a focus on the more complex needs of our Young Carers.

We successfully engaged with over 2,800 Young Carers, a 3.8% increase on the previous year and representing another consecutive year on year increase from last year. Through focused outreach and partnership work we have identified and supported more young people who are balancing their caring responsibilities with education, friendships and personal growth by making sure they are supported through our service and others, which can include specialist advice, access to respite opportunities and 1:1 support.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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Young carers miss 23 days of school a year - over a month of education, and almost half (48%) of young carers reported being bullied in the past year. Almost one in four young carers (23%) say there is 'no support at all' for young carers in their school, college or university.

In response to these ongoing challenges faced by young carers in education, we strengthened our collaborations with over 132 schools across Devon. We provided training for teachers to recognise and support young carers and expanded participation in the Carers Trust Schools Challenge. Our initiatives now include homework clubs, mentoring and dedicated tutoring sessions designed to ease school pressures and foster a supportive learning environment.

Young Carers have so much responsibility on their shoulders that they often have little time for themselves and are at serious risk of burnout. We know that young carers are significantly more likely to report severe psychological distress than their peers without a caring role. They need time out from their caring responsibilities to rest, recharge and focus on themselves – be it for a hobby, or just spending time with friends, like other people their age.

Understanding how vital it is for Young Carers to have time to relax and enjoy their childhood we organised even more activities day and trips than ever before, including our ever-popular **Young Carers Festival**. These events offer vital breaks, fun, friendship, and a sense of community, helping Young Carers to feel supported and connected.

We also increased our advocacy efforts, participating in campaigns to raise awareness of Young Carers needs and highlighting the importance of supporting Young Carers and ensuring their challenges are visible to society.

We remain committed to building on this momentum, continuously enhancing our support services and making a lasting difference in the lives of young carers across Devon.

### ♥ Case Study

*M began receiving one-to-one support in Year 10 due to high levels of anxiety, low self-esteem, and extremely low school attendance, largely driven by her caring responsibilities at home. Her roles at home were significant, and the emotional toll was evident, affecting her confidence and overall well-being. Through consistent support from a practitioner at Devon Young Carers at Westbank, and regular involvement in her family's Child in Need meetings, a trusting relationship developed between M and her support worker. This relationship provided valuable insight into her challenges and enabled a more tailored approach to her support.*

*Over time, M's self-worth and confidence improved markedly. By the end of Year 10, she was attending school regularly and left for the summer holidays feeling positive. Her attendance continued to improve into Year 11, despite some fluctuations, supported by ongoing encouragement and support. She went on to sit all her GCSE exams, achieving a significant milestone in her academic journey. She also fulfilled her personal goal of attending the school leavers' prom, which was a proud moment for her. That summer, M attended the Young Carers Festival with Devon Young Carers at Westbank. Having been unable to attend the previous year due to anxiety, she thrived at the event, making new friends, trying activities she hadn't tried before, and enjoying a well-earned break. Demonstrating her growing confidence, she even took the brave step of speaking to radio and TV broadcasters about her experiences as a young carer, helping to raise awareness on a national platform.*

*M is now flourishing at college and has clear plans for further education, with a bright future ahead. Her emotional wellbeing has strengthened through the regular support she received, leading to increased resilience in managing her caring role and her personal development. Her improved school attendance and engagement demonstrate her progress, and her achievements, including completing her GCSEs and participating in the festival and media interviews, highlight her personal growth and leadership. Participation in Child in Need meetings fostered a better understanding among professionals and family members of her needs, strengthening the collaborative support she receives. Overall, her journey showcases a successful transition from a young carer facing many challenges to a confident young person ready for the next stage of her education and life.*

♥ *“Thanks to the support from the Westbank Young Carers team, I’ve been able to participate in activities I never thought I’d manage, despite my caring responsibilities at home. The team built a trusting relationship with my family, which made us feel truly supported and confident in their help. When I was offered the chance to go on a residential farm trip, I was a bit nervous at first, but the Westbank worker helped me and my family feel reassured every step of the way. Having a plan to check in with my mum during the trip made me feel safe and allowed me to focus on having fun.*

*I ended up enjoying the experience so much—meeting other young carers, making new friends, and trying new activities. It really helped boost my confidence and social skills. Since then, I’ve started attending Young Carers activities regularly, and I feel more independent and connected than ever before.*

*The support has made a huge difference for my family too. We feel more reassured and supported, and I’ve gained a sense of belonging and resilience. The tailored approach, including school visits and ongoing communication, made me feel safe and valued throughout the process. Thanks to Westbank, I now feel confident to continue participating and to face whatever comes next with a positive mindset.” S*

♥ **Over 2800 Young Carers directly supported in the year**

♥ **540 attendees across 1 festival, and 42 trips and residentials**

♥ **269 assessments and 211 reassessments carried out.**

## **VOLUNTEERING AND COMMUNITY SUPPORT**

The year 2024/25 has been one of further growth for Westbank’s Volunteering Service. Our dedicated volunteers have once again proven their steadfast commitment, playing an essential role in delivering our diverse range of health, wellbeing, and carers services across Devon. Their support and contribution has been invaluable.

This year, we welcomed even more new volunteers to our growing team. These remarkable individuals contributed thousands of hours of service, exemplifying their generosity and the vibrant community spirit cultivated at Westbank.

Our expansion efforts have successfully broadened the scope of volunteer roles. We have effectively utilized volunteers across several key areas to enhance all of our community services. Volunteers have been integral in the Community Cookery School, where they help with organizing classes and supporting participants in learning essential cooking skills. In the health and wellness programmes, volunteers provide valuable assistance in the gym, offering support and encouragement to gym members.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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In other community initiatives, volunteers have played significant roles in gardening projects, creating and maintaining green spaces that foster wellbeing and community engagement. Additionally, administrative support volunteers have been crucial in managing the behind-the-scenes tasks that ensure smooth operations across various Westbank services.

The ongoing cost-of-living crisis continued to generate increased demand for our volunteer led services. We responded by investing in support systems and greater communication and flexibility specifically for our volunteers ensuring they could continue their vital work with more robust communication, and more meaningful engagement opportunities.

As we prepare to celebrate our upcoming anniversary year, we remain dedicated to growing and supporting our volunteer community. We're planning to further diversify volunteer roles to better meet the changing needs of our community and to offer more opportunities for personal development. We believe volunteering not only benefits those we support but also provides valuable skills, confidence, and a sense of purpose for our volunteers.

This year has been one of significant achievement and growth for Westbank's Volunteering Service. The commitment and kindness of our volunteers are fundamental to our success, and we are deeply grateful for their ongoing support and invaluable contributions.

### ♥ Case Study

*" Before I began volunteering, my main focus was on building confidence while managing social anxiety. I had already taken part in a placement with an NHS vocational rehabilitation service, which encouraged me to keep finding supportive ways to challenge myself. Outside of volunteering I enjoy the outdoors, travelling, and spending time with my family, and I felt that giving my time in this way would be a positive step towards developing new skills in an encouraging environment.*

*I chose Westbank after it was recommended by an NHS employment specialist as a good fit for me. I had volunteered there a few years earlier, so I already knew it was a welcoming and supportive place. Returning felt like a comfortable way to ease back into volunteering while continuing to grow in confidence and build on my skills.*

*Most of my role is based in the kitchen, helping with washing up, preparing fruit platters, and making sandwiches for the activity club. Over time I've got to know the staff and other volunteers well, which makes the work even more enjoyable. Recently, I also had the chance to help at the Starcross Brunch Club, preparing bacon rolls and toasted teacakes, which gave me the opportunity to take on a little more responsibility.*

*The biggest challenge has been managing my social anxiety, especially in the early days. Meeting new people felt overwhelming at first, but the kindness and support of everyone at Westbank really helped me settle in. Taking on new tasks can still be a little nerve-wracking, but each time I do, it helps me to grow in confidence.*

*Since starting in September, I have become a regular volunteer in the kitchen, and since March I've also taken on a cooking role at the Brunch Club, which has been both rewarding and motivating. I've completed Food Hygiene and Allergen Awareness training, which has helped me feel more capable and confident in the kitchen. Alongside this, I also volunteer at a community garden and recently supported a local event by helping to run a stall—another step forward in building my skills and experience.*

*Volunteering at Westbank has made a real difference to my confidence, not just in the kitchen but also in how I approach new challenges. It has given me the belief to start applying for jobs and to push myself in ways I might not have before. Looking ahead, I want to continue developing my skills and exploring more opportunities to grow, both at Westbank and beyond."*

♥ **Meet the Volunteer**

*"I am a wellbeing walks co-ordinator, walk leader and a walk leader trainer for Bampton. As a walk leader, I take groups of walkers on walks that I have plotted and risk-assessed, around Bampton and surrounding footpaths. I either lead a walk or take the backstop position and in either role I make sure everyone walking keeps safe and enjoys the experience, chatting to us and each other. Wellbeing is different for everyone but there is strong evidence to support physical activity and social connection helping wellbeing.*

*As coordinator, I manage the necessary paperwork and records. I call and chair meetings of our walk leaders, taking and circulating notes. I keep leaders informed of information from Westbank. I maintain records of our activity and manage publicity to encourage people to join our walks and to recruit walk leaders.*

*As a Westbank accredited walk leader trainer, I use the Westbank wellbeing walks training programme to train local volunteers to become walk leaders.*

*I really enjoy volunteering in these roles. I retired three years ago from a job working as a specialist in health improvement and specifically in mental health improvement. I was an accredited trainer for a range of national courses and programmes for health and wellbeing. The volunteering roles with Westbank give me the opportunity to continue using my skills in my own community. I am a full-time carer and volunteering gives me essential 'me' time which I value highly and which helps keep me well and satisfied."*

♥ *"Volunteering at Westbank is a fantastic experience for me. Getting to know new people and interacting with different people has been great."*

♥ ***Our Volunteers range in age from 14 to 83 and give over 1000 hours of their time each month!***

## **NEIGHBOURHOOD FRIENDS AND PATIENT TRANSPORT**

Westbank's **Neighbourhood Friends** and **Patient Transport** services are real strengths in our community support network, and their importance cannot be overstated. These services are delivered with compassion, reliability, and a deep understanding of the challenges faced by those in need. Our Neighbourhood Friends service, commissioned by RDUH, provides a vital 'home from hospital' service, practical support, and reassurance to individuals, helping to reduce social isolation and prevent hospital readmissions. Meanwhile, our self-funded Patient Transport Service ensures patients can access appointments safely and comfortably, especially those who might otherwise struggle to get to hospital or clinics.

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What makes these services truly valuable is their role in bridging the often complex gap between social care, the NHS, and the wider community. They help coordinate and facilitate seamless transitions between health and social services, ensuring individuals receive holistic support tailored to their needs. By providing reliable transportation and practical support, Westbank's Neighbourhood Friends and Patient Transport services contribute to better health outcomes, reduced hospital readmissions, improved patient experience, and more integrated care pathways. Ultimately, they are essential in helping sustain a healthy, connected, and supported community, ensuring nobody falls through the cracks, and they play a vital role in reducing social isolation and enhancing overall wellbeing.

This year, our Neighbourhood Friends and Patient Transport services have continued to grow strongly, with referrals increasing by 10% to 3,300. Impressively, 67% of these referrals were responded to within an hour, demonstrating our commitment to quick and reliable support. We successfully completed over 1,000 transport journeys—an increase from the previous year—providing vital assistance for patients attending medical appointments, hospital visits, and other essential services. Beyond transport, our services also offered a wide range of practical support, including:

- ♥ Installing 78 key safes to help residents regain independence and improve home security
- ♥ Collecting and delivering 142 pieces of equipment to ensure individuals have the tools needed for daily living
- ♥ Facilitating 87 furniture moves, supporting home safety and comfort Conducting 106 shopping trips, helping individuals maintain their independence and connect with their community.

Our dedicated network of volunteers and drivers ensured that nobody was left without the care they needed, even as demand increased. These services have become a true lifeline, especially for those living in rural areas where reliable transport options are limited, and access to healthcare is often more difficult.

Despite the challenges posed by rising fuel costs and a surge in service demand, our team and dedicated volunteers remained resolute in ensuring that no one was left unsupported. Their continued commitment underscores the vital importance of these services in our community.

Looking ahead to next year, our focus remains on further expanding and refining these services. We plan to introduce a new volunteer recruitment campaign, and develop more specialized transport options tailored for individuals with complex health needs including our **investment in two new Wheelchair Accessible Vehicles**.

Additionally, we are actively exploring new funding opportunities to sustain and grow these essential services amid ongoing economic pressures, and plug the gap left by the sad closure of Devon Carers Hospital Services support programme. Our unwavering goal is to ensure that every member of our community receives the care, support, and connection they deserve—today, tomorrow, and beyond.

- ♥ *"The drivers are exceptional. They're friendly and they do a fantastic job. They are always willing to help. They are such a great help to me because I have to keep going back to the hospital for treatment. They're a great bunch of people!"*

- ♥ *“Where can I start? Without the service and the volunteers helping me, I don't know where I'd be.*
- ♥ *“Sometimes it's two to three times a week that I need volunteers to take me to hospital appointments, sometimes they're at the weekend, sometimes I might have to get there at three o'clock in the morning. I couldn't afford to get taxis and plus they're so unreliable. If you miss the appointment, then you'd be stuffed. The volunteers are absolutely fabulous. I always know when somebody picks me up they'll be kind, courteous, reliable, and friendly. I've had so many great conversations with them. **Arthur particularly is a fantastic volunteer. If I could pick someone to be my dad, I would say Arthur!** I personally don't know where I'd be if I didn't have the volunteers helping me. I'd have to spend much more time in hospital as I wouldn't be able to get backwards and forwards to my appointments. It's so much more than just a taxi from A to B, you can tell they genuinely care. It's an invaluable service and if it stopped and the volunteers weren't there to help me, I wouldn't have any choice to move to live closer to the hospital. I can't fault them.”*

**In the year we dealt with 3,300 referrals, 41% of these were for people age over 80.**

## **COMMUNITY SUPPORT**

Our **Community Support services** have continued to grow and adapt, digging even deeper into the fabric of our local communities. These services are driven by our committed staff and strengthened by our outstanding team of volunteers, who work tirelessly to meet the increasingly diverse needs of those we serve.

As the cost-of-living crisis persisted throughout the year, demand for our services surged. In response, our team and volunteers rose to the challenge, facilitating activities that combat loneliness, foster community connection, and support health and wellbeing—all aimed at helping individuals maintain their independence and resilience.

We embarked on a highly anticipated project to refurbish and relaunch our Day Centre, transforming it into a dynamic **Community Hub**. By modernizing this dedicated space, we aim to serve more individuals with an expanded array of community activities that align with our mission of tirelessly promoting and enhancing quality of life through a comprehensive range of health and well-being initiatives.

**The Hub** now serves as a vibrant, accessible venue for community connection and support. We invested in significant refurbishments, introduced new facilities, and launched a variety of engaging programs designed to nurture community spirit, support mental health, and offer practical assistance. The reopening received an overwhelmingly positive response, infusing new energy and vitality into this essential community resource. Through these efforts, we ensure lasting positive outcomes for all we serve.

Over the past year, we provided over 8,000 spaces across a broad spectrum of community activities, including Brunch Clubs, Hobbies and Craft Groups, Seated Exercise Classes, Lunch Clubs, Table Tennis Sessions, IT Drop In sessions, Community Larders and Food Box Deliveries

Our three Community Larders, stocked via a mix of our funded contributions and some generous donations, remains a critical lifeline to many. Our drop-in larders in Exminster and Starcross, along with our food box delivery service, have extended our reach further into rural and underserved areas, ensuring that no community member goes without essentials.

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This year saw our third winter of the **Warmwell** project. This was a dedicated warm space offering free lunches, social activities, and ongoing advice and support around the cost-of-living crisis. Despite limited funding, the initiative alongside our many other community-based activities was a tremendous success, providing comfort and practical assistance to many.

Through these efforts, we have not only addressed immediate needs but also fostered lasting connections and strengthened community resilience. Our focus remains on creating supportive environments where everyone can thrive. Moving forward, we are committed to continuing this vital work, adapting our services to meet emerging needs, and expanding our reach to ensure that every individual in our community feels valued, supported, and connected.

### ♥ Case Study

*S is a 60-year-old man living with cerebral palsy. He was referred to Westbank's services following a recommendation from his GP, who recognised his increasing social isolation and emotional distress.*

*S was feeling very isolated at home, which has impacted his mental wellbeing. He has never found a partner and deeply misses his parents; his mother passed away two years ago. S finds it difficult to make new friends as he's gotten older, and social isolation has become a significant challenge for him.*

*S was introduced to Westbank's social activities and began attending regular programs, including quizzes and community lunches. These activities are designed not only to provide nutritious meals but also to foster social interaction and friendship-building in a welcoming environment.*

*For S, Westbank has become a lifeline—a source of connection and purpose each week. He enjoys the warm meals and the opportunity to talk to others, which has alleviated feelings of loneliness. Attending the group activities has helped him develop friendships and feel part of a supportive community. S describes Westbank as a place where he looks forward to going, with each visit offering companionship and a sense of belonging.*

*S reports that making friends in the groups has been a significant benefit, helping him to feel less isolated and more engaged with life. The social inclusion provided by Westbank has had a positive effect on his mental health, enabling him to find joy and purpose in weekly activities and look forward to each visit.*

*S's story exemplifies how community engagement through tailored activities can significantly improve quality of life for older adults and those with disabilities. By providing social opportunities, Westbank helps combat loneliness, foster friendships, and create a sense of community for individuals like S, improving overall wellbeing and resilience.*

### ♥ Case Study

*S, a caregiver supporting a family of seven and caring for three grandchildren, has been a regular visitor to Westbank's Food Larder for several months. Despite a steady income, she frequently experiences end-of-month financial shortfalls, especially during school holidays when children cannot access free school meals. Supporting a large family during periods of increased expenses presents ongoing challenges for S.*

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*S was introduced to Westbank's Community Cookery Kitchen to improve her skills in preparing budget-friendly, nutritious meals. She has participated in a Food Foundation course in addition to regularly accessing the Food Larder, which acts as a vital safety net for her family.*

*S describes the Food Larder as her "lifeline," emphasizing its critical role in securing meals for her family. The cookery sessions have increased her confidence and creativity in cooking, helping her to make the most of available ingredients. Her engagement with Westbank's services has been proactive; she is eager to further develop her culinary skills and support the sustainability of the service. She has expressed interest in working with our allotment to grow her own produce aiming to increase her family's self-sufficiency.*

*Working closely with S, we are supporting her to establish a consistent supply of food products, prepare meal plans, and explore opportunities for her to grow her own food. These initiatives aim to enable her to better manage costs and foster long-term resilience within her family.*

*S's journey exemplifies the impact of integrated community support services. By combining immediate food assistance with practical skills development and longer-term sustainability initiatives, Westbank enables families to improve their dietary choices, reduce financial stress, and increase independence. Her story highlights the vital role of community-based programmes in fostering resilience and supporting vulnerable families.*

♥ ***"I don't feel that I go to many places now and feel very isolated. Coming to Westbank can sometimes be the only time I talk to people during the week"***

**We welcomed over 6000 attendees to a variety of Community Activities over the year, and over 100 visits to our Community Food Larders**

### COMMUNITY COOKERY SCHOOL

**Westbank's Community Cookery School** is entering its second year, building on the success and momentum of its inaugural year. We continued to expand the range of program offered, all of which are designed to promote healthy eating, cost effective and practical cookery skills, and social connection within the community. Over the past year, the school has continued to offer a wide range of cooking sessions, focusing on nutritious, affordable meals and cooking techniques suitable for all ages and abilities such as our baby Weaning Workshops, Family cooking, Food Foudnations courses and various cook and lunch sessions. We also received funding that enabled us to run Young carers classes, and Home Hero's for a local primary school.

The second year has seen an expansion in class availability and diversity, incorporating new themes such as vegetarian dishes, budget-friendly meal planning, and seasonal cooking. The program has also strengthened partnerships with local suppliers and community groups, ensuring participants have access to fresh ingredients and supporting local businesses.

We were delighted in 2024 to welcome Orlando Murrin, renowned food writer and author as our first Brand Ambassador. Orlando had been incredibly supportive of the Community Cookery School and it's great to have him on board, we are so grateful of the time he generously gives us.

Feedback from attendees has been overwhelmingly positive, highlighting increased confidence in cooking, improved knowledge of nutrition, and a stronger sense of community and well-being. Additionally, the Cookery School has played a vital role in addressing food insecurity and combating social isolation—particularly during challenging times when access to healthy, affordable food is more important than ever.

Looking ahead, Westbank remains committed to refining and expanding the Community Cookery School, aiming to reach even more participants and embed healthy eating as a lasting part of community life. The focus continues to be on creating inclusive, engaging, and accessible opportunities that empower individuals to take control of their health and well-being through food.

As we continue to grow, our priority is to expand programs and address funding challenges to ensure the Cookery School remains a valuable and sustainable resource. As the school flourishes, it represents an exciting new chapter for Westbank, with the overarching aim of improving community well-being and strengthening social bonds. The additional value provided by these courses—through enhanced community engagement, personal empowerment, and support networks—underscores the broader impact we strive to achieve.

♥ *Case Study*

*N, aged 65 and recently retired, found himself needing to learn cooking skills to care for his wife, an excellent cook who is battling cancer. After 44 years of marriage, N had rarely cooked and felt the urgency to prepare nutritious and healthy meals for his wife's well-being. Although proficient with technology, he found online cooking lessons to be isolating and unsatisfactory. N spent three months searching for a hands-on, practical cooking course before discovering Westbank's Food Foundation course.*

*N had a lack of hands-on cooking experience despite a long marriage and needed to learn practical culinary skills to support his wife's health and had difficulty finding suitable in-person cooking classes. N enrolled in Westbank's Food Foundation course, which offers step-by-step practical cooking instruction in a supportive environment. The course lays out recipes clearly and provides access to excellent facilities tailored for hands-on learning.*

*N gradually gained confidence in the kitchen, empowering him to prepare healthy meals with greater ease and competence.*

*The course exceeded N's expectations, enhancing his culinary knowledge and motivating him to explore cooking further. N is now able to contribute more fully to his wife's care, ensuring she receives nutritious, home-cooked meals during her treatment.*

*Participating in the course provided N with valuable social connections, countering the isolation he felt from online learning.*

*N remarked, "The Foundation Cookery Course at Westbank is just what I needed, with practical cookery explained on a step-by-step basis. The recipes are clearly laid out, well explained, and the cookery school facilities are excellent. I am pleased to say the course exceeded all my expectations and provided me with the knowledge, motivation, and confidence to learn more about cooking healthy food."*

*N's journey at Westbank's Community Cookery School underscores the importance of accessible, community-focused culinary education. By providing hands-on skill development and a supportive learning environment, Westbank empowers individuals to improve their quality of life, support their loved ones, and gain confidence in essential life skills.*

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- ♥ *"This honestly has been an amazing course! So friendly and welcoming. Incredibly informative! Will recommend to everyone!!Such a great service and even better that it was free! This should be provided everywhere! I would definitely pay to come back for more session! Thank you – both lades were amazing!"*
- ♥ *"Really helpful, current information and all my questions were answered. Feeling a lot more confident – thank you! So pleased to see this support within the community".*
- ♥ *"Very informative, lovely atmosphere"*

**There were over 350 attendances to the Community Cookery School over the year ranging from 3 months old to 88 years!**

### SOCIAL PRESCRIBING

In 2024/25, Westbank's **Social Prescribing Service** continued to grow and evolve, marking its third year of operation. Referrals have increased again this year, reflecting a rising recognition of the value of social prescribing in supporting holistic health. Our service has expanded further into Emergency Departments at Exeter and Tiverton, enabling us to reach individuals at critical moments when they most need support.

Our dedicated social prescribing team has worked closely with GPs, healthcare providers, and a wide range of local organizations to connect individuals with tailored community resources and activities. Our goal remains to support people across Devon in accessing services that promote wellbeing beyond traditional healthcare, fostering a more proactive approach to health. Whether it's linking someone to local exercise classes, mental health support groups, or hobby and interest clubs, our team collaborates with each individual to identify their unique needs and guide them through the diverse options available in their communities.

Strengthening our partnerships with charities, community groups, and local authorities has been key this year, enabling us to offer more comprehensive signposting and support. These collaborations have broadened our reach and increased the effectiveness of our service, ensuring more people receive the help they need.

The impact of our social prescribing service remains evident through the positive feedback from participants, of which there were over 400 in the year. Our focused efforts to combat loneliness and social isolation have led to meaningful connections, greater community involvement, and improved wellbeing. More individuals are now feeling empowered, confident, and resilient equipped to manage their health proactively. By addressing the social determinants of health, our service helps reduce unnecessary GP visits, hospital admissions, and medication reliance, aligning with our commitment to preventative, holistic care.

Looking ahead, we are dedicated to further adapting and expanding our social prescribing services to meet the changing needs of our community. We will explore new opportunities to ensure our support remains accessible to everyone, regardless of location or mobility. Our focus will remain on delivering personalized, compassionate support that tackles health inequalities at their root and promotes overall wellbeing. With the unwavering commitment of our team and strong community partnerships, we are confident that our social prescribing service will continue to thrive and make a positive, lasting difference in the lives of those we support.

♥ *Case Study*

*John is a man in his early 50's. He was referred to our social prescribing service in Exminster. John had recently moved to the area and was lonely and isolated. He was struggling with his mental health due to anxiety.*

*Our social prescriber listened to John and heard his story. She found out more about him and what he wanted to do to improve his situation. Our social prescriber made some referrals for John to a local mental health service, Talk Works, where he could access talking therapy. John also wanted to improve his physical fitness and health, so we helped him to join our Gym service. He was offered an induction, shown how to use the equipment and with support from our gym team he is now making huge improvements in his physical fitness which is improving his mental health at the same time. Our social prescriber also helped John to get support with his diet and other life style changes he wanted to make.*

*A few months later, John is now feeling better mentally and physically. He's got to know more people in the local area and is taking even more steps to improve his own health and wellbeing.*

**Over 400 individuals were supported by our Social Prescribers over the year**

**HEALTH & WELLBEING**

In 2024/25, we continued to strengthen and diversify our extensive portfolio of **Health and Wellbeing services**, reaffirming our commitment to a holistic and inclusive approach. Building on previous successes, we embraced a 'whole family' methodology where appropriate, recognising that health and wellbeing are interconnected within families and communities. Our focus remains on preventative care and early intervention, aiming to support individuals before health issues escalate.

This year, we expanded services such as our **Falls Prevention Program, Health Walks, and Community Exercise Classes**, all designed to help people maintain their independence and reduce the risk of more serious health conditions. Our Mental Wellbeing Support, Nutrition and Dietary Advice, and Social Connection Initiatives have continued to promote physical health, mental resilience, and social engagement—elements proven to be vital for overall health and quality of life.

We also introduced new programs, including tailored support for carers, wellness workshops, and digital health initiatives, ensuring we meet the diverse and evolving needs of our community. Many of these services now work in tandem, creating a comprehensive network that supports residents at every stage of life.

We are proud of these achievements and remain committed to ongoing innovation. Our goal is to continually refine and expand our offerings, ensuring they are accessible, relevant, and effective for all members of our community. With a proactive approach to health promotion and early intervention, we strive to foster healthier, more resilient communities across Devon, now and in the future.

**HEALTHIER DEVON**

The **Healthier Devon Diabetes Prevention Program** concluded in October 2024 after a successful and impactful run. The programme has been supporting adults aged 18-90 years to improve their overall health and fitness. Many are patients who were referred by a GP or clinician because they were at high risk of developing Type 2 Diabetes - a serious, debilitating and often lifelong condition. Around 90% of people diagnosed with Diabetes have Type 2 and many go on to develop complications which are a huge drain on the NHS, currently accounting for around 10% of the total healthcare budget!

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*Healthier Devon* was designed to support participants across Devon in improving their daily behaviours and eating habits with the goal of lowering their risk of developing Diabetes and the health complications it can lead to. The programme was commissioned by Public Health at Devon County Council and partly funded by the Big Lottery Fund Commissioning Better Outcomes scheme with investment from the Bridges Social Impact Bond, which provides support to charities and social enterprises to deliver contracts that aim to produce positive outcomes.

Our 2-year healthy lifestyle intervention programme was offered to more than 2,000 participants across the county. After completing the programme, participants have reported feeling healthier, eating better, experiencing improved mood and feeling better informed about the lifestyle choices they make with measurable impacts, such as a reduction in their HbA1c (the measurement of blood glucose levels indicative of the risk of developing Diabetes). This means we have successfully reduced the number of people developing Type 2 Diabetes across Devon!

For individuals, the results have been life-changing: **74% of participants who engaged on the programme had a positive outcome.** The average weight loss of participants after 2 years on the programme was 3.7kg and their average reduction in waist size was 4.8cm.

Over its duration, this behaviour change intervention program made significant progress in supporting individuals across Devon to prevent Type 2 diabetes through evidence-based lifestyle and behavioral change interventions. It was a cornerstone of our health and wellbeing services, with increased participation and engagement as more residents recognized the importance of proactive management in improving their quality of life.

Throughout the program, we expanded accessibility by incorporating digital resources, including online workshops and virtual consultations, allowing us to reach a wider audience regardless of location or mobility. This flexible approach not only broadened our reach but also enabled participants to engage on their own terms, fitting support into their lives more easily.

While funding for the program ended in Autumn 2024, our commitment to diabetes prevention remains strong. We are dedicated to exploring new opportunities and developing sustainable solutions to continue empowering the Devon community with the tools and support needed to prevent the onset of Type 2 diabetes and lead healthier, more fulfilling lives.

- ♥ Treatment for diabetes accounts for about 10% of the UK's NHS Budget
- ♥ **Evaluation extract: The evaluation provides evidence that the Healthier Devon programme is an effective and cost-effective intervention for individuals with non-diabetic hyperglycaemia. Sheffield University**
- ♥ *"I have recommended this course to all my friends; my son is a GP and said everyone should be informed of this course as it will save the NHS. It's been fantastic."*
- ♥ *"I needed the education, push and support. It's great to have someone looking out for you" and C added, "I am now always looking at food labels, making low or no sugar choices, which I wouldn't have done before."*

**84% of participants reduced their blood sugar levels and 75% are now no longer pre-diabetic**

## **HEALTH WALKS**

In 2024/25, Westbank's Health Walks program continues to be a vital part of our community health and wellbeing initiatives across Devon. During 2024 we proudly marked 20 years of delivering these accessible, guided walks that promote both physical and mental wellness by hosting a number of events which received lots of media coverage and we were even joined by ITV Westcountry who covered our story. Our walks are held in various scenic locations throughout the county, with a strong emphasis on accessibility and inclusivity—particularly in areas of high deprivation—to ensure everyone can participate regardless of their fitness level.

The program has experienced sustained growth, driven by increasing demand for community-based health activities. What started as a modest initiative has expanded significantly, and we now have over 70 dedicated walk leaders—community volunteers who volunteer their time to guide and support participants. These leaders are the heart of the program, helping individuals of all ages and abilities enjoy Devon's beautiful landscapes while improving their health.

Remarkably, the entire program remains entirely community-funded, a testament to the incredible support from our participants, volunteers, and local partners. As we look ahead, we are eager to broaden the reach of Health Walks even further, making these opportunities accessible to more people across Devon and strengthening the positive impact on our local communities' health.

This year, we also planned special celebratory events to mark the milestone of over two decades of service, highlighting the program's success and the vital role it plays in fostering healthier, happier communities across Devon.

♥ *"...besides the obvious benefits of activity and socialising - the Westbank walks have given me purpose and a sense of belonging to a community in a well-structured and safe environment"*

**In 2024/25 we supported over 7,800 attendances across our Devon wide Health walks Programme covering an estimated distance between DEVON and NEW ZEALAND!**

## **GYM AND FITNESS SERVICE**

In 2024/25, **Westbank's Gym** continued to flourish as a central hub for a wide range of services and fitness programs, helping people of all ages and abilities achieve and maintain their health goals. Whether individuals were new to exercise or seasoned gym-goers, our welcoming environment remained a key focus, ensuring everyone feels comfortable and supported.

Our dedicated and inspiring team members have played a vital role in shaping an engaging, inclusive, and non-intimidating gym atmosphere that aligns with our ethos. Thanks to their efforts and the introduction of a variety of new classes, we saw a further increase in gym membership, with more community members actively participating in their health and fitness journeys.

A major milestone was the successful launch of **GymClusive** our dedicated specialist service designed to improve accessibility for disabled individuals and those with limited mobility. This new initiative provides tailored fitness plans, expert mentoring, and access to specialist gym equipment, including brand new, state of the art wheelchair-accessible machines and supports, ensuring that everyone can participate safely and comfortably in their fitness journey.

Our NHS-approved Falls Prevention Service also continued to see increasing popularity. This vital program offers assessments, personalized advice, and exercise, strength, and balance groups for older adults at risk of falling, helping to prevent falls and reduce unnecessary hospital admissions.

Our Rehabilitation Programs are still gaining momentum, working closely with local GPs and healthcare professionals to support patients recovering from medical episodes. By providing tailored activity and advice programs, we aim to help individuals improve their health, wellbeing, and independence.

Looking ahead to the coming year, we have exciting plans to further develop our gym and expand our services. We are committed to introducing more specialist programs for our disabled community and those with limited mobility, ensuring that our facilities and support continue to be truly inclusive. Stay tuned as we continue this journey of growth and innovation to keep helping our community thrive!

### ♥ **Case Study**

*S, a 68-year-old woman, was referred by her GP to Westbank's Fitness team in July 2024 due to joint pain and right-sided S1 radiculopathy—spinal nerve root pain that affected her lower back, glute, and leg, impeding her basic movements. Having undergone both hip replacements and with titanium implants in her thumbs, S's mobility was severely restricted. The Westbank team assessed her condition and designed a structured program focusing on cardiovascular training, full-body strength, and specific exercises targeting her hip and lower back mobility.*

*S was motivated by her challenges with ADLs (activities of daily living) and aspired to regain a decent level of fitness.*

*Reflecting on her experience, S stated, "The exercise referral program was very supportive. Wayne, Natasha, and Steve were professional, encouraging, and helpful throughout the process. It couldn't have been better. Returning to exercise after two hip replacements was extremely beneficial. Before the sessions, I struggled with walking any distance, stair climbing, and couldn't run at all. This program was a very positive experience, allowing me to return to exercising, an important part of my life. I plan to return to Westbank gym as a volunteer to help others in this supportive and enabling environment. The program also improved my general wellbeing and lifted my mood from depression. Climbing stairs used to be a struggle, but now I am strong and confident. I am also running for 30 minutes outdoors, something I never thought possible before."*

*S's progress has been remarkable with significant improvements in strength, mobility, and pain reduction in her hip and leg as evidenced by her regular assessments. Her cardiovascular fitness has impressively increased, moving from walking 480 meters in six minutes to running 1,550 meters in twelve minutes, pain-free. Alongside these achievements, her daily activities around the house have become easier, and she feels her fitness and health have greatly improved (scoring 85 to 95 out of 100), boosting her self-confidence. Inspired to give back, S intends to join Westbank gym as a volunteer, assisting Exercise Referral (ER) Instructors in delivering the ER program to support others on their wellness journey.*

### ♥ **Case Study**

*R suffered a stroke in 2023, affecting his right side and initially relying on a walking stick for mobility during rehabilitation with the Exeter Community Neuro Rehab Team. In addition to stroke recovery, R faced type 2 diabetes, high blood pressure, COPD, and frozen shoulder symptoms. He was referred to Westbank's Fitness team by his physiotherapist to focus on enhancing his strength and balance.*

*The Westbank team conducted a thorough assessment and created a personalized program, incorporating cardiovascular training, strength exercises for both upper and lower body, and targeted activities for balance and shoulder mobility. Regular assessments tracked his progress throughout the program.*

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*As R shared, "Initially, my ability to walk and balance was poor, and my physio recommended Westbank's Exercise Referral team in Exminster. Wayne, Natasha, and Steve made me feel welcome and supported my journey. At first, I felt weak, tired, and used a frame. Gradually, I switched to a stick and then no aid as the aches faded, my blood pressure stabilized, and my shoulder gained mobility. The exercises were incredibly beneficial, boosting my confidence to manage daily activities. Now, I can walk without my stick whenever needed, no longer fearing a fall."*

*R has made remarkable strides, demonstrating significant gains in strength, mobility, and balance. He progressed from walking 190 meters in six minutes with a stick to 295 meters unaided, underscoring improvements in cardiovascular fitness, coordination, and leg strength. He now feels more capable and confident in managing at home, perceiving a considerable enhancement in his fitness and health.*

*Motivated by this transformation, R continues to participate in assisted sessions at Westbank Gym and has taken out an annual gym membership, recognizing the profound impact that personalized exercise has made on his daily life.*

♥ *"Great team – supported me all the way to my goal to put back on muscle strength and weight following prostate cancer treatment. I am now the strongest I have been for 3 years."*

**There were over 10,000 attendances to our gym over the year, and over 5,000 attendances to our exercise classes.**

## SERVICES

Our Exminster location, known as the **Healthy Living Centre**, remains a vital hub that underpins much of our charitable activity, offering a versatile space for a wide range of community services and programs.

This year, we continued to address essential property maintenance, as well as making notable upgrades across our facilities. Key projects include further modernization of our meeting spaces, creating a new Board Room, health suite and wellness consulting room. This is in addition to the updating of the balcony room and events studio to provide a more welcoming, contemporary environment for community events, meetings, and activities.

These improvements have significantly enhanced the functionality and appeal of our spaces, enriching the overall experience for everyone who uses them. At the same time, many of the services we provide at Exminster—such as daily meals and snacks for Kidzone, the Day Centre, and catered community events like our popular brunch and breakfast clubs—continue to run smoothly and efficiently. Despite the increased demand on our kitchens, we are proud to have maintained our top 5-star food hygiene rating, reflecting our commitment to high standards and food safety.

Looking ahead, we remain dedicated to maintaining and enhancing our facilities to better serve our community's evolving needs, ensuring the Healthy Living Centre continues to be a welcoming, sustainable, and impactful space for years to come.

**BY choosing our Conferencing facilities, Gym, Day Centre, or Kidzone facilities, you're not just enjoying great services—you're helping to fund vital community projects. Every visit or booking supports our charity and the people we serve, while also giving businesses a boost to their Corporate Social Responsibility and individuals the chance to make a real difference.**

## **DAY CENTRE**

Our Day Centre continues to offer a diverse and enriching range of activities and sessions focused on reducing loneliness and promoting community well-being, all within a warm and welcoming environment.

In response to the evolving needs of those we serve, we've successfully integrated many community activities, including the Day Centre itself, into the newly established **Community Hub** at Exminster. This development has created a more cohesive, accessible, and engaging space, helping to embed these activities more deeply into everyday life. It provides attendees with increased choice and access to a variety of health, wellbeing, and life-enriching opportunities.

The existing Day Centre now forms part of an expanded, more integrated Community Hub, which brings all our community services together under one roof. This larger facility enables us to offer an even wider array of activities designed to boost physical and mental health, foster social connections, and combat loneliness. By creating a central, accessible space that seamlessly combines wellness, social, and support services, we aim to deliver a greater positive impact—supporting individuals' well-being while strengthening community resilience across the area.

This integration has already begun to improve the experience for attendees, providing more opportunities for social interaction, health support, and community engagement. While the work is ongoing, the successful blending of the Day Centre into the wider Community Hub has begun to broaden the range of activities available, offering participants even more choice and enriching their quality of life.

Looking ahead to 2025/26, we are committed to further developing this concept, aiming to transform the Community Hub into an even more comprehensive space that unites all our services—including transport—into a cohesive, community-focused environment. Our goal is to deepen community connections, reduce loneliness, and build resilience by creating a vibrant, accessible hub dedicated to enhancing the wellbeing and quality of life for everyone in the local area.

Over 500 Day Centre sessions took place throughout the year.

## **KIDZONE**

**Kidzone**, our dedicated childcare facility, provides pre-school, holiday club, and wrap-around school care for children aged 3 to 11 years, and we are proud of the significant progress made over the past year.

We have built a passionate and dedicated team focused on creating an engaging and supportive space where children can thrive. The lively sounds of children participating in diverse activities—from beach trips and cinema outings to visits from Dogs Trust and local police officers—continue to be a joyful hallmark of Kidzone.

This year saw remarkable growth in attendance - our small, vibrant facility continues to provide a secure environment that benefits children's development and wellbeing, offering both stability and fun.

Looking to the future, we are excited to announce a number of ambitious projects. Towards the end of 2024, we commenced plans to expand our provision by establishing a new nursery for children aged 0 to 2 years, addressing the growing need for early years support within our community. Additionally, we are extending our operating hours to offer care for 51 weeks per year, making our services more accessible and flexible to meet the needs of busy families as well as expanding our ever popular clubs.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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2025 is a special year for us as Kidzone celebrates its 20th birthday—a milestone that reflects two decades of dedicated service and community support. **Over those 20 years we have 1100 children have accessed our services!**

As we move into 2025, these initiatives will enable Kidzone to serve even more families, strengthening our position as a vital community resource and helping more children build positive foundations for lifelong learning and wellbeing. We are also excited to add a nursery to the facility are looking forward to welcoming babies to Kidzone.

### Provided over 6,000 sessions across our Kidzone services

## CONFERCING AND HOSPITALITY

This year, we continued to invest heavily in our Conference Services, implementing upgrades to our IT systems and refurbishing our hireable spaces to create a more modern and welcoming environment. Our Balcony Room, with its stunning views of the River Exe, and our flexible Events Studio remain core to our health and wellbeing programs, providing inspiring settings for a range of activities.

Beyond our charitable work, we have experienced a strong increase in bookings for training, conference, and community events. Our second *We Are Westbank* event, held in both rooms in May 24, was a great success, attracting more attendees, as was our first Westbank Wellbeing Day where we utilized all the rooms to offer a host of activities aimed at supporting our teams physical and mental health. Similarly, we held our first Carers Conference in June— a huge success that raises our profile further.

The growth in external hires has been remarkable, with both existing clients increasing their bookings and new customers discovering our venues. Our reputation for delivering high-quality, affordable conference and event facilities continues to strengthen, supporting our community's and organization's wider goals.

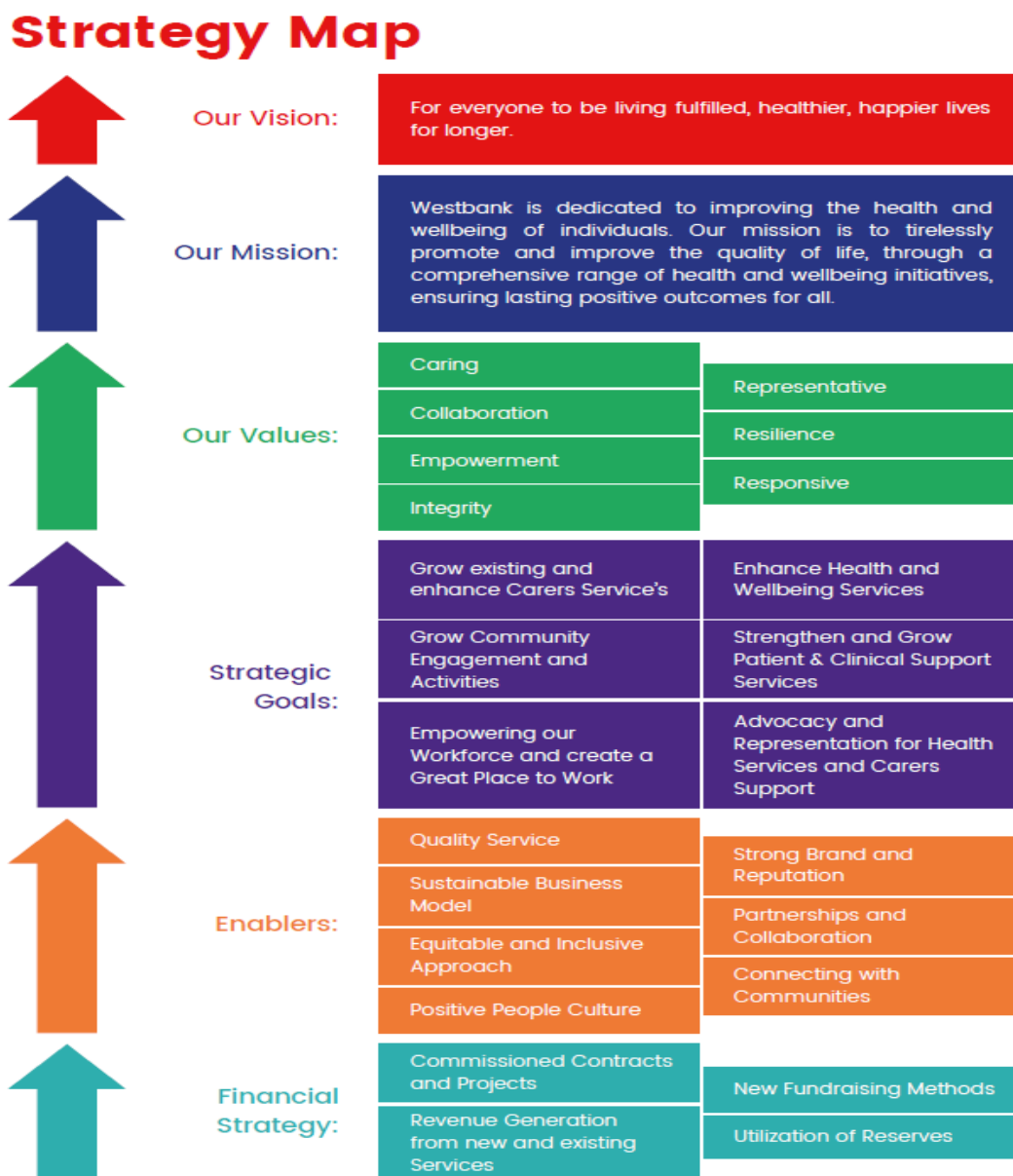
Looking ahead, we plan to optimize the utilization of our meeting, activity, and treatment spaces. Our aim is to further develop these facilities as part of a holistic approach to supporting individual wellbeing, ensuring that our venues continue to be a vital resource for the community and beyond.

- ♥ *“We recently used the Westbank Hospitality services to hire a room for a staff education day. The team were very accommodating, nothing was too much trouble, and they helped us make the day run as smoothly as possible. The IT system (newly upgraded) was of very good quality and easy to use, a great improvement. We had positive feedback from the attendees regarding the suitability of the venue, a 'light room' with 'lovely views'. Thank you for helping us run a successful event”*
  
- ♥ *“Just delivered two days training. Great venue - super helpful staff who went above and beyond. Presentation tech was really good. Highly recommend - thank you”*

**THE NEXT FIVE YEARS**  
**2025–2030 Strategic Plan**

As we approach our 40th year, Westbank is committed to a bold vision: to enable every individual to enjoy a fulfilled, healthier, and happier life for longer. Building on four decades of community-driven service, our five-year plan sets a clear path to expand impact, strengthen partnerships, and adapt to emerging challenges such as demographic shifts and economic pressures. Our refreshed Mission is to tirelessly promote and improve the quality of life, through a comprehensive range of health and wellbeing initiatives, ensuring lasting positive outcomes for all.

We are pleased to present a summary of Westbank’s new 5-year strategic plan, outlining our vision and goals for the period 2025–2030. This plan reflects our commitment to expanding our impact, strengthening community partnerships, and adapting to emerging health and social care needs. For a detailed overview of our goals, priorities, and strategic approach, please refer to the separate document Our Strategy 2025-2030.



## **Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2025

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### **FINANCIAL REVIEW AND RESERVES POLICY**

#### **Overview**

The charity has generated an overall net deficit of £35,656 (2024: surplus of £113,173). This comprises restricted net expenditure of £25,203 (2024: £103,733 net expenditure) and unrestricted net expenditure of £10,453 (2024: £216,906 net income) (from unrestricted and designated funds).

#### **Income and Expenditure**

Total incoming resources decreased from £4,635,818 in 2024 to £4,561,482 in 2025 largely as a result of a loss of a contract. Total resources expended increased from £4,533,594 to £4,597,375.

#### **Balance sheet & Reserves**

The charity's balance sheet remains intrinsically strong. The total reserves held at 31 March 2025 were £2,881,888 of which £1,535,373 comprised unrestricted funds, £805,241 were designated funds, and the balance of £541,274 were restricted funds. The charity held cash of £916,669 at the year end, a decrease of £290,586 from 2024.

There are no restrictions on the charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 10a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

#### **Going Concern**

The balance sheet remains robust while there is also sufficient availability of cash to continue the day-to-day operations.

The trustees have considered a range of forecasts and scenarios, all of which show the charity can manage effectively over the next 12 months. The trustees have reviewed and challenged the most recent management accounts. Therefore, the trustees are satisfied that the charity will continue as a going concern for a period of at least the next 12 months.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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### Reserves Policy

The trustees believe that free reserves are the best measure of the charity's reserves position. The charity defines free reserves as total reserves less restricted reserves and unrestricted reserves held in fixed assets.

£541k of reserves are held in restricted funds, which can only be used for specific projects as defined by the donors. These reserves cannot be used to meet the day to day running of the charity, or the bulk of its expenditure which is unrestricted in nature.

£720k of the charity's unrestricted reserves are tied up in fixed assets, being buildings and vehicles, which are essential to the day-to-day delivery of the charity's activities and mission:

- The Exminster site is home to the Community Cookery School, the Fitness Centre, the Adult Services Hub, the Kidzone facilities, as well as administration space for all community-based services and health walks.
- Vehicles are critical for transporting service users to and from projects that reduce loneliness and isolation, as well as providing hospital discharge and patient transport services.
- The trustees continue to designate the buildings and vehicles in their reserves in order to clearly distinguish them from the free reserves.

Reserves	£'000
All reserves	2,882
Less restricted funds	-541
Less unrestricted fixed assets	-720
Remaining free reserves	1,621

This means £1,261k of the charity's reserves (44%) are either restricted in use, or are in fixed assets that are being actively utilised in delivering the activities of the charity.

The remaining free reserves are equivalent to 4.4 months of unrestricted expenditure which is within the trustees desired range of 3-6 months. This range is the amount the charity needs to meet the significant risks listed below, as well as to continue to support service users through periods of increased need, such as the current cost of living crisis, so cannot be utilised for our charitable projects or capital needs.

Reserves type	Value of reserves £'000	Annual Unrestricted Expenditure £'000	Months of reserves	Desired Range
Free Reserves	1,621	4,429	4.4	3 to 6 months

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required. The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

#### **Renewal of contracts/loss of significant income**

A key platform of the five year strategy, being led by the CEO, is to achieve a greater diversification of income streams, and phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues, while also making the charity less reliant on any one stream.

#### **Coping with different ways of commissioning**

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how Westbank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

#### **Loss of key personnel**

Loss of key personnel remains a key risk, however the trustees are satisfied that there is sufficient resilience within teams to cope with short term vacancies in positions should they arise for any reason.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2025

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### Statement of Trustees' Responsibilities

The Trustees (who are directors of Westbank Community Health and Care for the purposes of company law) are responsible for preparing the Trustee Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, *the Financial Reporting Standard applicable in the UK and the Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the charitable company and of the income and 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;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standard have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2025

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**Statement as to disclosure to our auditors**

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

The auditors, Albert Goodman LLP, are deemed to be appointed under Section 485 of the Companies Act 2006.

**SMALL COMPANY PROVISIONS**

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

By order of the Trustees.



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S Yeo

Trustee

Westbank Community Health and Care

Date: 6.11.25.....

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2025

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### **Opinion**

We have audited the financial statements of Westbank Community Health and Care (the 'charitable company') for the year ended 31 March 2025, which comprise the Statement of Financial Activities Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2025

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### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities [set out on page 31], the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Westbank Community Health and Care

Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2025

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Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **The extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity Act 2011, anti-bribery, employment, OFSTED, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the charity's legal advisors and insurers.

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members

For the Year Ended 31 March 2025

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There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michelle Ferris BSC (Hons) FCA DChA (Senior Statutory Auditor)  
For and on behalf of Albert Goodman LLP, Statutory Auditor

Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

Date: 06 November 2025

**Westbank Community Health and Care**

Statement of Financial Activities (including an Income &amp; Expenditure account)

For the Year Ended 31 March 2025

				<b>2025</b>			<b>2024</b>
		<b>Unres-</b>	<b>Res-</b>	<b>Total</b>	<b>Unres-</b>	<b>Res-</b>	<b>Total</b>
	<b>Notes</b>	<b>tricted</b>	<b>tricted</b>		<b>tricted</b>	<b>tricted</b>	
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income from:</b>							
Donations and legacies	2	54,717	15,498	70,215	52,063	1,617	53,680
Charitable activities	3	4,303,508	107,940	4,411,448	4,389,942	113,061	4,503,003
Other trading activities	4	23,508	-	23,508	26,766	-	26,766
Investments	5	56,311	-	56,311	52,369	-	52,369
<b>Total income</b>		<b>4,438,044</b>	<b>123,438</b>	<b>4,561,482</b>	<b>4,521,140</b>	<b>114,678</b>	<b>4,635,818</b>
<b>Expenditure on:</b>							
Charitable activities	6	4,429,014	168,361	4,597,375	4,357,773	175,821	4,533,594
<b>Total expenditure</b>		<b>4,429,014</b>	<b>168,361</b>	<b>4,597,375</b>	<b>4,357,773</b>	<b>175,821</b>	<b>4,533,594</b>
Net (loss)/gain on investments	10	237	-	237	10,949	-	10,949
<b>Net income/(expenditure)</b>		<b>9,267</b>	<b>(44,923)</b>	<b>(35,656)</b>	<b>174,316</b>	<b>(61,143)</b>	<b>113,173</b>
Transfer between funds	13	(19,720)	19,720	-	42,590	(42,590)	-
<b>Net movement in funds for the year</b>		<b>(10,453)</b>	<b>(25,203)</b>	<b>(35,656)</b>	<b>216,906</b>	<b>(103,733)</b>	<b>113,173</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		2,351,067	566,477	2,917,544	2,134,161	670,210	2,804,371
<b>Total funds carried forward</b>		<b>2,340,614</b>	<b>541,274</b>	<b>2,881,888</b>	<b>2,351,067</b>	<b>566,477</b>	<b>2,917,544</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**Westbank Community Health and Care – Company Registration Number: 06243811**

Balance Sheet

As at 31 March 2025

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		2025	2024
		£	£
	<b>Notes</b>		
<b>Fixed assets</b>			
Tangible fixed assets	9	1,214,226	1,245,147
Investments - Listed	10	92,636	92,399
		<u>1,306,862</u>	<u>1,337,546</u>
<b>Current assets</b>			
Debtors	11	1,123,207	1,076,176
Cash at bank and in hand		916,669	1,207,255
		<u>2,039,876</u>	<u>2,283,431</u>
<b>Liabilities:</b>			
Creditors: amounts falling due within one year	12	(464,850)	(703,433)
		<u>1,575,026</u>	<u>1,579,998</u>
<b>Net current assets</b>			
		<u>2,881,888</u>	<u>2,917,544</u>
<b>Total assets less current liabilities</b>			
		<u><u>2,881,888</u></u>	<u><u>2,917,544</u></u>
<b>The funds of the charity:</b>			
Unrestricted funds:			
General funds		1,535,375	1,468,951
Designated funds		805,239	882,116
		<u>2,340,614</u>	<u>2,351,067</u>
Total unrestricted funds	13	2,340,614	2,351,067
Restricted funds	13	541,274	566,477
		<u>2,881,888</u>	<u>2,917,544</u>
<b>Total charity funds</b>			
		<u><u>2,881,888</u></u>	<u><u>2,917,544</u></u>

The trustees have prepared and delivered financial statements in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 41 – 58 form part of these accounts.

Approved by the Board for issue on ..... 6/11/25 ..... and signed on their behalf by:

  
.....  
S Yeo  
Trustee

**Westbank Community Health and Care**  
Statement of Cash Flows  
For the Year Ended 31 March 2025

	Notes	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net income / (expenditure) for the year		(35,656)	113,173
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	9	61,149	71,110
Loss on disposal of fixed assets		-	-
Interest receivable	5	(56,311)	(52,369)
Investment revaluations	10	(237)	(10,949)
		<u>(31,055)</u>	<u>120,965</u>
(Increase) / decrease in stock		-	712
(Increase) / decrease in debtors	11	(47,031)	113,759
Increase / (decrease) in creditors	12	(238,583)	(63,503)
		<u>(316,669)</u>	<u>171,933</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(30,228)	(55,071)
Interest received	5	56,311	52,369
Investment disposals	10	-	76,451
		<u>26,083</u>	<u>73,749</u>
Net increase in cash and cash equivalents		<u>(290,586)</u>	<u>245,682</u>
Cash and cash equivalents at the beginning of the reporting period		<u>1,207,255</u>	<u>961,573</u>
Cash and cash equivalents at the end of the reporting period		<u>916,669</u>	<u>1,207,255</u>
<b>Cash &amp; Cash equivalents reconciliation:</b>			
Cash at bank		<u>916,669</u>	<u>1,207,255</u>
Total cash & cash equivalents at the end of the reporting period		<u>916,669</u>	<u>1,207,255</u>

## **1 Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are:

### **1.1 Basis of accounting**

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.

Westbank Community Health and Care 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 note(s) and all amounts are presented in £ sterling.

### **1.2 Legal status of the Charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The company is incorporated in England and Wales and the company registered office is detailed on page 1.

### **1.3 Going Concern**

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

**1.4 Income**

Income from grants and donations is recognised in the year in which they are receivable when there is evidence of entitlement, receipt is probable and the amount can be reliably measured. Where income has not been received for gift aid claims relating to donations received in the year, income is accrued.

Income from government grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Where no conditions are attached to the grant income they are recognised within donations and legacies and where conditions relating to performance of services are attached, grant income is recognised in income from charitable activities within the Statement of Financial Activities.

Income from other trading activities, including rental income, is included in the period in which the charity is entitled to receipt, it is probable that economic benefits will flow to the entity and the amount can be reliably measured.

Goods donated for resale are included as income when they are sold.

**1.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**1.6 Expenditure**

Resources expended are recognised on the accruals basis to match the period in which the expenditure was incurred.

Raising funds is expenditure incurred in generating the trading subsidiary funds and from other trading activities carried out by the charity.

Charitable activity expenditure comprises costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. Governance costs are those costs associated with the governance arrangements of the charity and relate to general running of the charity as opposed to those costs associated with charitable activities.

**1.7 Operating leases**

The charity classifies the lease of properties as operating leases as title remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

**1.8 Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds are from donations and grants in which the donor or funder has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Fixed assets under £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

Freehold property	1% - 2% straight line
Computer equipment	3 years straight line
Motor Vehicles	4 years straight line
Equipment	5 years straight line

**1.10 Fixed asset investments**

Investments are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or purchase date if later). Unrealised gains and losses are calculated as the difference between the market value at the year end and opening market value (or purchase date if later). Realised and unrealised gains are not separated in the Statement of Financial Activities.

**1.11 Debtors**

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due to according to the original terms of the receivables.

Other debtors comprise amounts due from funders, prepayments and accrued income. Amounts due from funders are recognised when the Charity is entitled to the money, prepayments arise from the payments for services prior to benefit from those services, and accrued income is amounts due for services provided, recognised at the point of provision of the services.

**1.12 Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.13 Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.14 Defined contribution pension**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the Company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Contributions to defined contribution plans are recognised as staff pension expense through the profit and loss when they are due.

**1.15 Taxation**

As a registered charity, the company is not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax (VAT) is partially recoverable by the company. Any irrecoverable VAT is added to the relevant cost and charged as an expense in the Statement of Financial Activities.

**1.16 Financial Instruments**

The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios measured at fair value through the income and expenditure account.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**2 Donations and legacies**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2025 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2024 Total £</b>
Donations	54,717	15,498	70,215	52,063	1,617	53,680
	54,717	15,498	70,215	52,063	1,617	53,680

**3 Income from charitable activities**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2025 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2024 Total £</b>
Hospital Discharge	877,103	-	877,103	843,716	-	843,716
Devon Carers Centre	2,602,931	-	2,602,931	2,558,605	-	2,558,605
Neighbourhood Friends	-	101,759	101,759	-	101,932	101,932
Voluntary Representation on Health	-	-	-	135,254	-	135,254
Diabetes Westbank	-	-	-	-	-	-
Westbank Community Support	2,388	-	2,388	11,150	-	11,150
Devon Diabetes SIB Dev Fund	25,101	-	25,101	93,526	-	93,526
Young Carers	238,705	-	238,705	236,310	-	236,310
Coffee on the Corner	20,147	-	20,147	20,700	-	20,700
Westbank Adult Services	25,031	-	25,031	40,159	-	40,159
Kidzone	167,998	-	167,998	134,222	-	134,222
Fitness Suite Income	79,025	-	79,025	59,906	-	59,906
Hospitality	72,526	-	72,526	64,117	-	64,117
Food Services / Kitchen	879	-	879	5,224	-	5,224
Volunteering	67,939	-	67,939	67,158	-	67,158
The Community Cookery School at Westbank	-	6,181	6,181	3,514	10,116	13,630
DCC sitting service pilot	74,023	-	74,023	79,293	-	79,293
Community link workers	32,936	-	32,936	8,802	-	8,802
Pathfinder Community Building	-	-	-	7,986	-	7,986
Other	16,776	-	16,776	20,300	1,013	21,313
	4,303,508	107,940	4,411,448	4,389,942	113,061	4,503,003

**4 Other trading activities**

	Unres- tricted funds £	Res- tricted funds £	2025 Total £	Unres- tricted funds £	Res- tricted funds £	2024 Total £
Fundraising and functions	23,508	-	23,508	26,766	-	26,766
	23,508	-	23,508	26,766	-	26,766

**5 Investment income**

	Unres- tricted funds £	Res- tricted funds £	2025 Total £	Unres- tricted funds £	Res- tricted funds £	2024 Total £
Bank interest	56,311	-	56,311	52,369	-	52,369

## 6 Expenditure

### Split by fund:

	Unres- tricted £	Res- tricted £	2025 Total £	Unres- tricted £	Res- tricted £	2024 Total £
<b>Charitable activities</b>						
Purchases	21,736	2,047	23,783	19,163	798	19,961
Premises	198,997	9,273	208,270	233,079	12,316	245,395
Fund activities	327,878	16,915	344,793	501,011	19,226	520,237
Depreciation	33,323	27,826	61,149	43,284	27,826	71,110
General administration	267,705	14,638	282,343	321,852	22,959	344,811
Wages and salaries	3,478,671	76,686	3,555,357	3,102,766	75,962	3,178,728
Other staff costs	73,010	20,976	93,986	88,081	16,734	104,815
Legal and professional	9,040	-	9,040	26,464	-	26,464
Interest	3,229	-	3,229	3,563	-	3,563
<i>Governance costs</i>						
Audit & accountancy	15,425	-	15,425	18,510	-	18,510
	4,429,014	168,361	4,597,375	4,357,773	175,821	4,533,594

### Split by cost:

	Patient and clinical support £	Health and Wellbeing £	Support for unpaid carers £	Community Activities £	Central Support £	2025 Total £
<b>Charitable activities</b>						
Purchases	32	2,047	55	13,535	8,114	23,783
Premises	11,034	28,438	26,360	60,979	81,459	208,270
Fund activities	5,220	17,226	336,636	13,980	(28,269)	344,793
Depreciation	-	1,684	5,774	10,464	43,227	61,149
General administration	29,451	9,146	679,430	100,557	(536,241)	282,343
Wages and salaries	171,136	79,754	2,343,368	305,071	656,028	3,555,357
Other staff costs	27,491	2,278	45,841	1,666	16,710	93,986
Legal and professional	-	-	83	-	8,957	9,040
Interest	2	320	-	204	2,703	3,229
<i>Governance costs</i>						
Audit & accountancy	-	-	-	-	15,425	15,425
	244,366	140,893	3,437,547	506,456	268,113	4,597,375

**Westbank Community Health and Care**Notes to the Financial Statements  
For the Year Ended 31 March 2025**Split by cost (prior year):**

	<b>Patient and clinical support</b>	<b>Health and Wellbeing</b>	<b>Support for unpaid carers</b>	<b>Community Activities</b>	<b>Central Support</b>	<b>2024 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Charitable activities</b>						
Purchases	28	854	640	12,135	6,304	19,961
Premises	347	31,833	30,870	45,890	136,455	245,395
Fund activities	11,819	7,090	376,344	142,368	(17,384)	520,237
Depreciation	-	-	6,740	10,561	53,809	71,110
General administration	14,351	2,262	680,076	158,059	(509,937)	344,811
Wages and salaries	155,047	76,918	2,077,852	279,109	589,802	3,178,728
Other staff costs	21,199	2,040	55,298	4,234	22,044	104,815
Legal and professional	-	-	4,210	-	22,254	26,464
Interest	-	46	-	264	3,253	3,563
<i>Governance costs</i>						
Audit & accountancy	-	-	-	-	18,510	18,510
	<b>202,791</b>	<b>121,043</b>	<b>3,232,030</b>	<b>652,620</b>	<b>325,110</b>	<b>4,533,594</b>

**6 Expenditure (continued)**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Depreciation of owned assets	61,149	71,110
Operating lease expenses	34,102	26,757
Auditors' remuneration for:		
Current auditors		
- Audit services	13,300	15,240
- Other services	2,125	3,270
	<u>61,149</u>	<u>71,110</u>

**7 Trustee directors**

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024: £nil).

No charity trustee was reimbursed for travel expenses during the year (2024: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

## 8 Employees

### Number of employees

The average monthly head count was 149 staff (2024: 144 staff) during the year.

<b>Employment costs</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	3,087,149	2,786,597
Social security costs	242,532	213,373
Pension costs	81,676	73,686
Redundancy	28,205	401
Freelance staff and other staff costs	115,796	104,671
	<u>3,555,357</u>	<u>3,178,728</u>

The number of employees whose annual emoluments were £60,000 (excluding employer pension costs) or more were:

	<b>2025</b>	<b>2024</b>
	<b>number</b>	<b>number</b>
£60,000 - £70,000	-	1
£70,000 - £80,000	1	-
£80,000 - £90,000	-	-
£90,000 - £100,000	-	1
£100,000 - £110,000	1	-
	<u>1</u>	<u>1</u>

During the period, total costs of £28,205 were paid in relation to redundancy costs to 16 individuals (2024: one individual totalling £401). The amounts are full and final with no outstanding amounts due at the balance sheet date (2024: no amounts outstanding).

These employees are members of the defined contribution pension scheme, into which contributions of £4,630 (2024: £4,363) were made.

The key management personnel of the charity comprise of the Chief Executive Officer and Senior Leadership Team. The total employee benefits (includes gross pay, employer pension and employer national insurance) of the key management personnel of the Charity were £408,572 (2024: £396,686).

### Pension costs

The company operates a defined contribution pension schemes. The charge to the Statement of Financial Activities for the year is shown above.

Contributions totalling £14,716 (2024 - £14,446) were payable to the schemes at the end of the year and are included in creditors.

**9 Tangible fixed assets**

	Freehold property £	Equipment £	Computers £	Motor Vehicles £	Total £
<b>Cost</b>					
At 1 April 2024	1,764,669	446,707	89,547	63,722	2,364,645
Additions	-	27,682	2,546	-	30,228
At 31 March 2025	1,764,669	474,389	92,093	63,722	2,394,873
<b>Depreciation</b>					
At 1 April 2024	591,366	376,650	87,760	63,722	1,119,498
Charge for the year	28,474	29,267	3,408	-	61,149
At 31 March 2025	619,840	405,917	91,168	63,722	1,180,647
<b>Net book value</b>					
At 31 March 2025	1,144,829	68,472	925	-	1,214,226
At 31 March 2024	1,173,303	70,057	1,787	-	1,245,147

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income at the time of receipt.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2025, the total cost of the Healthy Living Centre, excluding equipment, was £685,275 (2024: £685,275). This was funded by a National Lottery grant included in restricted fund income at the time of receipt.

Some of the equipment in both Community Care and Healthy Living Centres have been funded by grants, which were included within restricted fund income at the time of receipt.

All fixed assets are used for charitable purposes.

**10 Investments – UK Listed**

	<b>Total 2025 £</b>	<b>Total 2024 £</b>
Market value at 1 April 2024	92,399	157,901
Additions	-	-
Disposals	-	(76,451)
Unrealised gain / (loss) arising in year	237	10,949
	<u>92,636</u>	<u>92,399</u>

Historical cost as at 31 March 2025 was £80,000 (2024: £80,000).

**11 Current assets - Debtors**

	<b>2025 £</b>	<b>2024 £</b>
Trade debtors	1,052,350	990,833
Prepayments and accrued income	68,816	80,218
Other debtors	2,041	5,125
	<u>1,123,207</u>	<u>1,076,176</u>

**12 Creditors: Amounts falling due within one year**

	<b>2025 £</b>	<b>2024 £</b>
Trade creditors	112,125	205,482
Accruals and deferred income	131,664	239,607
Taxation and social security	196,860	216,465
Other creditors	24,201	41,879
	<u>464,850</u>	<u>703,433</u>

**Deferred Income**

	<b>2025 £</b>	<b>2024 £</b>
Deferred income at 1 April 2024	104,419	119,382
Released from previous years	(104,419)	(119,382)
Resources deferred in the year	66,658	104,419
	<u>66,658</u>	<u>104,419</u>

**13 Summary of movement in funds**

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
<b>Unrestricted funds</b>					
General fund	1,468,951	4,421,422	(4,175,789)	(179,209)	1,535,375
	1,468,951	4,421,422	(4,175,789)	(179,209)	1,535,375
<b>Designated funds</b>					
Covid 19 Contingency	-	-	-	-	-
Business development fund	94,782	-	(56,683)	-	38,099
Community Support and Outreach	93,700	16,622	(163,219)	100,000	47,103
Designated Community Assets	693,634	-	(33,323)	59,726	720,037
<b>Total designated funds</b>	882,116	16,622	(253,225)	159,726	805,239
<b>Total unrestricted</b>	2,351,067	4,438,044	(4,429,014)	(19,483)	2,340,614
<b>Restricted funds</b>					
Westbank Building Capital	86,151	-	(3,588)	-	82,563
Healthy Living Centre Capital	411,243	-	(13,706)	-	397,537
SEIF Capital Grant	24,620	-	(10,531)	-	14,089
Neighbourhood Friends	-	102,330	(116,680)	14,350	-
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	8,552	-	(8,552)	-	-
The Community Cookery School at Westbank	(1,174)	11,108	(15,304)	5,370	-
Belsize Charitable Trust No 1	-	5,000	-	-	5,000
Westaway	-	5,000	-	-	5,000
<b>Total restricted</b>	566,477	123,438	(168,361)	19,720	541,274
<b>Total funds</b>	<b>2,917,544</b>	<b>4,561,482</b>	<b>(4,597,375)</b>	<b>237</b>	<b>2,881,888</b>

**Summary of movement in funds (2024)**

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
<b>Unrestricted funds</b>					
General fund	1,870,611	4,501,668	(4,123,233)	(780,095)	1,468,951
	1,870,611	4,501,668	(4,123,233)	(780,095)	1,468,951
<b>Designated funds</b>					
Covid 19 Contingency	50,000	-	-	(50,000)	-
Business development fund	165,510	-	(120,728)	50,000	94,782
Community Support and Outreach	48,040	19,472	(113,812)	140,000	93,700
Designated Community Assets	-	-	-	693,634	693,634
<b>Total designated funds</b>	263,550	19,472	(234,540)	833,634	882,116
<b>Total unrestricted</b>	2,134,161	4,521,140	(4,357,773)	53,539	2,351,067
<b>Restricted funds</b>					
Westbank Building Capital	89,740	-	(3,589)	-	86,151
Healthy Living Centre Capital	424,949	-	(13,706)	-	411,243
SEIF Capital Grant	35,151	-	(10,531)	-	24,620
Neighbourhood Friends	(5,335)	101,932	(112,138)	15,541	-
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	17,688	-	(9,136)	-	8,552
Chatty Bus	2,179	2,000	(4,179)	-	-
Chatty Trains	2,343	(2,009)	(334)	-	-
The Community Cookery School at Westbank	66,410	12,755	(22,208)	(58,131)	(1,174)
<b>Total restricted</b>	670,210	114,678	(175,821)	(42,590)	566,477
<b>Total funds</b>	<b>2,804,371</b>	<b>4,635,818</b>	<b>(4,533,594)</b>	<b>10,949</b>	<b>2,917,544</b>

The breakdown of funds is as per the funds statement.

**Purpose of material funds:**

- General Funds – General funds are those held for the day to day running of the Charity.
- Designated Funds – Covid 19 Contingency. This fund was held to continue to support vulnerable service users over the coming year, or in the case of a resurgence in Covid-19. During the year this fund was closed.
- Designated Funds – Business development fund. This includes funding for two posts aimed at developing the organisation over the coming years, as well as essential maintenance and renewals of the designated community assets.
- Designated Funds – Community Support and Outreach. This will be used to fund projects aimed at supporting the local community. This includes projects aimed at improving physical and mental health and wellbeing, as well as reducing loneliness and isolation.
- Designated Funds – Designated Community Assets. This represents the value of buildings used to deliver services at Westbank Community Centre.
- Westbank Building Capital – provision of the Community Care Centre Exeter
- Healthy Living Centre Capital – provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'
- SEIF Capital Grant – grant made by the Social Enterprise Investment Fund for the purpose of contributing towards the purchase of a new building (extension project) at Westbank Health and Care Centre.
- Neighbourhood Friends - a project to reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.
- Exeter Living Well at Home – funding for a project aimed at piloting greater links between the voluntary and community sector and social care.
- WEB Area – fundings received to support community building in the WEB area of Devon, with a particular focus of Littleham.
- The Community Cooking School at Westbank - Providing free cooking lessons for members of our community, aimed at reducing the impact of the cost-of-living crisis, loneliness and isolation.
- Belsize Charitable Trust No 1– This is a grant received to provide memberships in the community gym for a number of wheelchair users.
- Westaway – This is a legacy received that is to be used to the purchase of new gym equipment, or for ongoing repairs of existing gym equipment.

**14 Analysis of assets between funds**

	<b>Tangible fixed assets £</b>	<b>Invest- ments £</b>	<b>Cash at bank and in hand £</b>	<b>Other net current assets/ (liabilities) £</b>	<b>Non - current assets £</b>	<b>Total £</b>
Unrestricted funds	-	92,636	784,382	658,357	-	1,535,375
Designated funds	720,037	-	85,202	-	-	805,239
Restricted funds	494,189	-	47,085	-	-	541,274
<b>At 31 March 2025</b>	<b>1,214,226</b>	<b>92,636</b>	<b>916,669</b>	<b>658,357</b>	<b>-</b>	<b>2,881,888</b>

**Analysis of assets between funds – 2024**

	<b>Tangible fixed assets £</b>	<b>Invest- ments £</b>	<b>Cash at bank and in hand £</b>	<b>Other net current assets/ (liabilities) £</b>	<b>Non - current assets £</b>	<b>Total £</b>
Unrestricted funds	29,499	92,399	974,310	372,743	-	1,468,951
Designated funds	693,634	-	188,482	-	-	882,116
Restricted funds	522,014	-	44,463	-	-	566,477
<b>At 31 March 2024</b>	<b>1,245,147</b>	<b>92,399</b>	<b>1,207,255</b>	<b>372,743</b>	<b>-</b>	<b>2,917,544</b>

**15 Obligations under leases**

Operating leases-

The total future minimum rentals payable under non-cancellable operating leases funded by unrestricted funds are as follows:

	<b>2025</b>	<b>2024</b>
	£	£
<b>Land and Buildings</b>		
Expiry date:		
Within one year	11,805	10,744
Within two and five years	10,339	14,420
<b>Other</b>		
Expiry date:		
Within one year	4,184	4,184
Within two and five years	10,461	14,646
	<u>36,789</u>	<u>43,994</u>

**16 Capital commitments**

At the 31 March 2025, the charity had no capital commitments (2024: none).

**17 Related party transactions**

The Chief Executive, the Finance Director and the Head of Carers are trustees of the charity Seachange Devon (charity number 1196379). During the year, Westbank Community Health and Care performed work to the value of £1,700 for Seachange which has been included in full the accounts to the year ended 31 March 2025 (2024: performed work to the value of £4,410). At the year end, £3,000 was owed from Seachange Devon (2024: £4,669 owed from Seachange Devon).

## 18 Financial instruments

### Categorisation of financial instruments

	2025 £	2024 £
Financial assets measured at fair value through income and expenditure account	92,636	92,399
Financial assets that are debt instruments measured at amortised cost	1,985,824	2,236,795
	<u>2,078,460</u>	<u>2,329,194</u>
Financial liabilities measured at amortised cost	<u>201,332</u>	<u>340,078</u>

### Item of income, expenditure, gain or losses

	Income £	Expense £	Net gains £	Net losses £
<b>2025</b>				
Financial assets measured at fair value through income and expenditure account	-	-	237	-
Financial assets that are debt instruments measured at amortised cost	56,311	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>56,311</u>	<u>-</u>	<u>237</u>	<u>-</u>
<b>2024</b>				
Financial assets measured at fair value through income and expenditure account	-	-	10,949	-
Financial assets that are debt instruments measured at amortised cost	52,369	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>52,369</u>	<u>-</u>	<u>10,949</u>	<u>-</u>

**WESTBANK COMMUNITY HEALTH AND CARE**

England & Wales - Charity number 1119541

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# Accounts

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# ANNUAL REVIEW 2023 - 2024



**Dedicated to improving the health and wellbeing of individuals.**

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# Welcome

## Chairmans Report 2023/24

This has been another incredibly busy year with so many highlights many of which you will read about in this annual review.

I want to start this time by thanking everyone involved in the organisation, whether as a paid member of staff or a volunteer, including trustees, you are all incredible and make Westbank the organisation it is. Time and time again you go above and beyond to deliver your bit of the service and it was lovely to see so many of the staff recognised at the **We are Westbank** event. A brilliant opportunity to acknowledge so many years of service. The fact that many had been with the organisation for so long is a testament to both the organisation and the individuals and the sense of family which we enjoy.



It was the second year of the We are Westbank event and it presents such a **unique opportunity** to see all the areas of work in which the organisation is involved. I know many of you value the opportunity to meet up with your colleagues and to learn about them and their work and the value of the work to the community. To hear so many inspiring stories was truly heartwarming and to see staff engaging with each other and talking about their work with such **passion and enthusiasm** was just one example of why Westbank is so special.

The event was the culmination of the **mission, vision and values** work. This was an opportunity for Westbank to refocus and set out clearly what it aims to offer and achieve in the community it serves. It was lovely to see the way everyone involved contributed to ensure the result was something which could truly be owned by everyone in the organisation.

The **Community Cookery School** has moved from vision to reality and it is wonderful to see how this and the gym take their place in supporting the health and wellbeing strands of our work. There are so many clear and tangible benefits for both of them and the **support** we are receiving from some very high profile sources demonstrates the value of both these initiatives.

We know there will be many challenges ahead but we are in **good heart**, with **excellent people** and a **clear sense of purpose**. Whatever the next 12 months holds I am sure Westbank will be able to face it with a sense of resilience and purpose and continue to provide high quality services focussed on the needs of the community it serves.

**Sally Yeo, Chairman**

## Board Members and Senior Management Team

### Board Members:

**Sally Yeo, Chair**

Appointed Chair April 2022

**Jim Masters, Senior Independent Trustee**

Appointed April 2022

**Keith Richards**

Appointed Jan 2019

**Elizabeth Anderson**

Appointed Jan 2019

**Stephen Chown**

Appointed September 2023

**Marc Astley**

Appointed February 2024

**Ian Whyte**

Resigned April 2023

### Senior Management Team:

**Sarah Hicks**

Chief Executive Officer

**Stephen Thomas**

Finance Director

**Andy Hood**

Head of Carers

**Amanda Kohn**

Head of Volunteering, Health & Wellbeing

**Andra Patriche**

Head of HR

**Katie Elliot**

Head of Fundraising & Comms

**Chris Bloye**

Head of Operations & Business Services

### With special thanks to:

**Jaine Keable**

Outcome & Compliance Lead

Who embarked on her well-earned retirement in the year.

## Our Impact in 2023



**7500**

places offered at sessions across a variety of Community Support Groups



**37,000**

people supported across Devon



**2000**

referrals supported by our Transport Services Team

## CEO's Introduction 2023/24



As I reflect on the past year, I am filled with immense pride and gratitude for what we have accomplished together at Westbank. 2023/24 has been a year of growth, resilience, and unwavering commitment to our mission of **improving the health and wellbeing of communities across Devon**. It is an honour to lead this incredible charity through this, it's 38th year, a year that has seen both significant challenges and remarkable achievements, a year where we celebrated **25 years of delivering a Carers service, 20 years of Health Walks and 10 years of our Neighbourhood Friends service**.

In this financial year, we have built on the **transformation** and strong foundations laid in previous years, continuing to innovate and expand our services to meet the evolving needs of those we serve. From the successful launch of new initiatives like our **Community Cookery School**, the continuing improvement and reach of our **Carers Services** to the ongoing impact of our many community projects like **Warmwell**, Westbank has remained steadfast in its dedication to making a real difference in people's lives.

Our successes are a direct result of the dedication and hard work of our amazing team — our **staff and volunteers**. Their passion and commitment have been the driving force behind every milestone we've reached. I am particularly proud of how our team has come together, supporting each other and our shared goals with a spirit of collaboration and community that is truly inspiring as we navigate the complexities of the third sector.

We harnessed that sense of commitment and team spirit when we embarked on our project to review our **Vision, Mission, Values, and Behaviours** this year. Recognizing the importance of inclusivity, we invited all staff and volunteers to participate in this review. As you will see later in this report, the outcome was a fantastic strategic profile that truly reflects the collective aspirations and dedication of everyone involved with Westbank.

I am continually moved by the kindness and generosity of our **army of volunteers**, who contribute so much more than just their time to Westbank. I would like to extend my deepest thanks to them, and also to our Board of Trustees, whose guidance and support have been invaluable. Their support has helped us as we steer Westbank towards a future of sustainable growth and continued service excellence.

We are incredibly fortunate to collaborate with commissioners and stakeholders who not only share our ethos but also actively support our mission. We are deeply grateful for their ongoing partnership and commitment.

As we look ahead to 2024/25, and our 40<sup>th</sup> Anniversary in 2026, our vision remains clear: to continue expanding our reach, deepening our impact, and **for everyone to be living fulfilled, healthier, happier lives for longer**. I am confident that with all the incredible people behind Westbank, we will achieve even greater things in the year to come.

Sarah Hicks, CEO

**Our Vision is for everyone to be living fulfilled, healthier, happier lives for longer.**

Devon Carers is our **award-winning service** that is dedicated to providing a vast number of services which support Unpaid Carers - predominantly friends and family members who are caring for Adults - across Devon. This financial year marked a significant milestone for this highly valued service as we began celebrating the **25th anniversary of our carers service**, reflecting on the remarkable journey that has touched the lives of **over 60,000 unpaid carers** across Devon. Over the past quarter of a century, Devon Carers has grown from a small, local initiative into a lifeline for thousands, providing invaluable support to those who selflessly care for others.

Devon Carers was founded in 1998 with a simple yet powerful mission: to support unpaid carers, those unsung heroes who often sacrifice their own needs to care for family members, friends, and neighbours. From the beginning, the service recognized the immense challenges carers face, from physical and emotional strain to financial hardship. **Devon Carers was created to ensure that these individuals would not have to carry their burdens alone.**

In its early years, Devon Carers focused on building a strong foundation, developing services that addressed the most pressing needs of carers. Through outreach, advocacy, and direct support, the service quickly became a trusted resource within the community. Over time, as the demand for support grew, so did Devon Carers. By the mid-2000s, the service had expanded its reach across most of Devon, offering a comprehensive range of services tailored to meet the diverse needs of carers.

Unpaid carers provide care worth an astonishing £162 billion across England and Wales. In Devon alone that equates to approximately £2.39 billion, or in other words more than £450 every minute!<sup>1</sup>

Today, Devon Carers is a vital part of the Devon community, supporting over **30,000 carers annually**. The service offers everything from **practical assistance to financial advice, Peer Support, Carer Skills Workshops, Hospital Services** and the **Time for You Sitting Service** to name but a few. Whether it's helping a carer navigate the complexities of the healthcare system or simply providing a listening ear, Devon Carers has been there, **steadfast and reliable**, for 25 years.

One of the hallmarks of Devon Carers has been its ability to **innovate and adapt** in response to changing circumstances. Over the years, the service has introduced a number of pioneering initiatives, including the **Carer Friendly**

In 25 years of supporting unpaid carers...



we have supported over 60,000 carers!

Between 1998 to 2023.





**Devon** program, which encourages businesses to support carers in the workplace, and the Hospital Services scheme, which now operates in all four acute hospitals in Devon, ensuring that carers receive the help they need during critical times.

As Devon Carers marks this significant milestone, we celebrate not just the past, but the future as well. The past 25 years have shown that when a community comes together to support its most vulnerable members, the impact can be profound. With continued dedication, innovation, and collaboration, Devon Carers is poised to

**continue its legacy of care and compassion** for many more years to come.

This anniversary is also a time to recognize and thank the many individuals who have contributed to the success of Devon Carers. From the staff and volunteers, particularly our amazing **Carer Ambassadors**, who work tirelessly behind the scenes, to the commissioners and stakeholders who provide vital support, and most importantly, to the carers themselves who inspire us every day with their resilience and strength – this milestone belongs to all of you.

**“I now find I am (dare I say) able to cope”**



Devon Carers is more than just a service; it is a community, a lifeline, and a testament to what can be achieved when we come together in the spirit of compassion and care. Looking ahead our focus is firmly set on the future and the evolving needs of unpaid carers. The landscape of care continues to change, with more people finding themselves in caregiving roles due to Devon's aging population and other societal shifts – all this in amidst the

ever-increasing funding challenges we and our commissioners face. **We will continue to build on our strong foundations and make a meaningful difference to the lives of even more unpaid carers across Devon**

“My husband, was diagnosed with memory problems years before the reality had begun to affect my health. In the early days, I could almost pretend there was nothing wrong, but as his illness progressed, I became anxious, overwhelmed and felt alone and unable to cope. I became very ill and tried anti-depressant therapy as the negative monologue kept on going round my head. This helped and rather than finding safety sitting on the sofa, I was soon up painting the shed! But I still felt I needed more support so contacted Devon Carers. Their Carer Support Officer agreed to meet with me at home as I had become so ill. She was such a good person, and we chatted about my caring role, and how a supportive care package for my husband would assist me (with plenty of stimulation for him away from me too!). She recommended training courses and peer support. I have found a good friend through peer support and often attend their walks, support meetings and even a tea dance! I now find I can cope with the day to day challenges such as my husband’s incontinence which can often become a deal-breaker for carers. I also have support from my former colleagues, friends and family, and I have regained my optimistic nature. I do still have times when I am down, but take each day as it comes and look forward to my much-needed respite. Thank you, Devon Carers, for your part in showing we are not alone.”

Data analysed from <https://www.carersuk.org/media/2d51e03c/valuing-carers-report.pdf>

**We have supported over 32,000 Carers this year.**



**We received 5610 referrals to our Hospital Services.**



**Over 3300 assessments and reviews carried out in the year**



## DEVON CARERS DEVON YOUNG CARERS

The 2023-2024 year has been a remarkable one for Our Devon Young Carers service, as we focused on expanding and deepening our support for young carers across the county. Here are some key highlights from the year:

We successfully connected with over **2,700 young carers**, aging from 4 to 18, a 10% increase from the previous year. Through targeted outreach we were able to identify and support more young people who are balancing the challenges of caregiving with their own personal development and education.

This year, we introduced the **Young Carers Wellbeing Hub**, a digital platform offering resources, peer support, and access to professional guidance tailored to the needs of young carers. The Hub has already seen strong engagement, providing a safe space for young carers to connect, share experiences, and find support.

Recognizing the impact of caregiving on education, we expanded our **partnerships** with over **100 schools** across Devon. This included training for teachers on how to identify and support young carers, as well as encouraging them to join the Carers Trust Schools Challenge, introducing homework clubs and tutoring services that cater specifically to the needs of young carers.

We held a series of **workshops** focusing on mental health and resilience, equipping young carers with tools and strategies to manage stress, anxiety, and the emotional challenges that often come with their responsibilities. Feedback from these sessions has been overwhelmingly positive, with many young carers reporting increased confidence and a better ability to cope with their caring roles.

Over 2700 young carers directly supported



528 attendees across 1 festival, 2 residential's and 44 day trips



500 assessments undertaken



Understanding the importance of giving young carers time to relax and enjoy their youth, we organized more activities and fun days out than ever before including the ever-popular **Young Carers Festival**. Through the generous support of local organisations, we were able to take a number of young carers – accompanied by staff members to a weekend in Southampton to attend the **biggest annual gathering of Young Carers in the world**. During their weekend away, one young carer said, “I’ve never come to anything like this before, I’m having the time of my life.” Feedback from family members was just as positive, with parents saying their children had loved the experience.

These events provided much-needed breaks and opportunities for young carers to bond with others in similar situations, fostering a sense of community and belonging.

“ Thank you for taking and organizing our young people – E had such a fantastic weekend and has made connections with others which is brilliant ”

We ramped up our efforts to **raise awareness** of the unique challenges faced by young carers, and even attended Parliament with 2 Young Carers to support the launch of the **Young Carers Covenant** as well as supporting 9 Young Carers to meet Sophie, Duchess of Edinburgh and share their experiences of being a young carer with her.



Through social media campaigns, community events, and collaborations with local media, we worked to ensure that young carers are recognized and supported by society as a whole. And in September our **specialist Young Carer Support Worker for Schools** commenced, making contact with over 100 schools in the first term encouraging them to join the carers Trust Schools Challenge as well as offering support to identify young carers and ensure they are reported in the upcoming annual school census.

These highlights are just a snapshot of the incredible progress made by Devon Young Carers over the past year. We remain committed to continuing this momentum, further enhancing our support systems, and making a lasting positive impact on the lives of young carers across Devon.

# Volunteering and Community Support



The Queen's Award for Voluntary Service

The year has been one of remarkable growth and resilience for **Westbank's Volunteering Service**. Our volunteers have once again demonstrated their unwavering commitment, playing a crucial role in the delivery of our diverse range of

health and wellbeing, and our carers services across Devon.

We welcomed 48 new volunteers to our volunteer army; these dedicated individuals contributed **1000's of hours of service**, a testament to their generosity and the strong community spirit that Westbank fosters.

We successfully expanded the range of volunteer roles, offering more opportunities in areas such as the **Community Cookery School** and **Warmwell**. This diversification allowed volunteers to engage in roles that best matched their skills and passions, leading to enhanced service delivery and volunteer satisfaction.

The impact of our volunteers has been felt far and wide. They played a crucial role in the success of our Warmwell initiative, our Patient Transport and Neighbour Friends Service as well as a host of community based activities, supporting our health and wellness services, and offering companionship to those most in need.

The year was not without its challenges. The ongoing cost-of-living crisis placed additional demands on our services, and our volunteers stepped up admirably. We responded by increasing support and flexibility for our volunteers, ensuring they could continue their vital work without compromising their well-being.

As we move into the next year, we remain committed to growing and supporting our **volunteer network**. Plans are in place to further expand our volunteer roles to meet the evolving needs of our community. We will also

“ Volunteering is such a great way to give time to help others, with the benefit of enjoyment and satisfaction in return. It offers connection with other people, is time well spent and is so rewarding



## Meet the Volunteer

Judi started volunteering as a walk leader with Westbank following her retirement from her role as a specialist in mental health improvement. As a walk leader, coordinator, and walk leader trainer, she is responsible for leading walking groups around Bampton and surrounding footpaths, coordinating other local walk leaders, training new leaders when they come on board and plotting, planning and risk assessing new routes. During her role as walk leader, she ensures that everyone walking keeps safe and enjoys the experience, including encouraging connection and chats amongst the walkers.

*She says, 'Wellbeing is different for everyone but there is strong evidence to support physical activity and social connection helping wellbeing.'*

In Judi's previous paid employment she was an accredited trainer for a range of national courses and programmes for health and wellbeing.



continue to enhance our training programs, ensuring our volunteers have the skills and confidence to make a meaningful difference. This year has been one of achievement and growth for Westbank's Volunteering Service. The dedication of our volunteers remains the cornerstone of our success, and we are deeply grateful for their continued support.

# VOLUNTEERING AND COMMUNITY SUPPORT

## Case Study

Mary applied to volunteer with Westbank in late 2023 following the death of partner whom she had cared for over several years while he was living with dementia. She was finding it difficult coping with her bereavement and the extra time on her hands, so a friend of hers recommended Westbank.

As part of her induction to volunteering, Mary completed a series of online courses – as someone who had never used a computer before this was a huge challenge for her. She says, 'In truth I was really afraid of it, I thought if I pressed the wrong thing, I would break it!'. Mary persevered, despite her fear, and with support from the volunteering team went from having never used a keyboard or mouse before, to completing a whole series of online training! This was a huge achievement for her!

Mary's main goal was to work directly with people. She initially began assisting with the social and lunch group held on Thursdays, where she helped run the quiz and made attendees feel welcome. With a background as a catering manager in a school, she was also eager to contribute to the Community Cookery School. She has since started providing hands-on support to learners in these sessions. One learner says of her, 'Mary is very empathetic & patient especially with young attendees who have little experience of cookery. [She] is enthusiastic & is ready to assist anyone who is unsure what to do. Mary has a vast amount of experience & is good at demonstrating & explaining if attendees are unsure of what to do next. She is a great ambassador of successful volunteering at Westbank'.

She says of her volunteering. 'It's got me out of my village and my usual environment, and I've met people from all different walks of life who I wouldn't have met otherwise. Volunteering really helps both sides. I feel proud to see the difference and progress I've helped people to achieve.'

## VOLUNTEERING AND COMMUNITY SUPPORT

# Neighbourhood Friends & Patient Transport

Our **Neighbourhood Friends**, a 'home from hospital' service commissioned by the RDUH, and our own **Patient Transport Service**, funded via donations, are essential services that have played a vital role in supporting our community's most vulnerable members, ensuring they remain connected, cared for, and supported throughout the year.

This year, our Neighbourhood Friends and Patient Transport Service continued to expand, with referrals for both services **increasing by 10%** to 3276, 63% of which were responded to within an hour. We provided over 1000 transport journeys, a significant increase from the previous year, assisting patients with essential trips to medical appointments, hospital and other critical services as well as:-

- ♥ 83 keys safes installed
- ♥ 207 pieces of equipment collected/delivery
- ♥ 111 furniture moves
- ♥ 162 shopping trips made

Our network of volunteers and drivers ensured that no one was left without the care and support they needed, even in the face of growing demand. These two services continued to be a lifeline for many, particularly those in rural areas without reliable or regular public transport networks.

The service saw a notable **rise in volunteer numbers** - these dedicated individuals contributed many hours of their own time to this service, ensuring that our transport and support services were delivered smoothly and efficiently. Volunteers assisted with everything from grocery shopping to home visits, helping to reduce social isolation and improve the overall well-being of those we serve.

We strengthened our **partnerships** with local health services, GP practices, and hospitals, ensuring seamless coordination for patient transport and care. This collaboration was crucial in managing the increased demand for our services, particularly in rural areas where access to healthcare can be more challenging.

“ What an absolute godsend this service is, my husband J can't get on a bus anymore but he can get into a car. We really don't know what we would do without your service. Well done team! ”

3276 Referrals received



1349 Discharges Supported



63 % of referrals dealt with within 1 hour

# VOLUNTEERING AND COMMUNITY SUPPORT

The year brought significant challenges, particularly with the rising cost of fuel and the increased demand for our services. Despite these obstacles, our team and volunteers remained committed to ensuring no one was left without support.

As we look to 2024/25, we are focused on further expanding our services to meet growing community needs. Plans include the development of a new volunteer recruitment campaign, the expansion of our digital services, and the introduction of more specialized transport options for individuals with complex health needs.

We are also exploring **new funding opportunities** to ensure the sustainability of our services amidst economic challenges, we remain committed to enhancing and expanding these vital services, ensuring that every member of our community receives the care, support, and connection they deserve.

“

I would like to thank you for your professionalism before, during and after the journey home from hospital. I appreciate all your hard work and efforts. The driver was excellent, very friendly and talkative. I very much appreciate everything you have done for myself and continue to do for others.

I hope this donation helps you continue the fantastic work you do 😊

”

**65% of service users lived alone**



**41% of referrals are for people aged 80+**



## VOLUNTEERING AND COMMUNITY SUPPORT

# Community Support

Our Community Support services have continued to evolve and expand, reaching deep into the **heart of our communities**. These services are driven by our **dedicated staff** and bolstered by our incredible **army of volunteers**, who together ensure we meet the ever-growing needs of those we serve.

As the Cost of Living crisis intensified during the winter months, the **demand for our services** surged. In response, our team and volunteers rose to the occasion, facilitating activities that combat loneliness, enrich lives, and enhance health and well-being, all while helping individuals maintain their independence.

Over the past year, we offered an impressive 7,500 places across a diverse range of community activities, including:

- Brunch Clubs
- Hobbies Groups
- Seated Exercise Classes
- Lunch Clubs
- Table Tennis Sessions
- Community Fridges/Larders
- Food Box Deliveries



Our **Community Larder**, supported by a mix of generous donations and paid for contributions from suppliers such as Fareshare, Tesco, and Riverford Organic Farmers, has become a vital resource. Our drop-in larders at Exminster and Starcross, along with our food box delivery service, have extended our reach to even more areas, ensuring that no one in our community goes without.

“ *The Community Larder is a lifeline, and I just couldn't manage without it.* ”



to support it.

This year, our support for the community grew even stronger with the launch of several new initiatives. Our **Warmwell** initiative was launched for the second winter, providing a welcoming, warm space where community members could enjoy a free lunch and receive cost-of-living advice and guidance throughout the winter months. This initiative was met with tremendous success despite there being very little funding



Through these efforts, we have not only addressed immediate needs but also created lasting connections within our community, reinforcing our commitment to improving the quality of life for everyone we serve. As we look ahead, we remain dedicated to continuing this essential work, adapting and growing to meet new challenges that the future may hold.

7,500 places offered



100 visits per month to Food Larders



50 Warm packs distributed.

# VOLUNTEERING AND COMMUNITY SUPPORT

## Community Cookery School



Summer 2023 saw the launch of The Westbank Community Cookery School – a significant milestone in our ongoing efforts to support the local community through **new and innovative** health and wellbeing initiatives.

This amazing facility was born out of an awareness of the need for practical, hands-on education around **healthy eating and cooking** within our local community – the idea took root in the wake of the pandemic when we were delivering food boxes. Then, amidst the ongoing cost of living crisis, it became increasingly clear that many individuals and families were struggling not just with food insecurity, but also lacked the knowledge and skills required to prepare nutritious **meals on a budget**.

Many people expressed a desire to learn how to cook healthier meals, but there were limited resources available to meet this demand, especially in a supportive, community-focused setting and so the idea was born – to turn or unused café area into a Community Cookery School.

We began envisioning a space where people could come together to **learn, share, and grow** their cooking skills. The idea was to create a cookery school that wasn't just about teaching recipes but was also a place where participants could gain confidence in the kitchen, learn about nutrition, and connect with others in the community. Importantly, we wanted this space to be inclusive and welcoming to everyone, regardless of their cooking experience or financial situation.



To bring this vision to life we commenced a fundraising campaign in 2022, and in 12 months had secured funding and support from a variety of sources, including local businesses, food suppliers, and charitable grants and foundations. The enthusiasm from our partners and the community was overwhelming, reaffirming the need for such a facility. We were able to gather the necessary resources to equip the school

with a professional teaching kitchen, and we developed a curriculum that would cater to a wide range of participants, from absolute beginners to those looking to refine their cooking skills.

After months of planning and preparation, the Westbank Community Cookery School officially opened its doors in 2023. The launch event itself was a celebration of community spirit and collaboration, with local chefs, nutritionists, and food enthusiasts coming together to demonstrate what the school would offer. It quickly became a hub for learning, creativity, and

“Volunteering at Westbank has helped me because I can support people in ways you may not have even considered. One of the learners I taught on the recent Food Foundations course - who struggled so much with anxiety they nearly didn't manage to enter the building on the first day – has just got in touch to let me know they have got a job!”



Just 12 months from the start of the fundraising campaign to the doors opening!



197 Attendees to Cookery courses and classes

social interaction, with a **wide range of classes and workshops** filling up almost immediately. Nearly **200 people** attended classes or courses in the first year, and pilots such as the increasingly popular **baby weaning classes** too place.

The school's establishment was not just a response to an immediate need but also a **long-term investment** into our community's health and wellbeing. By empowering people with the skills and knowledge to cook nutritious meals, the Westbank Community Cookery School is helping to build a healthier, more resilient community. Moving forward, we aim to expand our offerings and reach even more people, ensuring that everyone has the opportunity to benefit from this valuable resource.

While the Cookery School was launched swiftly and has already yielded numerous positive outcomes for the service users who have participated in its courses, we remain acutely aware of the funding challenges that lie ahead for sustaining this valuable service and are working hard to secure the financial stability needed to keep this vital service thriving.

The launch of the Community Cookery School marked the beginning of an exciting new chapter for Westbank. As the school continues to grow, we look forward to expanding our programs and reaching even more members of the community. Our goal is to empower individuals with the knowledge and skills to make healthier food choices, thereby improving their overall well-being and strengthening the community as a whole.

"I wanted to get in touch to say a big thank you for all of the effort you are putting into the course and to let you know how much S is enjoying it.

S was newly diagnosed last year as being on the autistic spectrum and despite holding down a FT job and managing really well in so many ways, one area he finds really difficult is accessing and engaging in social opportunities. As a young male adult, he has found it really difficult to find activities that offer both a learning opportunity and an opportunity to socialise.

Your cookery course has been fantastic. It has provided a regular consistent project for him and I have seen his confidence grow. He looks forward to attending each week.

As his parent I felt it was really important to let you know what an amazing job you are doing.

I hope there are more courses like this to follow as I know Sam would love to continue and develop his skills further.

Thanks again"

“Absolutely fantastic! We've really enjoyed our sessions, I felt very supported and have learned loads! Thank you for your effort and time

”

“ Setting is brilliant - parking, light airy room, teas and coffees - very appreciated. Information provided was absolutely brilliant - loads of information and all questions answered. Loved the cooking sessions and feel confident and informed to start weaning with some of the recipes. Couldn't rate it any higher - thanks very much ”

# VOLUNTEERING AND COMMUNITY SUPPORT

## Social Prescribing

In 2023/24 Westbank's Social Prescribing Services entered its second year and saw **referrals almost double** reflecting the growing recognition of the value of social prescribing with our service expanding into Emergency Departments at Exeter and Tiverton.

Our social prescribing team worked closely with GPs, healthcare providers, and local organizations to connect individuals with a wide range of services tailored to their specific needs, supporting individuals across Devon, helping them to access the resources and activities that promote well-being beyond traditional healthcare settings.

The service continues to offer **personalized support plans** that empower individuals to take control of their own health and well-being. Whether it's connecting someone with local exercise classes, mental health support groups, or hobby and interest clubs, our social prescribers work with each individual to identify their unique needs and help them navigate the options available in their community.

Our partnerships with other local charities, community groups, and public sector organizations have been crucial in broadening the scope and effectiveness of our social prescribing services. This year, we strengthened these collaborations, which has enabled us to provide more comprehensive signposting for our clients.

The impact of our social prescribing services is evident in **the positive feedback** we have received from participants. In particular, our focus on addressing loneliness and social isolation has yielded significant benefits, with many participants developing new social connections and feeling more integrated into their communities. Not only does our Social Prescribing Service provide individuals with access to a wide range of support services it also encourages them to be proactive in their health and wellbeing, leading to increased confidence, resilience and self-efficacy. It integrates healthcare with social care, ensuring that all aspects of a person's life – emotional, social, physical and practical are considered. By addressing the root causes of health issues, social prescribing can reduce the need for frequent GP visits, hospital admissions and reliance on medication, easing the public purse on these measures and sitting within our ethos of preventative care measures.

Westbank's Social Prescribing Service has had a positive impact on the lives of many in our community. As we move into the next year, our focus will remain on delivering personalized, compassionate advice that addresses the root causes of health inequalities and supports the well-being of every individual we serve. With the continued dedication of our team and the strength of our partnerships, we are confident that our social prescribing services will continue to thrive and make a meaningful difference in the lives of those in need.

Looking forward, we are committed to continuing to adapt and expand our social prescribing services to meet the evolving needs of our community. We will explore new opportunities ensuring that our support remains accessible to all, regardless of location or mobility.

Handled  
113  
referrals

“ Thank you so much our family are extremely grateful, and grateful to have signposted to Westbank for other support too ”

Expanded  
into 2 Acute  
Hospitals

# VOLUNTEERING AND COMMUNITY SUPPORT

## Case Study

X was in the midst of a challenging divorce that left her in an extremely difficult financial situation. Despite her aspirations of completing a master's degree, the overwhelming stress caused by her circumstances delayed her progress. Signed off from work due to her health, she had to undergo a DWP assessment and now receives some Universal Credit. A major concern for her was the potential loss of the home she shares with her two children, adding to her anxiety. During this time, she was receiving treatment from Talkworks to manage her mental health.

Through Social Prescribing, X's emotional, financial, legal, housing, educational, and family support needs were addressed with a holistic and personalized approach. She was signposted to Talkworks for ongoing mental health support, Fear Free Domestic Abuse for legal advice, Citizen's Advice for financial guidance, and Westbank for essential food parcels and winter warmer blankets.

Thanks to this comprehensive support network, X now reports significant improvements in her mental health and overall wellbeing. She feels more empowered to navigate life's challenges and is working towards a more stable and hopeful future for herself and her children.



## Health & Wellbeing

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In 2023/24, we further expanded and refined our portfolio of **diverse Health and Wellbeing services**, maintaining our commitment to a holistic approach and, where applicable, incorporating a ‘**whole family**’ methodology into our delivery. We have an emphasis on the importance of **preventative care** and **early intervention**. Many of our services, such as our Falls Prevention Service and Health Walks, are designed to help individuals **maintain their independence** and **avoid more serious health issues** later on. Our programs are designed to improve physical health, enhance mental wellness, and foster social connections, recognizing that these elements are vital to overall health.

We are proud of these achievements and remain dedicated to continuously improving and expanding our offerings to meet the evolving needs of our community.

## Healthier Devon

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In 2023/24, our **Healthier Devon Diabetes Program** continued to make significant strides in supporting individuals across Devon in preventing Type 2 diabetes through the delivery of an evidence-based lifestyle behavioral change intervention programme.

This program, which has been a cornerstone of our health and wellbeing services, saw increased participation and engagement as more people recognized the importance of proactive diabetes management in enhancing their overall quality of life.

**Evaluation extract: The evaluation provides evidence that the Healthier Devon programme is an effective and cost-effective intervention for individuals with non-diabetic hyperglycaemia.**

Sheffield University

The program also incorporated more digital resources, including online workshops and virtual consultations, to ensure that support was accessible to all, regardless of their location or mobility. This approach not only allowed us to reach a broader audience but

also provided more flexibility for participants to engage with the program on their own terms.

Looking ahead, we remain committed to growing and adapting the Healthier Devon Diabetes Program to meet the changing needs of our community, ensuring that everyone has the tools and support they need to live

healthier, more fulfilling lives. Whilst Autumn 2024 sees the end of the funding for this programme, we **remain committed to providing a Diabetes Prevention solution** for the Devon Community to continue to enable them to prevent the onset of this condition.

### Case Study

Participant '7767' is male, aged 79. The participant contacted Healthier Devon due to a HbA1c blood test result of 43mmol/mol and therefore being in the pre-diabetic range. The participant's HbA1c reduced from 43mmol/mol to 38mmol/mol, so the participant was no longer in the prediabetic range (a normal HbA1c is less than 42mmol/mol).

The participant's BMI reduced from 25.7 to 23.9. For this participant the ideal BMI range is 18.5-25.

The participant's waist circumference reduced from 94cm to 84cm.

"From the start my blood sugar levels were slightly high, but I was not overweight. However, by changing my diet slightly I have lost 6kg. I have arthritis in my right ankle and was due for surgery, since losing some weight the pain has eased and I have cancelled the operation! If possible, I would like to continue attending the meetings".

“

*Being of a 'certain age' I was offered a 'health check-up' at my GP surgery last year, and it was here that I was diagnosed as 'pre-diabetic', which meant that I was only 5 points away from being a Type 2 Diabetic female.*

*During this course, I have been given a 'Tool Kit' to use in my everyday life, thus in turn giving me positive mental health, this is such an encouraging 'gentle' way of having a good look at **what I was doing to myself** and **what I can do for myself**, without the regimentation of a '25-day crash course diet'.*”

“

*" I am feeling so much better in my general health so will certainly keep going until I reach my target. People are starting to notice the fact that my waist is smaller, without the paunch."*”

**Richard went on to explain how he feels fitter and more able to keep up with his grandchildren**

We have prevented 1467 people from developing Diabetes



76% engagement rate



# Health & Wellbeing

## Health Walks

Westbank's Health Walks program offers a range of **guided walks** across Devon designed to promote **physical and mental well-being**. 2024 saw us celebrate **20 years** of delivering this amazing service. Our walks take place in a variety of locations throughout our beautiful county, with a strong focus on accessibility and inclusivity, including areas of high deprivation. We carefully plan routes to cater to **all levels of walking ability**, ensuring that everyone can participate, regardless of their fitness level.

This initiative has seen impressive growth, reflecting the increasing demand for community-based health and wellness activities. What began as a modest effort has expanded rapidly, and we now proudly boast over **60 dedicated walk leaders**. These leaders are the backbone of the program, volunteering their time to guide and support participants, helping them to improve their health while enjoying the beauty of Devon's landscapes.

Remarkably, this initiative is entirely **self-funded**, demonstrating the strong community support and the commitment of our participants and volunteers. As we look to the future, we are excited to continue expanding the reach of Health Walks, making them accessible to even more people across Devon and continuing to contribute positively to the health of our communities and have plans to celebrate



### Case Study

She is 70 and moved from London to mid Devon after retiring. She was keen to keep active and meet new people so joined a local Health Walk. She now walks with two groups in Bow and Exeter. She says it a great way to discover new areas without worrying about getting lost! She also enjoys the social aspect of both groups and find it gives her week a nice focus – she has benefited from staying fit, exploring new areas and making new friends.

“ I do three walks a week, I really look forward to them, they really cheer me up. I enjoy the social interaction ”

Over '1000' Health Walks now take place each month



Average of 60 Volunteers leading walks across 24 locations



Over 12,000 Health Walks took place over 24 locations



# Gym and Fitness Service

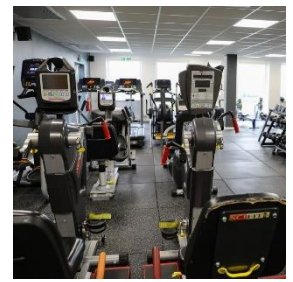


Our **gym** continued to thrive as the hub of a wealth of services and fitness programs helping people to achieve and maintain their fitness levels, whether they were new to fitness or a seasoned gym goer!

We welcomed new and inspiring team members who have helped us to further shape and develop an engaging and, in line with our ethos, a **welcoming** and **non-intimidating gym environment**. And with these improvements, and the addition of lots of new classes, we increased gym membership even further!

Our NHS approved **Falls Prevention Service**, which helps people stay active and independent, gained in popularity. The course provides assessment, advice, exercise, and strength and balance groups for older people who are at risk of falling. This in turn prevents falls and unnecessary admission to hospital.

Our **Rehabilitation Programs** are still gaining momentum – we are working closely with local GP's and health professionals to provide patients with the support they need to make changes to improve their health and wellbeing, and recovery from certain medical episodes, through our advice and activity programs.



Looking ahead to the next 12 months we have even more plans for our Gym with a specialist service for our disabled community and those with limited mobility – watch out for **GymClusive coming in 2024!**

## Case Study

Y, a 59-year-old woman, self-referred to our rehabilitation program after experiencing a brain tumor that left her with weakness on her left side, leading her to rely on a wheelchair. She struggled with low stamina, motivation, and was significantly deconditioned. She attended sessions with her husband, who is also her carer. Over the weeks, Y pushed herself beyond her limits, and the Rehab team was delighted to witness her growing confidence.

When Y began, her 30-second sit-to-stand score was just 1, but by the end of the program, she managed 2 repetitions. Her initial time for the 8-foot "Up and Go" test was 2 minutes and 12 seconds; by the final assessment, she had improved to 1 minute and 43 seconds—a significant personal achievement. Inspired by her progress, Y has since become a member and now attends sessions twice a week, continuing her journey towards better health and independence.



Over 12,500 attendances to our Gym and exercise classes



Falls and Fall-related injuries cost NHS £2.3B per year



# Services

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Our Exminster location, known as the Healthy Living Centre, is a versatile facility that continues to host a number of services that both enables and underpins much of our charitable activity.

This year, we focused on addressing several important property maintenance needs, resulting in significant improvements to our facilities. Two major projects included the development of the new Community Cookery School, which has become a vital resource for **promoting healthy eating and culinary skills**, and the comprehensive roof repair, culminating in a brand-new roof for our building. Additionally, we undertook refurbishment projects to **modernize our meeting spaces**. Our balcony room and events studio have both been updated, offering a more contemporary and inviting environment for our community events and meetings. These enhancements have not only improved the functionality of our spaces but also enriched the overall experience for all who use them.

Many of the services we provide at Exminster have a catered element 5 days a week – from the meals and snacks we provide for our Kidzone, as well as those in our Day Centre, to specific catered events such as our ever-popular brunch and breakfast clubs. And despite this increased demand on our kitchens this year we maintained the top **5 star food hygiene rating**.

Participants to activities at Exminster ranged from 0 to 100 years!



## Day Centre

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Our Day Centre has continued to offer a diverse range of activities and sessions aimed at reducing loneliness and enriching lives within a warm and welcoming environment.

In response to evolving needs, we have successfully integrated several of our community activities into the Day Centre, creating a more cohesive and engaging experience for participants. Building on this success, we are excited to announce our plans for 2025, which include expanding this concept into an even more comprehensive Community Hub at Exminster. This expansion will unify all of our services, including our transport service, to provide a broader array of activities that enhance both physical and mental health. By creating a central space that fosters community connection and well-being, we aim to further combat loneliness and enrich lives. This initiative will be a key focus of our upcoming fundraising campaign and a major project for the future—one to watch closely!

Over 500 Day Centre sessions took place

# Services Kidzone

Kidzone, our dedicated childcare facility, provides pre-school, holiday club, and wrap-around school care for children aged 3 to 11 years provided over **4,200 childcare sessions in the year**.

This year, we proudly retained our "**Good**" rating following an Ofsted inspection. Despite initial recruitment challenges, we have built a passionate team committed to creating a safe, engaging, and enjoyable environment for our young attendees. The lively sounds of our children participating in diverse activities—from beach outings and cinema trips to visits from the Dog's Trust and local police officers—have become a joyful hallmark of our facility.

We've seen significant growth this year, with some sessions evolving from having no children a year or two ago to operating with waiting lists. Our small facility offers a secure and nurturing environment that benefits the children under our care.

Looking ahead, we are focused on investing in our team's recruitment and development, with plans to expand our services further in the coming year.



We currently have our 3½ and 6½ year-olds attending Kidzone each week. We feel incredibly fortunate to have secured a spot for them. The management and staff are truly exceptional—they are kind, engaging, and go above and beyond in the care and development they provide for our two. We've always felt completely at ease leaving them in their care. Our youngest always comes home with a smile after a busy day, and it's clear that he is learning and developing wonderfully due to the challenging and fun activities the staff design for the children. Although he is still a year away from starting school, we already feel confident that he will be more than ready for this milestone, thanks to the engagement and preparation he receives at KidZone.

What really stands out is how they tailor activities to each child's individual needs and interests. They pick up on the children's personal loves and hobbies, using these as a foundation to educate them while fostering a genuine love for learning. Our son is so confident and happy, and we genuinely believe this is due to the staff helping him feel secure and challenged in ways he's ready for.

For our older daughter, who often feels tired after a full day at school, the "home away from home" atmosphere of the after-school club is just what she needs. The healthy snacks and friendly faces have helped her settle in beautifully. The staff also do a wonderful job of encouraging children of all ages to play nicely together.

We also feel incredibly lucky to have found the holiday club. Both children are always excited to go, and they love the activities on offer. In particular, they have keen interest in nature, and are thrilled with the focus on the environment—tadpoles and caterpillars have kept all the children curious and excited.

We cannot emphasize enough how highly we rate KidZone and how grateful we are for everything they do. Lucy, the manager, is amazing—we couldn't ask for more. She has been so helpful and accommodating with bookings and attendance schedules, especially when things change unexpectedly, which is a huge plus for us as working parents. The drop-off and pick-up times are also perfect, enabling us to be on time for work and focus, knowing that our children are in such good hands.



*"My little one loves going to Kidzone, he says everyone is friendly, there's lots of toys and lots of space and lots of fun!"*

# Services Conferencing, and Hospitality

This year, we continued to make significant investments in our Conference Services by upgrading the IT systems and refreshing the décor of our hireable rooms.

Our Balcony Room, offering a stunning view of the River Exe, and our versatile Events Studio are integral to our health and wellbeing programs. Outside of our charitable activities, we also accommodate bookings for training and conference events. We held the second of our hugely successful We Are Westbank events across both rooms in May.

This year, we again saw a notable increase in external room hires, with both existing clients booking more frequently and new customers discovering our venues. Our growing reputation for providing high-quality conference facilities at affordable rates has been a key factor in this rise.

Looking ahead, we will focus on optimizing the use of our meeting, activities, event and treatment rooms. Our goal is to enhance our holistic services to better support all aspects of individuals' wellbeing.

“ I have used Westbank to host my training courses for the past eight years. The service I have received has been consistently excellent. Everyone is helpful, nothing is too much trouble and the staff are always polite and efficient. I highly recommend them. Thank you Westbank ”

“ We would like to take the opportunity to thank the staff team at Westbank for all of their help and support with our meetings which have run since May this year. It has been a really positive experience. A special mention must go to Sara who has gone over and above to help with some last minute changes and has been very accommodating, not to mention an absolute delight too. The hospitality team and reception team have been a wonderful support to us and also in offering a great venue with great facilities.  
Thank you for all you have done for us.

”

Wider range  
of rooms  
available



Growing  
customer base



Early in 2024, a review of Westbank Community Health and Care's Vision, Mission, Values and Behaviours took place.

The purpose of this exercise was to:

- Enable us to more clearly and concisely describe our vast portfolio, and the responsive nature of our varied multigenerational, holistic health and wellbeing services and
- Define how we position and present ourselves to respond to opportunities and deal with the associated challenges.

The review of our Vision, Mission, Values and Behaviours took place in the form of a series of workshops (Ideas Academies) consisting of conversation, debate and facilitated exercises, which sparked creative thinking.

#WeAreWestbank



## Our new Vision, Mission, Values and Behaviours

### Our Vision

For everyone to be living fulfilled, healthier, happier lives for longer.

### Our Mission

Westbank is dedicated to improving the health and wellbeing of individuals. Our mission is to tirelessly promote and improve the quality of life, through a comprehensive range of health and wellbeing initiatives, ensuring lasting positive outcomes for all.

### Our Values

**Caring** – We genuinely care about everyone with warmth, kindness, empathy and respect.

**Collaboration** – We believe in the power that comes from working in partnership.

**Empowerment** – We support individuals to take charge of their health and wellbeing journey.

**Innovation** – We embrace creative solutions and continuous improvement.

**Integrity** – We maintain transparency, accountability, and credibility in all we do.

**Representative** – We advocate and campaign for change on behalf of individuals and our sector.

**Resilience** – We foster resilience in overcoming challenges and adversity, empowering individuals to continue to thrive.

**Responsive** – We respond efficiently and effectively to existing and emerging challenges and opportunities.

### Our Behaviours



Compassionate



Ethical



Excellence



Honest



Inclusive



Professional



Respectful



Responsible



Supportive



Sustainable



# Our Staff:

Headcount: **156**

## Gender:



Male : 14



Female : 142

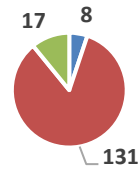
## Hours:

<30: **56**

>30: **92**

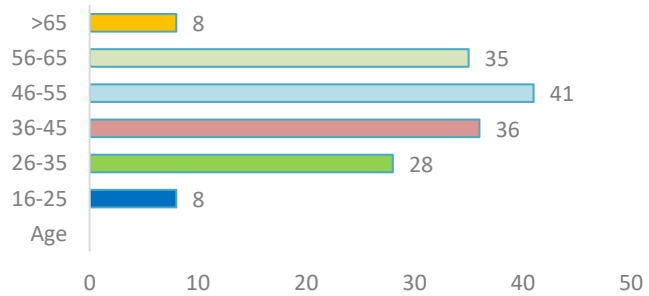
Bank: **8**

## Contracts



■ Bank ■ Permanent ■ Fixed Term

## Age:



# Financial Year

# 2023 - 2024

Income

**£4,635,818**

Expenditure

**£4,533,594**



[www.westbank.org.uk](http://www.westbank.org.uk)

Westbank, Farm House Rise, Exminster, Exeter, EX6 8AT

Registered Charity: 1119541 | Company No: 6243811





GYMMARK ACCREDITED

British

VchildFriendly

EffeJft:

**/MINDFUL  
VEEMPLOYER**

Gymnastics

**Westbank Community Health and Care**  
Reference and Administrative Details  
For the Year Ended 31 March 2024

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**Trustee Directors**

E Anderson  
M Astley  
S Chown  
J Masters  
K Richards  
P Smith  
S Yeo

**Senior Leadership Team**

S Hicks, Chief Executive  
S Thomas, Finance Director  
C Bloye, Head of Business Services and Operations  
A Hood, Head of Carers  
A Kohn, Head of Volunteering and Health Services  
A Patriche, Head of Human Resources  
K Elliott, Head of Fundraising and Marketing (from 1 April 2023)

**Charity Number**

1119541

**Company Number**

06243811

**Principal Address and Registered Office**

The Healthy Living Centre  
Farm House Rise  
Exminster  
Devon  
EX6 8AT

**Auditors**

Albert Goodman LLP  
Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

**Primary bankers**

NatWest  
18 St Thomas Centre  
Exeter  
EX4 1DE

**Solicitors**

Tozers LLP  
Broadwalk House  
Southernhay West  
Exeter  
Devon  
EX1 1UA

## **Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2024

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The Trustees, who are also directors for the purposes of the Companies Act, present their report and financial statements of the company for the year ended 31 March 2024, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The full name of the Charity is Westbank Community Health and Care. It was incorporated on 10 May 2007 as a company limited by guarantee. Its company registration number is 06243811. Its charity registration number is 1119541. The Charity is variously referred to throughout this report as either "the Charity" or "the Company".

### **References and Administrative Details**

Administrative information is given in a separate section at the front of these accounts.

### **Directors and Trustees**

The directors of the Company are the Charity's Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees serving during the year and since the year-end are as follows:

- E Anderson
- S Chown (appointed 1 September 2023)
- J Masters
- K Richards
- S Yeo
- I Whyte (resigned 26 April 2023)
- J Wood (resigned 26 April 2023)
- M Astley (appointed 2 February 2024)
- P Smith (appointed 1 May 2024)

None of the Trustees have any beneficial interest in the Company. All of the Trustees are members of the Company and guarantee to contribute £1 in the event of a winding up.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The governing documents of the organisation are the Articles of Association dated January 2020.

The objects of the charity are:

1. to promote health
2. to relieve sickness and disability and
3. to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  1. the provision of support and respite services for carers
  2. the provision of a day care centre
  3. the education and training and the provision of facilities to improve health and fitness
4. to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
5. to provide, maintain and improve public amenities by the provision of access to information technology

The directors, as the charity's trustees, have control of the charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed. A Director's term of office as such automatically terminates if he/she:

1. ceases to be a member
2. is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.

## **OBJECTIVES, STRATEGY AND ACTIVITIES OF THE CHARITY**

The charity's main objectives for the year were:

- To support the local community, patients, carers and people of Devon with a range of health and wellbeing services.
- To innovate and develop services that meet the changing physical and mental needs of our service users.
- To review the Vision, Mission and Values of the charity.

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### **Vision Mission and Values**

Early in 2024, a review of Westbank Community Health and Care's Vision, Mission, Values and Behaviours took place.

The purpose of this exercise was to:

- Enable us to more clearly and concisely describe our vast portfolio, and the responsive nature of our varied multigenerational, holistic health and wellbeing services and
- Define how we position and present ourselves to respond to opportunities and deal with the associated challenges.

The review of our Vision, Mission, Values and Behaviours took place in the form of a series of workshops (Ideas Academies) consisting of conversation, debate and facilitated exercises which sparked creative thinking.

### **Westbank's Vision**

Our vision is for everyone to be living fulfilled, healthier, happier lives for longer.

### **Westbank's Mission**

Westbank is dedicated to improving the health and wellbeing of individuals. Our mission is to tirelessly promote and improve the quality of life, through a comprehensive range of health and wellbeing initiatives, ensuring lasting positive outcomes for all.

### **Westbank's Values**

- **Caring** – We genuinely care about everyone with warmth, kindness, empathy and respect.
- **Collaboration** – We believe in the power that comes from working in partnership.
- **Empowerment** – We support individuals to take charge of their health and wellbeing journey.
- **Innovation** – We embrace creative solutions and continuous improvement.
- **Integrity** – We maintain transparency, accountability, and credibility in all we do.
- **Representative** – We advocate and campaign for change on behalf of individuals and our sector.

## **Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2024

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- **Resilience** – We foster resilience in overcoming challenges and adversity, empowering individuals to continue to thrive.
- **Responsive** – We respond efficiently and effectively to existing and emerging challenges and opportunities.

### **Westbank's Strategies**

To achieve its mission Westbank offers a range of services and opportunities to meet different needs:

- Providing health and wellbeing services and facilities for the local community
- Providing support for isolated and vulnerable people across Devon
- Promoting social action and volunteering
- Employing staff who share its mission and values

## **FINANCIAL REVIEW AND RESERVES POLICY**

### **Overview**

The group has generated an overall net surplus of £113,173 (2023: surplus of £30,494). This comprises restricted net expenditure of £61,143 (2023: £40,574 net income) and unrestricted net income of £174,316 (2023: £10,080 net expenditure) (from unrestricted and designated funds).

### **Income and Expenditure**

Total incoming resources decreased from £4,846,385 in 2023 to £4,635,818 in 2024 largely as a result of decreases to 2 contracts, and a reduction in grant income. Total resources expended decreased from £4,808,452 to £4,533,594. The decrease in expenditure was driven by reduced contract values.

### **Balance sheet & Reserves**

The charity's balance sheet remains intrinsically strong. The total reserves held at 31 March 2024 were £2,917,544 of which £1,468,951 comprised unrestricted funds, £882,116 were designated funds, and the balance of £566,477 were restricted funds. The Charity held cash of £1,207,255 at the year end, an increase of £245,682 from 2023.

There are no restrictions on the charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 10a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

### **Going Concern**

The balance sheet remains robust while there is also sufficient availability of cash to continue the day-to-day operations.

The trustees have considered a range of forecasts and scenarios, all of which show the charity can manage effectively over the next 12 months. The trustees have reviewed and challenged the most recent management accounts. Therefore, the trustees are satisfied that the charity will continue as a going concern for a period of at least the next 12 months.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2024

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### Reserves Policy

The trustees believe that free reserves are the best measure of the charity's reserves position. The charity defines free reserves as total reserves less restricted reserves and unrestricted reserves held in fixed assets.

£566k of reserves are held in restricted funds, which can only be used for specific projects as defined by the donors. These reserves cannot be used to meet the day to day running of the charity, or the bulk of its expenditure which is unrestricted in nature.

£723k of the charity's unrestricted reserves are tied up in fixed assets, being buildings and vehicles, which are essential to the day-to-day delivery of the charity's activities and mission:

- The Exminster site is home to the Community Cookery School, the Fitness Centre, the Adult Services Hub, the Kidzone facilities, as well as administration space for all community-based services and health walks.
- Vehicles are critical for transporting service users to and from projects that reduce loneliness and isolation, as well as providing hospital discharge and patient transport services.
- During the year the trustees decided to designate the buildings and vehicles in their reserves in order to clearly distinguish them from the free reserves.

<b>Reserves</b>	<b>£'000</b>
All reserves	2,918
Less restricted funds	-566
Less unrestricted fixed assets	-723
Remaining free reserves	1,629

This means £1,289 of the charity's reserves (44%) are either restricted in use, or are in fixed assets that are being actively utilised in delivering the activities of the charity.

The remaining free reserves are equivalent to 4.5 months of unrestricted expenditure which is within the trustees desired range of 3-6 months. This range is the amount the charity needs to meet the significant risks listed below, as well as to continue to support service users through periods of increased need, such as the current cost of living crisis, so cannot be utilised for our charitable projects or capital needs.

<b>Reserves type</b>	<b>Value of reserves £'000</b>	<b>Annual Unrestricted Expenditure £'000</b>	<b>Months of reserves</b>	<b>Desired Range</b>
<b>Free Reserves</b>	1,629	4,358	4.5	3 to 6 months

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required. The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

#### **Renewal of contracts/loss of significant income**

A key platform of the forward strategy, being led by the CEO, is to achieve a greater diversification of income streams, and phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues, while also making the charity less reliant on any one stream.

#### **Coping with different ways of commissioning**

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how Westbank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

#### **Loss of key personnel**

Loss of key personnel remains a key risk, however the trustees are satisfied that there is sufficient resilience within teams to cope with short term vacancies in positions should they arise for any reason.

## Westbank Community Health and Care

Trustee Directors' Report

For the Year Ended 31 March 2024

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### Statement of Trustees' Responsibilities

The Trustees (who are directors of Westbank Community Health and Care for the purposes of company law) are responsible for preparing the Trustee Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, *the Financial Reporting Standard applicable in the UK and the Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the charitable company and of the income and 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;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standard have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## **Westbank Community Health and Care**

Trustee Directors' Report

For the Year Ended 31 March 2024

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### **Statement as to disclosure to our auditors**

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

### **AUDITORS**

The auditors, Albert Goodman LLP, are deemed to be appointed under Section 485 of the Companies Act 2006.

### **SMALL COMPANY PROVISIONS**

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

By order of the Trustees.

**K Richards**

Trustee

Westbank Community Health and Care

Date: 22 November 2024

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2024

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### **Opinion**

We have audited the financial statements of Westbank Community Health and Care (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members

For the Year Ended 31 March 2024

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### **Opinion on other matter prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities [set out on page 9], the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Westbank Community Health and Care

Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2024

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Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

### **The extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity Act 2011, anti-bribery, employment, OFSTED, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the charity's legal advisors and insurers.

## **Westbank Community Health and Care**

Independent Auditors' Report to the Trustees and Members

For the Year Ended 31 March 2024

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There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Michelle Ferris BSC (Hons) FCA DChA (Senior Statutory Auditor)**

For and on behalf of Albert Goodman LLP, Statutory Auditor

Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

Date: 26 November 2024

**Westbank Community Health and Care**

Statement of Financial Activities (including an Income &amp; Expenditure account)

For the Year Ended 31 March 2024

		<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>2024 Total £</b>	<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>2023 Total £</b>
	<b>Notes</b>						
<b>Income from:</b>							
Donations and legacies	2	52,063	1,617	53,680	32,619	138	32,757
Charitable activities	3	4,389,942	113,061	4,503,003	4,506,288	279,943	4,786,231
Other trading activities	4	26,766	-	26,766	18,478	-	18,478
Investments	5	52,369	-	52,369	8,919	-	8,919
<b>Total income</b>		<b>4,521,140</b>	<b>114,678</b>	<b>4,635,818</b>	<b>4,566,304</b>	<b>280,081</b>	<b>4,846,385</b>
<b>Expenditure on:</b>							
Charitable activities	6	4,357,773	175,821	4,533,594	4,568,945	239,507	4,808,452
<b>Total expenditure</b>		<b>4,357,773</b>	<b>175,821</b>	<b>4,533,594</b>	<b>4,568,945</b>	<b>239,507</b>	<b>4,808,452</b>
Net (loss)/gain on investments	10a	10,949	-	10,949	(7,439)	-	(7,439)
<b>Net income/(expenditure)</b>		<b>174,316</b>	<b>(61,143)</b>	<b>113,173</b>	<b>(10,080)</b>	<b>40,574</b>	<b>30,494</b>
Transfer between funds	13	42,590	(42,590)	-	-	-	-
<b>Net movement in funds for the year</b>		<b>216,906</b>	<b>(103,733)</b>	<b>113,173</b>	<b>(10,080)</b>	<b>40,574</b>	<b>30,494</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		2,134,161	670,210	2,804,371	2,144,241	629,636	2,773,877
<b>Total funds carried forward</b>		<b>2,351,067</b>	<b>566,477</b>	<b>2,917,544</b>	<b>2,134,161</b>	<b>670,210</b>	<b>2,804,371</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**Westbank Community Health and Care – Company Registration Number: 06243811**

Balance Sheet

As at 31 March 2024

		2024 £	2023 £
<b>Fixed assets</b>			
Tangible fixed assets	9	1,245,147	1,261,186
Investments - Listed	10a	92,399	157,901
Investments	10b	-	1
		<u>1,337,546</u>	<u>1,419,088</u>
<b>Non-current assets</b>			
Debtors	11	-	3,000
<b>Current assets</b>			
Stock		-	712
Debtors	11	1,076,176	1,186,935
Cash at bank and in hand		1,207,255	961,573
		<u>2,283,431</u>	<u>2,149,220</u>
<b>Liabilities:</b>			
Creditors: amounts falling due within one year	12	(703,433)	(766,936)
<b>Net current assets</b>			
		<u>1,579,998</u>	<u>1,382,284</u>
<b>Total assets less current liabilities</b>			
		<u><u>2,917,544</u></u>	<u><u>2,804,372</u></u>
<b>The funds of the charity:</b>			
Unrestricted funds:			
General funds		1,468,951	1,870,612
Designated funds		882,116	263,550
Total unrestricted funds	13	<u>2,351,067</u>	<u>2,134,162</u>
Restricted funds	13	<u>566,477</u>	<u>670,210</u>
<b>Total charity funds</b>			
		<u><u>2,917,544</u></u>	<u><u>2,804,372</u></u>

The trustees have prepared financial statements in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 46 - 65 form part of these accounts.

Approved by the Board for issue on 22 November 2024 and signed on their behalf by:

**K Richards**

Trustee

**Westbank Community Health and Care**  
Statement of Cash Flows  
For the Year Ended 31 March 2024

	Notes	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Net income / (expenditure) for the year		113,173	30,494
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	9	71,110	52,601
Loss on disposal of fixed assets		-	6,660
Interest receivable	5	(52,369)	(8,919)
Investment revaluations	10a	(10,949)	7,439
		120,965	88,275
(Increase) / decrease in stock		712	-
(Increase) / decrease in debtors	11	113,759	(577,137)
Increase / (decrease) in creditors	12	(63,503)	212,400
		171,933	(276,462)
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(55,071)	(69,533)
Interest received	5	52,369	8,919
Acquisition of investments	10a	-	(78,717)
Investment disposals	10a	76,451	225,000
		73,749	85,669
Net increase in cash and cash equivalents		245,682	(190,793)
Cash and cash equivalents at the beginning of the reporting period		961,573	1,152,366
Cash and cash equivalents at the end of the reporting period		1,207,255	961,573
Cash & Cash equivalents reconciliation:			
Cash at bank		1,207,255	961,573
Total cash & cash equivalents at the end of the reporting period		1,207,255	961,573

## **1 Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are:

### **1.1 Basis of accounting**

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.

Westbank Community Health and Care 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 note(s) and all amounts are presented in £ sterling.

### **1.2 Legal status of the Charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The company is incorporated in England and Wales and the company registered office is detailed on page 1.

### **1.3 Going Concern**

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the charity has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the charity's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

**1.4 Income**

Income from grants and donations is recognised in the year in which they are receivable when there is evidence of entitlement, receipt is probable and the amount can be reliably measured. Where income has not been received for gift aid claims relating to donations received in the year, income is accrued.

Income from government grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Where no conditions are attached to the grant income they are recognised within donations and legacies and where conditions relating to performance of services are attached, grant income is recognised in income from charitable activities within the Statement of Financial Activities.

Income from other trading activities, including rental income, is included in the period in which the charity is entitled to receipt, it is probable that economic benefits will flow to the entity and the amount can be reliably measured.

Goods donated for resale are included as income when they are sold.

**1.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**1.6 Expenditure**

Resources expended are recognised on the accruals basis to match the period in which the expenditure was incurred.

Raising funds is expenditure incurred in generating the trading subsidiary funds and from other trading activities carried out by the charity.

Charitable activity expenditure comprises costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. Governance costs are those costs associated with the governance arrangements of the charity and relate to general running of the charity as opposed to those costs associated with charitable activities.

**1.7 Operating leases**

The charity classifies the lease of properties as operating leases as title remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

**1.8 Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds are from donations and grants in which the donor or funder has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Fixed assets under £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

Freehold property	1% - 2% straight line
Computer equipment	3 years straight line
Motor Vehicles	4 years straight line
Equipment	5 years straight line

**1.10 Fixed asset investments**

Investments are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or purchase date if later). Unrealised gains and losses are calculated as the difference between the market value at the year end and opening market value (or purchase date if later). Realised and unrealised gains are not separated in the Statement of Financial Activities.

**1.11 Debtors**

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due to according to the original terms of the receivables.

Other debtors comprise amounts due from funders, prepayments and accrued income. Amounts due from funders are recognised when the Charity is entitled to the money, prepayments arise from the payments for services prior to benefit from those services, and accrued income is amounts due for services provided, recognised at the point of provision of the services.

**1.12 Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.13 Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.14 Defined contribution pension**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the Company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Contributions to defined contribution plans are recognised as staff pension expense through the profit and loss when they are due.

**1.15 Taxation**

As a registered charity, the company is not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax (VAT) is partially recoverable by the company. Any irrecoverable VAT is added to the relevant cost and charged as an expense in the Statement of Financial Activities.

**1.16 Financial Instruments**

The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios measured at fair value through the income and expenditure account.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**2 Donations and legacies**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2024 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2023 Total £</b>
Donations	52,063	1,617	53,680	32,619	138	32,757
	<u>52,063</u>	<u>1,617</u>	<u>53,680</u>	<u>32,619</u>	<u>138</u>	<u>32,757</u>

**3 Income from charitable activities**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2024 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2023 Total £</b>
Hospital Discharge	843,716	-	843,716	836,104	-	836,104
Devon Carers Centre	2,558,605	-	2,558,605	2,660,919	-	2,660,919
Neighbourhood Friends	-	101,932	101,932	-	201,533	201,533
Voluntary Representation on Health	135,254	-	135,254	181,749	-	181,749
Westbank Community Support	11,150	-	11,150	23,108	-	23,108
Devon Diabetes SIB Dev Fund	93,526	-	93,526	199,617	-	199,617
Young Carers	236,310	-	236,310	237,375	-	237,375
Coffee on the Corner	20,700	-	20,700	23,916	-	23,916
Westbank Adult Services	40,159	-	40,159	34,271	-	34,271
Kidzone	134,222	-	134,222	65,584	-	65,584
Fitness Suite Income	59,906	-	59,906	48,062	-	48,062
Hospitality	64,117	-	64,117	38,604	-	38,604
Food Services / Kitchen	5,224	-	5,224	5,745	-	5,745
Volunteering	67,158	-	67,158	10,299	12,000	22,299
The Community Cookery School at Westbank	3,514	10,116	13,630	-	66,410	66,410
DCC sitting service pilot	79,293	-	79,293	48,240	-	48,240
Community link workers	8,802	-	8,802	44,010	-	44,010
Pathfinder Community Building	7,986	-	7,986	38,329	-	38,329
Other	20,300	1,013	21,313	10,356	-	10,356
	<u>4,389,942</u>	<u>113,061</u>	<u>4,503,003</u>	<u>4,506,288</u>	<u>279,943</u>	<u>4,786,231</u>

**4 Other trading activities**

	Unres- tricted funds £	Res- tricted funds £	2024 Total £	Unres- tricted funds £	Res- tricted funds £	2023 Total £
Fundraising and functions	26,766	-	26,766	18,478	-	18,478
	<u>26,766</u>	<u>-</u>	<u>26,766</u>	<u>18,478</u>	<u>-</u>	<u>18,478</u>

**5 Investment income**

	Unres- tricted funds £	Res- tricted funds £	2024 Total £	Unres- tricted funds £	Res- tricted funds £	2023 Total £
Bank interest	52,369	-	52,369	8,919	-	8,919
	<u>52,369</u>	<u>-</u>	<u>52,369</u>	<u>8,919</u>	<u>-</u>	<u>8,919</u>

## 6 Expenditure

### Split by fund:

	Unres- tricted £	Res- tricted £	2024 Total £	Unres- tricted £	Res- tricted £	2023 Total £
<b>Charitable activities</b>						
Purchases	19,163	798	19,961	18,514	170	18,684
Premises	233,079	12,316	245,395	146,496	5,854	152,350
Fund activities	501,011	19,226	520,237	740,840	21,234	762,074
Depreciation	43,284	27,826	71,110	24,775	27,826	52,601
General administration	321,852	22,959	344,811	371,200	27,742	398,942
Wages and salaries	3,102,766	75,962	3,178,728	3,103,124	128,864	3,231,988
Other staff costs	88,081	16,734	104,815	104,433	27,817	132,250
Legal and professional	26,464	-	26,464	39,670	-	39,670
Interest	3,563	-	3,563	5,743	-	5,743
<i>Governance costs</i>						
Audit & accountancy	18,510	-	18,510	14,150	-	14,150
	<b>4,357,773</b>	<b>175,821</b>	<b>4,533,594</b>	<b>4,568,945</b>	<b>239,507</b>	<b>4,808,452</b>

### Split by cost:

	Volunteering £	Physical & Emotional Wellbeing £	Carers £	Children & Family Services £	Central Support £	2024 Total £
<b>Charitable activities</b>						
Purchases	2,317	8,985	618	1,737	6,304	19,961
Premises	4,635	46,773	30,082	19,934	143,971	245,395
Fund activities	142,732	369	358,938	14,427	3,771	520,237
Depreciation	-	152	6,740	-	64,218	71,110
General administration	110,428	36,259	620,936	74,932	(497,744)	344,811
Wages and salaries	196,893	194,688	1,899,860	297,485	589,802	3,178,728
Other staff costs	22,598	3,736	43,770	12,667	22,044	104,815
Legal and professional	-	-	4,210	-	22,254	26,464
Interest	264	46	-	-	3,253	3,563
<i>Governance costs</i>						-
Audit & accountancy	-	-	-	-	18,510	18,510
	<b>479,867</b>	<b>291,008</b>	<b>2,965,154</b>	<b>421,182</b>	<b>376,383</b>	<b>4,533,594</b>

**Split by cost (prior year):**

	<b>Volunteering</b>	<b>Physical &amp; Emotional Wellbeing</b>	<b>Carers</b>	<b>Children &amp; Family Services</b>	<b>Central Support</b>	<b>2023 Total</b>
	£	£	£	£	£	£
<b>Charitable activities</b>						
Purchases	6,888	75	1,254	9,631	836	18,684
Premises	21,076	2,164	36,549	108,296	(15,735)	152,350
Fund activities	485,005	4,030	178,772	(13,332)	107,599	762,074
Depreciation	16,580	17,295	6,000	7,020	5,706	52,601
General administration	59,009	22,695	547,545	50,875	(281,182)	398,942
Wages and salaries	296,700	132,989	2,057,171	257,049	488,079	3,231,988
Other staff costs	32,577	1,394	54,302	8,990	34,987	132,250
Legal and professional	-	11,207	7,360	3,084	18,019	39,670
Interest	280	-	480	261	4,722	5,743
<i>Governance costs</i>						
Audit & accountancy	-	-	-	-	14,150	14,150
	<b>918,115</b>	<b>191,849</b>	<b>2,889,433</b>	<b>431,874</b>	<b>377,181</b>	<b>4,808,452</b>

**6 Expenditure (continued)**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Depreciation of owned assets	71,110	52,601
Operating lease expenses	26,757	22,572
Auditors' remuneration for:		
Current auditors		
- Audit services	15,240	13,250
- Other services	3,270	2,500
Previous auditors		
- Other services	-	(1,600)
	<u>                    </u>	<u>                    </u>

**7 Trustee directors**

The charity trustees were not paid or received any other benefits from employment with the charity or its subsidiary in the year (2023: £nil).

No charity trustee was reimbursed for travel expenses during the year (2023: one trustee - £109).

No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

## 8 Employees

### Number of employees

The average monthly head count was 144 staff (2023: 159 staff) during the year.

<b>Employment costs</b>	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Wages and salaries	2,786,597	2,802,194
Social security costs	213,373	217,417
Pension costs	73,686	77,345
Redundancy	401	7,564
Freelance staff and other staff costs	104,671	127,468
	<u>3,178,728</u>	<u>3,231,988</u>

The number of employees whose annual emoluments were £60,000 (excluding employer pension costs) or more were:

	<b>2024</b>	<b>2023</b>
	<b>number</b>	<b>number</b>
£60,000 - £70,000	1	-
£70,000 - £80,000	-	1
£80,000 - £90,000	-	-
£90,000 - £100,000	1	-
	<u>1</u>	<u>1</u>

These employees are members of the defined contribution pension scheme, into which contributions of £4,363 (2023: £2,400) were made.

The key management personnel of the charity comprise of the Chief Executive Officer and Senior Leadership Team. The total employee benefits (includes gross pay, employer pension and employer national insurance) of the key management personnel of the Charity were £396,686 (2023: £324,933).

### Pension costs

The company operates a defined contribution pension schemes. The charge to the Statement of Financial Activities for the year is shown above.

Contributions totalling £14,446 (2023 - £14,608) were payable to the schemes at the end of the year and are included in creditors.

**9 Tangible fixed assets**

	Freehold property £	Equipment £	Computers £	Motor Vehicles £	Total £
<b>Cost</b>					
At 1 April 2023	1,764,669	391,636	89,547	63,722	2,309,574
Additions	-	55,071	-	-	55,071
At 31 March 2024	1,764,669	446,707	89,547	63,722	2,364,645
<b>Depreciation</b>					
At 1 April 2023	547,161	352,636	84,869	63,722	1,048,388
Charge for the year	44,205	24,014	2,891	-	71,110
At 31 March 2024	591,366	376,650	87,760	63,722	1,119,498
<b>Net book value</b>					
At 31 March 2024	1,173,303	70,057	1,787	-	1,245,147
At 31 March 2023	1,217,508	39,000	4,678	-	1,261,186

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income at the time of receipt.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2024, the total cost of the Healthy Living Centre, excluding equipment, was £685,275 (2023: £685,275). This was funded by a National Lottery grant included in restricted fund income at the time of receipt.

Some of the equipment in both Community Care and Healthy Living Centres have been funded by grants, which were included within restricted fund income at the time of receipt.

All fixed assets are used for charitable purposes.

**10a Investments – UK Listed**

	<b>Total 2024 £</b>	<b>Total 2023 £</b>
Market value at 1 April 2023	157,901	311,623
Additions	-	78,717
Disposals	(76,451)	(225,000)
Unrealised gain / (loss) arising in year	10,949	(7,439)
	<u>92,399</u>	<u>157,901</u>
Market value at 31 March 2024	<u>92,399</u>	<u>157,901</u>

Historical cost as at 31 March 2024 was £80,000 (2023: £106,639).

**10b Investments**

	<b>£</b>
<b>Cost</b>	
At 1 April 2023	1
Disposal of wholly owned subsidiary	(1)
	<u>-</u>
At 31 March 2024	<u>-</u>
<b>Provision</b>	
At 1 April 2023	-
Disposal of wholly owned subsidiary	-
	<u>-</u>
At 31 March 2024	<u>-</u>
<b>Carrying amount</b>	
At 1 April 2023	1
	<u>-</u>
At 31 March 2024	<u>-</u>

**Investments (continued)**

Westbank Community Enterprises Limited (company no 10834679) was incorporated on 23 June 2017 as a wholly owned trading subsidiary of Westbank Community Health and Care. The parent charity held 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company.

The principal activities of the Westbank Community Enterprises Limited were to run the Budleigh Salterton Community Hospital Health and Wellbeing.

On the 1<sup>st</sup> of April 2022 the activities of Westbank Community Enterprises Limited were transferred to a separate CIO (Seachange Devon, Charity number 1196379). On the 19<sup>th</sup> of September 2023 the company was dissolved via voluntary strike off.

Prior to dissolution the subsidiary gift aided its taxable profits to Westbank Community Health and Care, and filed statutory accounts with the Registrar of Companies.

**11 Debtors**

**Current assets - Debtors**

	<b>2024</b>	<b>2023</b>
	£	£
Trade debtors	990,833	980,751
Prepayments and accrued income	80,218	123,920
Other debtors	5,125	24,922
Amounts due by LWTC	-	57,342
Amounts owed by WCE	-	-
	<u>1,076,176</u>	<u>1,186,935</u>

**Non current assets - Debtors**

Other debtors	-	3,000
	<u>-</u>	<u>3,000</u>

The above debt is due in less than 5 years.

**12 Creditors: Amounts falling due within one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	205,482	294,933
Accruals and deferred income	239,607	186,824
Taxation and social security	216,465	215,690
Other creditors	41,879	69,489
	<u>703,433</u>	<u>766,936</u>

**Deferred Income**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Deferred income at 1 April 2023	119,382	1,868
Released from previous years	(119,382)	(1,868)
Resources deferred in the year	104,418	119,382
	<u>104,418</u>	<u>119,382</u>

At the balance sheet date the trust was holding funds received in advance from Devon County Council and fees received in advance.

**13 Summary of movement in funds**

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
<b>Unrestricted funds</b>					
General fund	1,870,611	4,501,668	(4,123,233)	(780,095)	1,468,951
	<u>1,870,611</u>	<u>4,501,668</u>	<u>(4,123,233)</u>	<u>(780,095)</u>	<u>1,468,951</u>
<b>Designated funds</b>					
Covid 19 Contingency	50,000	-	-	(50,000)	-
Business development fund	165,510	-	(120,728)	50,000	94,782
Community Support and Outreach	48,040	19,472	(113,812)	140,000	93,700
Designated Community Assets	-	-	-	693,634	693,634
	<u>263,550</u>	<u>19,472</u>	<u>(234,540)</u>	<u>833,634</u>	<u>882,116</u>
<b>Total designated funds</b>	<u>263,550</u>	<u>19,472</u>	<u>(234,540)</u>	<u>833,634</u>	<u>882,116</u>
<b>Total unrestricted</b>	<u>2,134,161</u>	<u>4,521,140</u>	<u>(4,357,773)</u>	<u>53,539</u>	<u>2,351,067</u>
<b>Restricted funds</b>					
Westbank Building Capital	89,740	-	(3,589)	-	86,151
Healthy Living Centre Capital	424,949	-	(13,706)	-	411,243
SEIF Capital Grant	35,151	-	(10,531)	-	24,620
Neighbourhood Friends	(5,335)	101,932	(112,138)	15,541	-
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	17,688	-	(9,136)	-	8,552
Chatty Bus	2,179	2,000	(4,179)	-	-
Chatty Trains	2,343	(2,009)	(334)	-	-
Community Cookery School at Westbank	66,410	12,755	(22,208)	(58,131)	(1,174)
	<u>670,210</u>	<u>114,678</u>	<u>(175,821)</u>	<u>(42,590)</u>	<u>566,477</u>
<b>Total restricted</b>	<u>670,210</u>	<u>114,678</u>	<u>(175,821)</u>	<u>(42,590)</u>	<u>566,477</u>
<b>Total funds</b>	<u><u>2,804,371</u></u>	<u><u>4,635,818</u></u>	<u><u>(4,533,594)</u></u>	<u><u>10,949</u></u>	<u><u>2,917,544</u></u>

**Summary of movement in funds (2023)**

	Opening balance £	Income £	Expenditure £	Transfers & losses £	Closing balance £
<b>Unrestricted funds</b>					
General fund	1,714,856	4,537,813	(4,374,619)	(7,439)	1,870,611
	1,714,856	4,537,813	(4,374,619)	(7,439)	1,870,611
<b>Designated funds</b>					
Covid 19 Contingency	50,000	-	-	-	50,000
Business development fund	250,989	-	(85,479)	-	165,510
Community Support and Outreach	128,396	28,491	(108,847)	-	48,040
<b>Total designated funds</b>	429,385	28,491	(194,326)	-	263,550
<b>Total unrestricted</b>	2,144,241	4,566,304	(4,568,945)	(7,439)	2,134,161
<b>Restricted funds</b>					
Westbank Building Capital	93,329	-	(3,589)	-	89,740
Healthy Living Centre Capital	438,655	-	(13,706)	-	424,949
SEIF Capital Grant	45,682	-	(10,531)	-	35,151
Neighbourhood Friends	(2,803)	201,671	(204,203)	-	(5,335)
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	17,688	-	-	-	17,688
Chatty Bus	-	8,000	(5,821)	-	2,179
Chatty Trains	-	4,000	(1,657)	-	2,343
Community Cookery School at Westbank	-	66,410	-	-	66,410
<b>Total restricted</b>	629,636	280,081	(239,507)	-	670,210
<b>Total funds</b>	<b>2,773,877</b>	<b>4,846,385</b>	<b>(4,808,452)</b>	<b>(7,439)</b>	<b>2,804,371</b>

The breakdown of funds is as per the funds statement.

**Purpose of material funds:**

- General Funds – General funds are those held for the day to day running of the Charity.
- Designated Funds – Covid 19 Contingency This fund is held to continue to support vulnerable service users over the coming year, or in the case of a resurgence in Covid-19.
- Designated Funds – Business development fund This includes funding for two posts aimed at developing the organisation over the coming years, as well as essential maintenance and renewals.
- Designated Funds – Community Support and Outreach This will be used to fund projects aimed at supporting the local community. This includes projects aimed at improving physical and mental health and wellbeing, as well as reducing loneliness and isolation.
- Designated Funds – Designated Community Assets. This represents the value of buildings used to deliver services at Westbank Community Centre.
- Westbank Building Capital – provision of the Community Care Centre Exeter
- Healthy Living Centre Capital – provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'
- SEIF Capital Grant – grant made by the Social Enterprise Investment Fund for the purpose of contributing towards the purchase of a new building (extension project) at Westbank Health and Care Centre.
- Neighbourhood Friends - a project to reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.
- Exeter Living Well at Home – funding for a project aimed at piloting greater links between the voluntary and community sector and social care.
- WEB Area – fundings received to support community building in the WEB area of Devon, with a particular focus of Littleham.
- Chatty Bus - Project aimed at reducing isolation and loneliness through buses.
- Chatty Trains - Project aimed at reducing isolation and loneliness through trains.
- The Community Cooking School at Westbank - Providing free cooking lessons for members of our community, aimed at reducing the impact of the cost-of-living crisis, loneliness and isolation.

14 Analysis of assets between funds

	Tangible fixed assets £	Invest- ments £	Cash at bank and in hand £	Other net current assets/ (liabilities) £	Non - current assets £	Total £
Unrestricted funds	723,133	92,399	280,676	372,743	-	1,468,951
Designated funds	-	-	882,116	-	-	882,116
Restricted funds	522,014	-	44,463	-	-	566,477
<b>At 31 March 2024</b>	<b>1,245,147</b>	<b>92,399</b>	<b>1,207,255</b>	<b>372,743</b>	<b>-</b>	<b>2,917,544</b>

Analysis of assets between funds – 2023

	Tangible fixed assets £	Invest- ments £	Cash at bank and in hand £	Other net current assets/ (liabilities) £	Non - current assets £	Total £
Unrestricted funds	711,346	157,902	577,653	420,711	3,000	1,870,612
Designated funds	-	-	263,550	-	-	263,550
Restricted funds	549,840	-	120,370	-	-	670,210
<b>At 31 March 2023</b>	<b>1,261,186</b>	<b>157,902</b>	<b>961,573</b>	<b>420,711</b>	<b>3,000</b>	<b>2,804,372</b>

**15 Obligations under leases**

Operating leases-

The total future minimum rentals payable under non-cancellable operating leases funded by unrestricted funds are as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Land and Buildings</b>		
Expiry date:		
Within one year	10,744	17,244
Within two and five years	14,420	25,164
More than five years	-	4,944
<b>Other</b>		
Expiry date:		
Within one year	4,184	4,560
Within two and five years	14,646	-
	<u>43,994</u>	<u>51,912</u>
	<u><u>43,994</u></u>	<u><u>51,912</u></u>

**16 Capital commitments**

At the 31 March 2024, the charity had no capital commitments (2023: £60,000 towards the installation of a kitchen for a Community Cookery School).

**17 Related party transactions**

The Chief Executive, the Finance Director and the Head of Carers are trustees of the charity Seachange Devon (charity number 1196379). During the year, Westbank Community Health and Care performed work to the value of £4,410 for Seachange which has been included in full the accounts to the year ended 31 March 2024 (2023: awarded a three-year grant totalling £104,000). At the year end, £4,669 was owed from Seachange Devon (2023: £51,000 due to Seachange Devon).

## 18 Financial instruments

### Categorisation of financial instruments

	2024 £	2023 £
Financial assets measured at fair value through income and expenditure account	92,399	157,901
Financial assets that are debt instruments measured at amortised cost	2,236,795	2,094,175
	<u>2,329,194</u>	<u>2,252,076</u>
Financial liabilities measured at amortised cost	<u>340,078</u>	<u>431,864</u>

### Item of income, expenditure, gain or losses

	Income £	Expense £	Net gains £	Net losses £
<b>2024</b>				
Financial assets measured at fair value through income and expenditure account	-	-	10,949	-
Financial assets that are debt instruments measured at amortised cost	52,369	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>52,369</u>	<u>-</u>	<u>10,949</u>	<u>-</u>
<b>2023</b>				
Financial assets measured at fair value through income and expenditure account	-	-	-	7,439
Financial assets that are debt instruments measured at amortised cost	8,919	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>8,919</u>	<u>-</u>	<u>-</u>	<u>7,439</u>

**WESTBANK COMMUNITY HEALTH AND CARE**

England & Wales - Charity number 1119541

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# Accounts

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# **Westbank Community Health & Care Annual Report and Financial Statements For the Year Ended 31 March 2023**

Registered Company Number 06243811 - Registered Charity Number 1119541



**Compassionate · Innovative · Honest · Responsive**  
*Leading the way to improved health and wellbeing for all*

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# Trustees' Report

WELCOME

## Chairmans Report 2022/23

I cannot believe that another year has passed since I was writing my section of the Annual Report. I don't know if it is just a factor of getting older, or whether the world really is spinning more quickly or perhaps it is just that so much has happened it is hard to believe it has all been crammed into a year.

We have finally shaken off the shackles of Covid and **returned to our normal delivery**. Too often it seems it remains an excuse for many organisations to continue to underdeliver, but I am very pleased to say that is not the case with Westbank. You will read later in this report of our **many successes** over the past year and we continue to gain in strength as a key partner in the delivery of services as well as being innovative and quick to develop our own opportunities.

We have said farewell to some familiar faces both on the staff team and amongst our volunteers, including trustees and our heartfelt thanks go out to all of them for their contributions to the organisation – some for many years. It would not be the organisation it is today without all their hard work, and we look forward to continuing their work.

The trustee board were involved in the appointment of **new auditors** after a robust recruitment process. This is a key element of **good governance** and already they have made an impact, often questioning what we do, how and why? This challenge is crucial to ensure that we are operating effectively and compliantly as any good charity should.

We are not immune to the challenges of cuts in public spending and the ever rising cost of living. Our Devon Carers contract continues to be recognised for its excellence and part of this is our ability to make the funding go as far as possible in providing support to carers who play such an important part in our community. Our new staff benefits system is going some way to offsetting the rising costs of living and is proving popular with our staff.

Other developments include **new systems**; with a new HR system, moving to SharePoint and other improvements. As I write this we are just about to open our **Community Cookery School** with some exciting plans about how this will help the community to make better use of their food, to be able to prepare meals more economically and for some to teach them the basics of cooking. I am sure this is going to be an excellent resource and well done to Westbank for bringing it to fruition.

During the year we held our first '**We are Westbank**' day and this proved to be hugely popular. I attended along with another trustee and it was really lovely to be able to talk to staff about what they are doing and to hear so many really heartwarming stories of their work and its impact. I know many staff are still talking about the benefits of the day and how much they valued meeting colleagues they do not normally meet and hearing about the breadth of Westbank activities.

Finally, it would be remiss of me not to say a big thank you to everyone, whether you work for Westbank or you are a volunteer or trustee. Without you Westbank would not be the highly valued and respected organisation it is. We couldn't do this without you and I know each and every one of you **goes above and beyond** and gives your very best at all times, so **thank you**.

**Sally Yeo, Chairman**

### Board Members and Senior Management Team

#### Board Members:

**Sally Yeo, Chair**

Appointed Chair April 2022

**Jim Masters, Senior**

**Independent Trustee**

Appointed April 2022

**Ian Whyte**

Appointed May 2012

**Keith Richards**

Appointed Jan 2019

**Elizabeth Anderson**

Appointed Jan 2019

**James Wood**

Appointed for 3 months 2022

#### Senior Management Team:

**Sarah Hicks**

Chief Executive Officer (appointed June 2021)

**Stephen Thomas**

Finance Director (appointed October 2021)

**Andy Hood**

Head of Carers (appointed August 2021)

**Amanda Kohn**

Head of Volunteering, Health & Wellbeing (Promoted January 2023)

**Andra Patriche**

Head of HR (Promoted April 2023)

**Jaine Keable**

Outcome & Compliance Lead (Appointed 2008)

**Katie Elliot**

Head of Fundraising & Comms (Promoted April 2023)

**Chris Bloye**

Head of Operations & Business Services (Promoted January 2023)

#### With special thanks to:

**Debbie Avery**

Head of Operations

**Nina Parnell**

Head of Volunteering

Both of whom embarked on their well-earned retirement in the year.

## CEO's Introduction 2022/23

Looking back on my first full year as CEO of Westbank, I am incredibly proud of the tremendous hard work that has allowed the Charity to continue to grow and thrive, building on the transformative work we started in 2021 post pandemic and achieving some significant milestones. **For me, and the charity as a whole, 2022- 23 has been a landmark year.**

Our dedicated, hardworking and loyal colleagues have been bold and creative and we are now providing even more **health and wellbeing services, and care for carers** of all ages to communities across the whole of Devon. I am incredibly proud to share some of their achievements from the past year in this report as we continued to develop and transform our services, reaching out to support a wider community in more engaging and innovative ways. All whilst maintaining our focus on holistic, multigenerational service delivery.

One of my most powerful observations from the year has been how everyone who works and volunteers for Westbank supports each other, and our shared aims. This was particularly evident in Autumn 2022 when the cost-of-living crisis started to hit home. Our team moved swiftly, and with little budget, to create **Warmwell** – our incredibly successful initiative that provided a warm space, nutritious lunches and cost of living advice for our local community.

Without the dedication and commitment from both our colleagues and our army of volunteers, who are of course the beating heart of our charity, it would not be possible to do what we do. This great teamwork is a big part of how we have been able to do so much in the past year, and it extends beyond Westbank. We are so fortunate to work with commissioners and stakeholders who share our ethos and to whom we are very grateful.

I also want to thank our Board of Trustees who generously volunteer their time, sharing their wisdom and expertise to help drive the charity forward.

It's 37 years since Westbank was established and our commitment to the Devon community is unabated. We aim to improve our reach in 2023-24 with more projects to **care for those who care, combat loneliness, enrich people's lives, and improve our community's health & wellbeing and help them maintain their independence.** These new health and well-being initiatives have been made possible by our improved communication and fundraising channels and I look forward to telling you about them next year.

Sarah Hicks, CEO

### Our Impact in 2022



7500

places offered at sessions across a variety of Community Support Groups



35,000

people supported across Devon



2000

patients carried by our Neighbourhood Friends volunteers

# Adult Carers

Our award-winning Devon Carers service now extends across most of Devon and provides a number of services which support Unpaid Carers, predominantly friends and family members, who are caring for Adults. The recognition's continued within the year as Andy Hood, Head of our carers services received a Highly Commended Award from the Exeter Impact Awards

According to the 2021 Census there are over 74,000 carers in Devon, although we believe the actual number far exceeds this. It can be so difficult to recognise yourself are a carer.

Unpaid carers provide care worth an astonishing £162 billion across England and Wales. In Devon alone that equates to approximately £2.39 billion, or in other words more than £4500 every minute!<sup>1</sup>

Our Devon Carers Service offers a great return on investment to our commissioners. In 2022-23 we worked with the Carers Trust to create a Social Return on Investment (SROI) calculator, specifically for services like Devon Carers. This demonstrated that for **every £1 invested into Devon Carers we deliver a value of £12.69.**

This financial year saw the service achieve some impressive milestones. We continued to grow the number of **unique beneficiaries to 30,345.** Of these we were able to support **1,743** carers to have a break using the **Carers Break Fund.** Our helpline team dealt with more than **15,000** calls. There were over **3000** **statutory assessments and reviews completed** this year.

We extended our **Hospital Services** scheme, and this now covers all 4 acute hospitals in Devon as well as many Community Hospitals and dealt with **4709 referrals.**



Our **Carer Friendly Devon** initiative, which supports businesses to support unpaid carers in their workforce, was extended. The National Trust, Libraries Unlimited, GWR, Devon Partnership Trust now join Devon and Cornwall Police, Devon and Somerset Fire and Rescue and the John Lewis Partnership amongst others.

We proudly launched some new initiatives. Our new **Front Line Response Function** ensures all carers get the quickest response possible, often within 1 working day. We also launched **Time For You** as our own in-house service which facilitates sitting services to support carers.

We value the support of our commissioners, who have helped us to continue to review and shape our service so that it meets the needs of carers in the best way possible. We are committed to further growing and extending the reach of our services. Our aim is to make sure that as many carers as possible get the support they desperately need.

We have supported **over 30,000 Carers** this year.



We enabled **1743** carers to have a break via the **Carers Break Fund.**



**Over 3000** assessments and reviews carried out in the year



<sup>1</sup> Data analysed from <https://www.carersuk.org/media/2d5le03c/valuing-carers-report.pdf>

## Case Study

Our Devon Carers service is fortunate to have a team of very special people who volunteer as our Care Ambassadors. Their experience and expertise helps us shape our service.

*Anne not only cares for her own family members, she is also a Carer Ambassador for Devon. She has been a Carer Ambassador volunteer since the beginning of the scheme and has worked and volunteered in various roles supporting carers for over 62 years!*

*Anne supports other carers in the community, walking alongside them in their caring journey. Anne helps carers get the support they need now and in the future; she also provides an important link between Devon Carers and many other organisations and helps to promote Devon Carers in many varied ways. She volunteers in partnership with Devon County Council, the NHS and Devon Carers to support those caring for family and friends.*

*Anne is hands on in volunteering and supporting individual carers as well as being involved in the strategic development of services. Over decades she has made a difference for many people across Devon, helping to shape services to support carers.*

*Anne is a Carer in every sense of the word: she cares for her own family and she cares for carers. Anne really listens to carers and constantly works hard to improve life for them. She gives them a voice.*

*Anne's passion for supporting carers and those with care and support needs shines through. Anne has touched the lives of many carers throughout Devon and deserves recognition for the difference she makes to the lives of individual carers and Devon's wider community of carers*





## Devon Young Carers

Our Devon Young Carers service currently supports **over 2500 young people** across Devon between the ages of 4 and 18 years who help look after someone in their family, or a friend, who is ill, disabled or misuses drugs and alcohol.

We work to make sure that young carers are supported through our dedicated services and others, including providing specialist advice, access to respite opportunities and one-to-one support.

The 2022-23 year saw an increase in not just the number of Young Carers supported by our service, but also the variety of initiatives available to them.

This year we were able to take **11 Carers** to the ever popular National **Young Carers Festival**. Unlike the commissioned service, this initiative is funded by Westbank donations at a cost of £350 per young carer.

We also organized **3 residential events** that provided respite to **40 young carers** and ran **36 day trips** benefiting **500 young carers**. At Christmas over **100 families** received a **Food Hamper** enabled via our partnership with Rediscover Church. And we enabled 40 young carers to celebrate **Young Carers Action Day**.

Our commitment to ensuring the voices of young carers is heard is unabated, and we proudly relaunched the **Young Carers Council** to ensure carers are involved in future service development. Through the Young Carers Council, young carers have coproduced a new approach to statutory assessments making these more relevant and easier to engage with. They have also worked with Devon County Councillors, to raise the profile of young carers and support for them across the county.

We supported young carers to access **Widening Participation** to support their University applications as well as many other enrichment activities. For example, we worked in partnership with the Royal Albert Memorial Museum (RAMM) and Double Elephant Print Workshop to complete a series of art workshops with young carers, ending with their work on display in the gallery at the RAMM until January 2024.

Over 2500 young carers directly supported

529 assessments were undertaken

240 young carers received one-to-one support



Our service is delivered by a passionate team of 10 part time staff.



We proudly continue to develop and grow our Young Carers service this year, and in the years to come.

## Case Study

One of the Young carers we worked with this year is Sam. Sam has used our service for a number of years, we invited them to come along to the Young Carers Festival with us in 2022, however they initially felt unable to come due to their ongoing anxiety.

Over the year we have worked very closely with Sam, helping them to access mental health support as well as providing activities to help them build their confidence and overcome their anxiety. Sam told us they were “anxious, nervous and a bit scared” before coming away to the festival because they were not sure what it would be like, and what was going to happen. Afterwards they said that they had made new friends, met new people and really enjoyed having a weekend where they were free to be themselves and enjoy activities like a disco and fireworks, with like minded young people.

We are really pleased to be able to offer young carers like Sam the support and opportunity they need to be able to partake in, and enjoy, activities that we all take for granted.

# Volunteering and Community Support



The Queen's Award  
for Voluntary Service

Our award-winning Volunteering Services continues to be the backbone to all that we do at Westbank, underpinning all of our activities but playing a particularly key role in our Community Support Services.

We have an army of over 400 active volunteers who support Westbank via a wide range of activities across all of our services in roles ranging from gardening, driving, DIY to cooking, even IT support!

Of these, **80 are Care Ambassadors**, dedicated to supporting and shaping our award-winning Devon Carers Service. And within the same service over **250 Carers** have been supported in various ways by Volunteers.

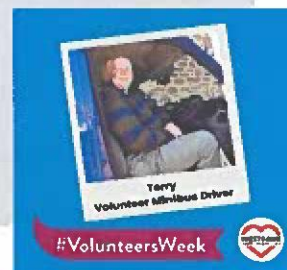
Across our Neighbourhood Friends and Hospital transport service we benefit from the support of over **100 Volunteers**

## Meet the Volunteer

Terry is one of Westbank's Minibus Drivers and started volunteering with Westbank over 5 years ago after retiring from teaching.

Terry drives people to health walks and takes older people on social trips all around Devon.

He is also a Westbank rapid response volunteer. This involves him receiving a call and if he is free, acting quickly to provide help. This could be moving a bed to enable someone to come home from hospital or moving furniture to make a home safe.



*“I enjoy meeting different people. It is pleasing to be of some use to someone. It is a little way I can help out, to make life a bit easier for those who need it. It gives people a lot of pleasure getting out and about. Sometimes this is the only time they get out. If people are on their own they don't talk to anyone else”*

## Case Study

Marie had been suffering from ill health and was using her computer to communicate with other people, she came to one of our community sessions because she was unable to hear anything on her computer.

Our volunteer Trevor was able to help her out and a very happy Marie emailed the following message.

“Please can you tell Trevor that the computer fix/update has WORKED!!! And I have sound again on my video clips and everything else!!!

I am thrilled!!!! Have been without it for many, many months and it is such a relief to have it back again!”

# Neighbourhood Friends & Patient Transport

**Neighbourhood Friends** service is a social action support service focused on avoiding hospital admissions and reducing hospital stays and is commissioned by RDUH.

Our dedicated team of staff and volunteers contributed towards the prevention of over 190 admissions and 110 readmissions this year alone.

It has been widely reported that 1 in 6 emergency admissions of people over 75 occur within 30 days of last being discharged from hospital. Data exists alluding to the estimate that each patient we prevent from readmission saves the NHS £2576.

The support we provide is varied, and includes:

- 55 Key safes fitted.
- 202 pieces equipment collected/delivered.
- 143 furniture moves.
- 40 well-being checks.
- 53 journeys to hospital.
- 222 medication collections and deliveries.

### Case Study

Mr M is aged 66 and was discharged from hospital after a lengthy stay. He is an amputee who uses a wheelchair and prior to admission had lived with his Mum in a 7<sup>th</sup> floor flat. Very sadly, his Mum had recently passed away, but he was very keen to return to the flat where he had happy memories of his Mum. Our Neighbourhood Friends Service responded to a request from his Social worker to prepare his flat for his return. Our team quickly responded and visited the property – they tidied the kitchen, disposed of rubbish, made the flat safe to maneuver around to avoid falls and fitted a new toilet seat. They met with medical equipment suppliers to enable them to gain access to the property to deliver a hospital bed. They delivered a microwave using an emergency fund, delivered food boxes and provided ongoing weekly shopping and prescription collection and arranged some long term support.

2381 Referrals

1331 Discharges Supported

32% actioned within 1 hour



57% of referrals are for people aged 80+

54% of referrals are people who live alone

**“There is absolutely no way we could have managed this situation without Neighbourhood Friends’ support, Mr M’s discharge would have been delayed weeks without it”**

**“It’s this kind of practical help that makes a valuable addition to the support provided by health and care professionals. It can make such a difference to a person, giving them the confidence to maintain their independence at home.”**

# VOLUNTEERING AND COMMUNITY SUPPORT

Our own **Patient Transport** service sits alongside Neighborhood Friends and is also dedicated to supporting patients who may be without access to public transport, or who are without nearby friends and family.

Our dedicated team of volunteer drivers handled over 750 referrals in this financial year, taking patients safely home from hospital, to and from health and medical appointments and then safely back to their homes in Devon, and some even further afield.

The benefits are far reaching; ensuring patients have a stress free way to get to their medical appointments has huge health benefits both in the short and long term for the individual. Missed GP appointments can cost the NHS between £30 and £41 per appointment, and this doesn't capture increased costs of untreated conditions worsening.

Patient Transport is an invaluable service to many, and another of our services that is funded by Westbank's own fundraising campaigns, and delivers many benefits.

It is estimated that each excess bed day costs the NHS at least £346; most of our interventions help people get home from hospital a few hours early, whilst many help them home days or even weeks earlier resulting in a considerable financial savings to our highly valued NHS hospitals.

“*One of your team has called on my parents twice in the last 2 weeks to assist with shopping, following a fall suffered by my father (92) which injured his back and has prevented him from moving around much or going out; my mother (88) is the sole carer. I wonder whether there is any way that my parents could arrange for assistance with shopping once a week to continue. They have found it wonderfully helpful, and it has given my mother a very welcome break.*”

536 journeys undertaken

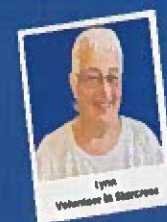
750 referrals



Limiting excess bed days



Preventing missed appointments



Our staff are supported by an **army of volunteers** helping us support over **35,000 people** across Devon. Our volunteers are the beating **heart** of our charity.

#VolunteersWeek



"I can only go to the hospital because of the patient transport service. It keeps me healthy and allows me to interact with others."

# VOLUNTEERING AND COMMUNITY SUPPORT

## Voluntary Sector Representation

1208 people supported

This is a service coordinated by Westbank and delivered through close working with the Community Health and Social Care Teams and Multi-Disciplinary meetings.

This service supports collaborative working across the VCSE sector. The data is used to capture output and identify gaps in provision. In this financial year over 1208 people were supported with 320 of those referred being carers and **686 being supported to reduce isolation and loneliness.**

## Community Support

Our **Community Support services** are varied and far reaching, led by our staff but supported by our army of volunteers.

As the Cost of Living crisis took hold in the Winter months demand for these services increased; and our team and volunteers rose to the challenge of enabling activities that combat loneliness, enrich people's lives and improve our community's health & wellbeing together with maintaining their independence.

We offered an incredible **7500 places** at a variety of activities across our communities including:

- **Brunch Clubs**
- **Hobbies Groups**
- **Seated Exercise Classes**
- **Lunch Clubs**
- **Table Tennis sessions**
- **Community fridges / Larders**
- **Food boxes**

Our **Community Larder** is supported by a number of suppliers including Fareshare, Tesco and Riverford Organic Farmers. Our drop-in larders are available at Exminster and Starcross, with our food box delivery service reaching wider areas.

7,500 places offered



120 attendees per week



130 food boxes distributed.



**WARMWELL**  
at Westbank

Support for our communities developed even further this year and new initiatives were launched, one of the most successful being our **Warmwell Project**. Set up in just a matter of days, with virtually no funding we created a cosy, warm space offering free lunch and cost of living advice and guidance throughout the winter. We hosted 846 visits over the winter period

846 warm space visits

“ I'm having problems with my electricity supplier since the prices have gone up and have suddenly been landed with a huge bill. It's great to know there's somewhere like this I can come. ”

# VOLUNTEERING AND COMMUNITY SUPPORT

## Community Link Workers

Community Link Workers handled 182 referrals

Our Community Link workers handled 182 referrals across Exeter and Tiverton. The focus of their work is to support patients leaving hospital and/or prevent admission or readmission in a similar way to our patient transport services, but with more practical support such as signposting to other agencies and services.

## Westbank Social Prescribing

October 2022 saw the launch of a new unique social prescribing program, based within Westbank and Starcross Surgery's. The model provides nonclinical support for frequent attenders at the Practice's. We support patients in their home and community setting in a number of ways including maintaining their independence, and combatting loneliness. Patients are also supported to access statutory and non-statutory services by guided signposting thus reducing pressure on the practice and local health economy. During the year we received 67 referrals.

Handled 67 referrals

## Pathfinder Project

Hot on the heels of our new Warmwell initiative came the Pathfinder project - a new social prescribing pilot project that builds on our successful Community Link Worker initiatives. The initial project was to address the health and wellbeing needs of the community following the closure of their GP Surgery in 2020. Many of the residents have high health and social care needs, and struggle to access transport both to medical appointments and social opportunities. Some residents are living with health challenges which mean that even accessing on-site services is not possible, and they have become reliant on domiciliary care for both practical and social needs.

Average of 63 people attend sessions each week at Pathfinder Village

With a mixture of our team and dedicated volunteers we delivered a broad range of services and activities giving residents the opportunity to better manage their own health needs, with the aim for them to continue running the groups when the project ended. This was achieved with great success.

“Every Monday, the Westbank bus takes a group from Pathfinder to Exeter Quay to join one of Westbank's established health walks (with options for more and less mobile walkers). Afterwards, they go on to Westbank for hot drinks and a bowl of soup in the Warmwell Cafe. Every other Thursday there is a Reflections Cafe where people can come along for a cuppa and cake and different activities - quizzes, games, wreath making, poetry reading or just chatting about their memories. We also have a monthly bus trip for lunch with another social group in St Thomas, have talks and some seated yoga sessions. All of these activities encourage group interaction and participation and people seem to be getting a lot out of the social aspect of things.”



# Health & Wellbeing

We continued to grow and enhance our portfolio of varied Health and Wellbeing services throughout the year, taking a **holistic** approach to delivery and, where possible, delivering services with a **'whole family'** methodology.

Included within this portfolio are a number of unique schemes such as our new **Falls Prevention Service** - a Stability instructor supports people age 65+ who are at risk of falling with a series of exercises to improve their balance, strength and general mobility. Our various **Rehab and Reable** packages saw 30 people participate.

## Healthier Devon

**Healthier Devon** is a **Social Investment Bond** that supports patients who are at high risk of developing **Type 2 Diabetes**, commissioned jointly by National Lottery and Public Health England and supports patients who are pre-diabetic via a number of supportive interventions that includes advice and education around:

- Healthy Eating
- Mental Health
- Physical Activity
- Addressing barriers
- Healthy Weight



As we enter the penultimate year of this contract we continue to exceed targets. The project **had 80 new starters** before the program closed to new referrals and we are now focused on delivering the best outcomes for the remaining participants.

398 people completed the 24 month program in the year, taking the total number to complete it to 826. The program has a 24 month engagement rate of 76%, comparing favorably against the target KPI of 52%, demonstrating the strength of the model we have developed.

We have 1273 prevented from developing Diabetes

76% engagement rate

“It was all very educational and has definitely saved me from being diabetic. Thank you everyone. Jack and Charlotte were very helpful and knowledgeable and very good at communicating and delivering the content (without being boring – I can imagine they might get a bit fed up sometimes with talking about the subject, but they always come across as keen and positive). Thank you again”

## Case Study

Participant '7958' is male, aged 54. He contacted Healthier Devon due to a HbA1c blood test putting him in the pre-diabetic range. The participant was part of the Healthier Devon Diabetes Prevention Programme between January 2021 and January 2023 and during that time attended Zoom sessions, was sent information in the post and completed 6, 12, 18 and 24 month assessments. The participant has been able to attend the sessions after he finishes work which he explained he is **very grateful for**.

In the final assessment the participant reported that **the programme has been life changing**. He said that he feels so much better in himself., and had lost weight. The participant's favourite swap is celeriac chips!

The participant's HbA1c reduced from 42mmol/mol to 33mmol/mol, so the participant was no longer in the prediabetic range (a normal HbA1c is less than 42mmol/mol).

The participant's BMI reduced from 34.5 (obese) to 29.2 (overweight).

## Health Walks

Westbank's **Health Walks** is a program of Health Walks that take place in locations across Devon, and are part of the Walking for Health national initiative.

Walks take place in various locations across our beautiful county with a wide variety of convenient starting points, including in areas of high deprivation. Routes are very carefully considered and include options for all levels of walking ability.

This self-funded initiative is growing at a rapid rate, we now have over **60 walk leaders**.

Over '1000' Health Walks now take place each month

Average of 60 Volunteers leading walks across 24 locations

## Case Study

Mr and Mrs W have been attending the weekly walk around Exeter Quay which they have really enjoyed. Mrs W approached us because Mr W has recently been diagnosed with Parkinson's having recently recovered from Cancer and did not know who to approach for support. Westbank signposted them to supporting agencies and the couple continue to enjoy the walks.



“ I was so pleased to find help after my doctor got me in touch with Westbank Community Health and Care and I started joining everyone at the Walking Group, it has really helped drag me out of isolation and I am happy again. The depression has lifted, and I feel so much better, also my parents have been attending and found the same benefit from this, whilst also making more friends. I attend regularly for this reason, it has been so good to be part of a great group, for physical and mental wellbeing. Thank you for all you do to keep this great community going, it is much appreciated by all of us ”

## Gym and Fitness Service



Our **gym** continued to be the hub of a wealth of services and fitness programs helping people to get fit and healthy and stay fit and healthy.

We started the year still rebuilding membership following the end of the covid lockdown and restrictions the previous year. Our inspiring and enthusiastic team worked hard to develop an engaging and, in line with our ethos, a **welcoming and non-intimidating gym environment** and with these improvements, and the addition of lots of new classes, we more than doubled gym membership in the year!



We launched our NHS approved **Falls Prevention Service** in the year which helps people stay active and independent. The course provides assessment, advice, exercise, and strength and balance groups for older people who are at risk of falling. This in turn prevents falls and unnecessary admission to hospital.

Falls and Fall-related injuries cost NHS £2.3M per year

Our **Rehabilitation Programs** had only just been relaunched at the start of this year – we work closely with local GP's and health professionals to provide patients with the support they need to make changes to improve their health and wellbeing, and recovery from certain medical episodes, through our advice and activity programs.



### Case Study

Chris is a retired gentleman who was originally referred to the Gym at Westbank Community Health and Care by his GP and subsequently went on to self-refer.

Chris first attended for rehabilitation purposes and more recently attends to get fit and lose weight.

“Coming to the gym has 100% helped with my weight loss journey and fitness levels. The social aspect has also been of benefit to me. I've found the Gym team and personal trainers brilliant, very helpful and an asset to the Westbank team”

# Services

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Our Exminster location continues to host a small number of services that both enables and underpins much of our charitable activity. It has been fantastic to see the property come back to life with footfall reaching pre-Covid levels despite a few changes to the property. We were able to carry out some much need property maintenance in the year, some projects (a new roof!) much larger than others such as the completion of our now beautiful sensory garden.

We welcomed the Devon Carers and Young Carers Team back to these premises; they now carry out their award winning work from the Harland Suite in a specially design office suite – named after a much loved colleague who we very sadly lost in the year.

Seedlings café, left unused since Covid forced it to close, was transformed into our Warmwell initiative over the winter. It was fantastic to see the transformation into such a cosy space. And even more exciting was when work commenced in March on the conversion to our Community Cookery School – an exciting new facility we are launching in Autumn 2023 following our very successful fundraising campaign.

Many of the services we provide at Exminster have a catered element 5 days a week – from the meals and snacks we provide for our Kidzone, as well as those in our Day Centre, to specific catered events such as our ever-popular brunch and breakfast clubs. And despite this increased demand on our kitchens this year we still achieved the top **5 star food hygiene rating**.

Participants to activities at Exminster ranged from 3 to 99 years!



## Day Centre

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Our Day Centre continued to provide a wide variety of activities and sessions for individuals and groups, with a particular emphasis on combatting loneliness and enriching lives in a warm and friendly setting. As the year progressed, we saw attendance levels increase and reached 804 individual attendances.

This service, like many others, has continued to evolve and reshape post-Covid and we took the opportunity to combine some of our community activities by hosting them in our Day Centre. This model has proved incredibly successful and another of our exciting projects for 2024 will be to expand on this concept – creating an even greater Community Hub here at Exminster that aligns all of our services, including our transport service to enable even more of our community to access a bigger range of activities that improve both **physical and mental health, combat loneliness, enrich lives** amongst many other benefits.

Over 500 Day Centre sessions took place

# Services Kidzone



Kidzone is our dedicated childcare facility that offers a pre-school, holiday club and 'wrap around school' care for children from 2 to 11 years.

Our Ofsted inspection in the year saw us retain our **Good rating**.

We overcame our recruitment challenges at the start of the year starting with the addition of an exceptional Manager with an infectious passion for providing a safe, fun, and stimulating environment for our young customers. We're sure our Exminster neighbors will have noticed the increased sounds of our joyful children participating in a range of activities! They have enjoyed a wide range of activities, from trips to the beach and the cinema, to visits from the Dog's Trust and our local police officer.

We saw this service grow in the year from zero children on some sessions, to many that had a waiting list.

Our children benefit from the safety and security that a small facility like our offers.

We are continuing to invest in the recruitment and development of our team and have plans to expand our service in the coming year, including adding childcare for younger children.

“ My little one loves going to Kidzone, he says everyone is friendly, there's lots of toys and lots of space and lots of fun!

Ofsted  
Good  
Provider

46 children per day  
in our busy weeks.

25 children per day  
for holiday clubs



In the year we were awarded The Department for Education's (DfE) Holiday Activity and Food (HAF) program funding meaning we can offer 16 places aimed at supporting children to:

- eat more healthily over the school holidays and try new foods.
- are more active during the school holidays.
- take part in engaging and enriching activities which support the development of resilience, character and wellbeing along with their wider educational attainment.
- are safe and not so socially isolated.
- have a greater knowledge of health and nutrition.
- are more engaged with school and other local services.
- are able to develop their understanding of nutrition and food budgeting.
- are signposted towards other information and support, for example, health, employment and education.

# Conferencing, and hospitality

This year saw us invest in the rooms we have available for hire under our Conference Services with improved IT and an updated décor, and a clever redesign saw the addition of a Board Room.

Our Balcony room, with its beautiful view across the River Exe, and our multi-function Events studio are put to good use by our health and wellbeing activities. However, when not in use for our charitable activities we welcome bookings from customers who can hire our venues for their training and conference needs.

This year saw an increase in external room hire from both existing customers booking more frequently, to welcoming new customers into our venues as our reputation for offering good quality conference facilities at an affordable price continues to grow.

Next year sees a focus on our two treatment rooms and their utilization. Our mission is to **care for every aspect of people's wellbeing** and we have plans for even more holistic services to support this aim.

Growing customer base

Wider range of rooms available

“

I have used Westbank to host my training courses for the past eight years. The service I have received has been consistently excellent. Everyone is helpful, nothing is too much trouble and the staff are always polite and efficient. I highly recommend them. Thank you Westbank

”

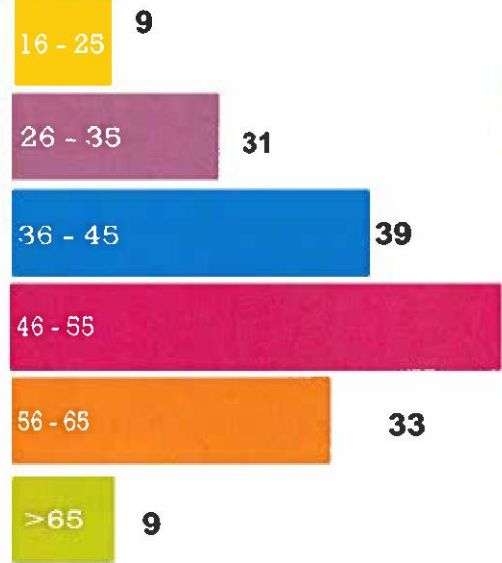
# Our Staff:

**Headcount: 165**

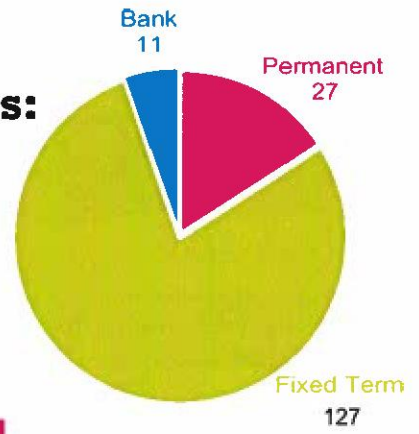
**Gender:**  
 Male: 20 Female: 145

**Hours:**  
 <30: 80  
 >30: 74  
 Bank: 11

## Age:



## Contracts:



# Financial Year

# 2022-2023

**Income**  
**£4,846,385**

**Expenditure**  
**£4,808,452**



[www.westbank.org.uk](http://www.westbank.org.uk)

Westbank, Farm House Rise, Exminster, Exeter, EX6 8AT  
 Registered Charity: 1119541 | Company No: 6243811

[@westbankdevonuk](https://www.facebook.com/westbankdevonuk) [@westbankdevon](https://www.instagram.com/westbankdevon)





**Westbank Community Health and Care**  
Reference and Administrative Details  
For the Year Ended 31 March 2023

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<b>Charity Number</b>	1119541
<b>Company Number</b>	06243811
<b>Principal Address and Registered Office</b>	The Healthy Living Centre Farm House Rise Exminster Devon EX6 8AT
<b>Auditors</b>	Albert Goodman LLP Goodwood House Blackbrook Park Avenue Taunton Somerset TA1 2PX
<b>Primary bankers</b>	NatWest 18 St Thomas Centre Exeter EX4 1DE
<b>Solicitors</b>	Tozers LLP Broadwalk House Southernhay West Exeter Devon EX1 1UA

The Trustees, who are also directors for the purposes of the Companies Act, present their report and consolidated financial statements of the group for the year ended 31 March 2023, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The full name of the Charity is Westbank Community Health and Care. It was incorporated on 10 May 2007 as a company limited by guarantee. Its company registration number is 06243811. Its charity registration number is 1119541. The Charity is variously referred to throughout this report as either "the Charity" or "the Company".

### **References and Administrative Details**

Administrative information is given in a separate section at the front of these accounts.

### **Directors and Trustees**

The directors of the Company are the Charity's Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees serving during the year and since the year-end are as follows:

- E Anderson
- S Chown (appointed 1 September 2023)
- J Masters
- K Richards
- I Whyte (resigned 26 April 2023)
- J Wood (appointed 27 April 2022 & resigned 26 April 2023)
- S Yeo

None of the Trustees have any beneficial interest in the Company. All of the Trustees are members of the Company and guarantee to contribute £1 in the event of a winding up.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

The governing documents of the organisation are the Articles of Association dated January 2020.

The objects of the charity are:

1. to promote health
2. to relieve sickness and disability and
3. to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  1. the provision of support and respite services for carers
  2. the provision of a day care centre
  3. the education and training and the provision of facilities to improve health and fitness
4. to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
5. to provide, maintain and improve public amenities by the provision of access to information technology

The directors, as the charity's trustees, have control of the charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed. A Director's term of office as such automatically terminates if he/she:

1. ceases to be a member
2. is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.

## **OBJECTIVES, STRATEGY AND ACTIVITIES OF THE CHARITY**

The charity's main objectives for the year were:

- To support the local community, patients, carers and people of Devon with a range of health and wellbeing services.
- To innovate and develop services that meet the changing physical and mental needs of our service users.
- To adjust and realign our services post lockdown.

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### **Westbank's Vision**

Our vision is of strong communities in which the health and wellbeing of all people is sustained and improved. Westbank's Mission: Westbank aims to promote and improve the health and wellbeing of people in the local community, across Devon, and beyond.

### **Westbank's Values**

We act with compassion and integrity. We value each individual equally. We work together to support the whole community. We are willing to lead, to innovate and to learn.

### **Westbank's Strategies**

To achieve its mission Westbank offers a range of services and opportunities to meet different needs:

- Providing health and wellbeing services and facilities for the local community
- Providing support for isolated and vulnerable people across Devon
- Promoting social action and volunteering
- Employing staff who share its mission and values

## **FINANCIAL REVIEW AND RESERVES POLICY**

### **Overview**

The group has generated an overall net surplus of £30,494 (2022: deficit of £276,660). This comprises restricted net income of £40,574 (2022: £573,310 net expenditure) and unrestricted net expenditure of £10,080 (2022: £296,650 net income) (from unrestricted and designated funds).

### **Income and Expenditure**

Total incoming resources increased from £4,685,504 in 2022 to £4,846,385 in 2023 largely as a result of inflationary uplifts in contracts and winning new work. Total resources expended decreased from £4,974,961 to £4,808,452. The decrease in expenditure was linked to greater cost control, as well as a reduced level of activity through Westbank Community Enterprises.

### **Balance sheet & Reserves**

The charity's balance sheet remains intrinsically strong. The total reserves held at 31 March 2023 were £2,804,371 of which £1,870,611 comprised unrestricted funds, £263,550 were designated funds, and the balance of £670,210 were restricted funds. The Group held cash of £961,573 at the year end, a decrease of £190,793 from 2022.

There are no restrictions on the charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 10a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

### **Going Concern**

The balance sheet remains robust while there is also sufficient availability of cash to continue the day-to-day operations.

The trustees have considered a range of forecasts and scenarios, all of which show the charity can manage effectively over the next 12 months. The trustees have reviewed and challenged the most recent management accounts. Therefore, the trustees are satisfied that the charity will continue as a going concern for a period of at least the next 12 months.

## Reserves Policy

The trustees believe that free reserves are the best measure of the charity's reserves position. The charity defines free reserves as total reserves less restricted reserves and unrestricted reserves held in fixed assets.

£670k of reserves are held in restricted funds, which can only be used for specific projects as defined by the donors. These reserves cannot be used to meet the day to day running of the charity, or the bulk of its expenditure which is unrestricted in nature.

£711k of the charity's unrestricted reserves are tied up in fixed assets, being buildings and vehicles, which are essential to the day-to-day delivery of the charity's activities and mission:

- The Exminster site is home to the Community Cookery School, the Fitness Centre, the Adult Services Centre, the Kidzone facilities, as well as administration space for all community-based services and health walks.
- Vehicles are critical for transporting service users to and from projects that reduce loneliness and isolation, as well as providing hospital discharge and patient transport services.
- Post year end the trustees decided to designate the buildings and vehicles in their reserves in order to clearly distinguish them from the free reserves.

Reserves	£'000
All reserves	2,804
Less restricted funds	-670
Less unrestricted fixed assets	-711
Remaining free reserves	1,423

This means £1,381 of the charity's reserves (49%) are either restricted in use, or are in fixed assets that are being actively utilised in delivering the activities of the charity.

The remaining free reserves are equivalent to 3.7 months of unrestricted expenditure which is within the trustees desired range of 3-6 months. This range is the amount the charity needs to meet the significant risks listed below, as well as to continue to support service users through periods of increased need, such as the current cost of living crisis, so cannot be utilised for our charitable projects or capital needs.

Reserves type	Value of reserves £'000	Annual Unrestricted Expenditure £'000	Months of reserves	Desired Range
Free Reserves	1,423	4,569	3.7	3 to 6 months

### **Living Well Taking Control (LWTC)**

During the year Westbank gave notice that it intended to leave the LWTC partnership, with the exit date being the 22<sup>nd</sup> of August 2022, and settlement of debts occurring post year end.

At the year-end date the charity was owed a sum of £57k by LWTC as part of its debtors ledger. This is expected to be recovered in line with the settlement agreement post year end.

### **Westbank Community Enterprises (WCE)**

On the 1<sup>st</sup> of April 2022 the activities of WCE were transferred to a separate CIO (Seachange Devon, Charity number 1196379). On the 19<sup>th</sup> of September 2023 the company was dissolved via voluntary strike off.

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required. The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

#### **Renewal of contracts/loss of significant income**

A key platform of the forward strategy, being led by the new CEO, is to achieve a greater diversification of income streams, and phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues, while also making the charity less reliant on any one stream.

#### **Coping with different ways of commissioning**

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how Westbank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

#### **Loss of key personnel**

Loss of key personnel remains a key risk, however the trustees are satisfied that there is sufficient resilience within teams to cope with short term vacancies in positions should they arise for any reason.

### **Statement of Trustees' Responsibilities**

The Trustees (who are directors of Westbank Community Health and Care for the purposes of company law) are responsible for preparing the Trustee Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, *the Financial Reporting Standard applicable in the UK and the Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the income and expenditure, of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standard have been followed, subject to any material departures disclosed and explained in the financial statements, and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

**Statement as to disclosure to our auditors**

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

The auditors, Albert Goodman LLP, are deemed to be appointed under Section 485 of the Companies Act 2006.

**SMALL COMPANY PROVISIONS**

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

By order of the Trustees.



K Richards  
Trustee  
Westbank Community Health and Care

Date: 20/11/23

### **Opinion**

We have audited the financial statements of Westbank Community Health and Care (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2023, which comprise the consolidated Statement of Financial Activities, the consolidated and parent charitable company Balance Sheets, the consolidated and parent charitable company Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2023 and of the group's incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the group and parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

**Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities on page 29, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the parent charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

**The extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charity Act 2011, anti-bribery, employment, OFSTED, data protection and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the group's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation, claims and breaches of relevant legislation; and
- reviewing correspondence with the Charity Commission and other relevant regulators including the group's legal advisors and insurers.

**Westbank Community Health and Care**  
Independent Auditors' Report to the Trustees and Members  
For the Year Ended 31 March 2023

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There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

**Use of our report**

This report is made solely to the group and parent charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group and parent charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the group and parent charitable company and the group and parent charitable company's members as a body and the parent charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....  
Michelle Ferris BSC (Hons) FCA DChA (Senior Statutory Auditor)  
For and on behalf of Albert Goodman LLP, Statutory Auditor

Goodwood House  
Blackbrook Park Avenue  
Taunton  
Somerset  
TA1 2PX

Date: 01/12/2023 .....

**Westbank Community Health and Care**

Consolidated Statement of Financial Activities (including an Income &amp; Expenditure account)

For the Year Ended 31 March 2023

		2023			2022		
	Notes	Unres- tricted £	Res- tricted £	Total £	Unres- tricted £	Res- tricted £	Total £
<b>Income from:</b>							
Donations and legacies	2	32,619	138	32,757	57,276	8,047	65,323
Charitable activities	3	4,506,288	279,943	4,786,231	4,378,442	233,927	4,612,369
Other trading activities	4	18,478	-	18,478	7,305	-	7,305
Investments	5	8,919	-	8,919	507	-	507
<b>Total income</b>		<b>4,566,304</b>	<b>280,081</b>	<b>4,846,385</b>	<b>4,443,530</b>	<b>241,974</b>	<b>4,685,504</b>
<b>Expenditure on:</b>							
Charitable activities	6	4,568,945	239,507	4,808,452	4,614,962	359,365	4,974,327
Other expenditure		-	-	-	634	-	634
<b>Total expenditure</b>		<b>4,568,945</b>	<b>239,507</b>	<b>4,808,452</b>	<b>4,615,596</b>	<b>359,365</b>	<b>4,974,961</b>
Net (loss)/gain on investments	10a	(7,439)	-	(7,439)	12,797	-	12,797
<b>Net income/(expenditure)</b>		<b>(10,080)</b>	<b>40,574</b>	<b>30,494</b>	<b>(159,269)</b>	<b>(117,391)</b>	<b>(276,660)</b>
Transfer between funds		-	-	-	455,919	(455,919)	-
<b>Net movement in funds for the year</b>		<b>(10,080)</b>	<b>40,574</b>	<b>30,494</b>	<b>296,650</b>	<b>(573,310)</b>	<b>(276,660)</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		2,144,241	629,636	2,773,877	1,847,591	1,202,946	3,050,537
<b>Total funds carried forward</b>		<b>2,134,161</b>	<b>670,210</b>	<b>2,804,371</b>	<b>2,144,241</b>	<b>629,636</b>	<b>2,773,877</b>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

**Westbank Community Health and Care – Company Registration Number: 06243811**  
**Balance Sheet and Consolidated Balance Sheet**  
**As at 31 March 2023**

		2023	2023	2022	2022
		£	£	£	£
	Notes	Group	Charity	Group	Charity
<b>Fixed assets</b>					
Tangible fixed assets	9	1,261,186	1,261,186	1,250,914	1,244,254
Investments - Listed	10a	157,901	157,901	311,623	311,623
Investments	10b	-	1	-	1
		<u>1,419,087</u>	<u>1,419,088</u>	<u>1,562,537</u>	<u>1,555,878</u>
<b>Non-current assets</b>					
Debtors	11	3,000	3,000	-	-
<b>Current assets</b>					
Stock		712	712	712	712
Debtors	11	1,186,935	1,186,935	612,798	642,635
Cash at bank and in hand		961,573	961,573	1,152,366	1,033,030
		<u>2,149,220</u>	<u>2,149,220</u>	<u>1,765,876</u>	<u>1,676,377</u>
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	12	(766,936)	(766,936)	(554,536)	(437,718)
<b>Net current assets</b>					
		<u>1,382,284</u>	<u>1,382,284</u>	<u>1,211,340</u>	<u>1,238,659</u>
<b>Total assets less current liabilities</b>					
		<u><u>2,804,371</u></u>	<u><u>2,804,372</u></u>	<u><u>2,773,877</u></u>	<u><u>2,794,537</u></u>
<b>The funds of the charity:</b>					
Unrestricted funds:					
General funds		1,870,611	1,870,612	1,714,856	2,077,204
Designated funds		263,550	263,550	429,385	129,904
Total unrestricted funds	13	<u>2,134,161</u>	<u>2,134,162</u>	<u>2,144,241</u>	<u>2,207,108</u>
Restricted funds	13	<u>670,210</u>	<u>670,210</u>	<u>629,636</u>	<u>587,429</u>
<b>Total charity funds</b>		<u><u>2,804,371</u></u>	<u><u>2,804,372</u></u>	<u><u>2,773,877</u></u>	<u><u>2,794,537</u></u>

The trustees have prepared group accounts in accordance with section 398 of the Companies Act 2006 and section 138 of the Charities Act 2011. These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 39 - 63 form part of these accounts.

Approved by the Board for issue on 20/11/23..... and signed on their behalf by:



K Richards  
Trustee

**Westbank Community Health and Care**  
**Statement of Cash Flows and Consolidated Statement of Cash Flows**  
**For the Year Ended 31 March 2023**

		<b>2023</b>	<b>2022</b>
		<b>£</b>	<b>£</b>
	<b>Notes</b>	<b>Group</b>	<b>Group</b>
<b>Cash flows from operating activities</b>			
Net income / (expenditure) for the year		30,494	(260,172)
Adjustments to cash flows from non-cash items:			
Depreciation and amortisation	9	52,601	80,280
Loss on disposal of fixed assets		6,660	-
Interest receivable	5	(8,919)	(507)
Investment revaluations		7,439	(12,797)
Investment in joint venture		-	(15,854)
		<u>88,275</u>	<u>(209,050)</u>
(Increase) / decrease in debtors	11	(577,137)	231,996
Increase / (decrease) in creditors	12	212,400	(20,950)
		<u>(276,462)</u>	<u>1,996</u>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(69,533)	(8,755)
Interest received	5	8,919	507
Acquisition of investments		(78,717)	-
Investment disposals		225,000	-
		<u>85,669</u>	<u>(8,248)</u>
Net increase in cash and cash equivalents		<u>(190,793)</u>	<u>(6,252)</u>
Cash and cash equivalents at the beginning of the reporting period		1,152,366	1,158,618
Cash and cash equivalents at the end of the reporting period		<u>961,573</u>	<u>1,152,366</u>
<b>Cash &amp; Cash equivalents reconciliation:</b>			
Cash at bank		<u>961,573</u>	<u>1,152,366</u>
Total cash & cash equivalents at the end of the reporting period		<u><u>961,573</u></u>	<u><u>1,152,366</u></u>

## **1 Accounting Policies**

The principal accounting policies adopted in the preparation of the financial statements are:

### **1.1 Basis of accounting**

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.

Westbank Community Health and Care 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 note(s) and all amounts are presented in £ sterling.

These financial statements consolidate the results of the Charity and its wholly owned subsidiary, Westbank Community Health and Care Trading Limited, on a line by line basis. The "Group" heading within the balance sheet refers to the consolidated accounts of Westbank Community Health and Care Trading Limited and Westbank Community Health and Care.

In the parent company financial statements the investment in the trading subsidiary is accounted for at cost less impairment.

The charity held a joint venture, which was disposed of during the year. In the prior year, the joint venture was accounted for on the equity accounts basis.

A separate Statement of Financial Activities or income and expenditure account, for the Charity itself has not been presented because the Charity has taken advantage of the exemptions afforded by Section 408 of the Companies Act 2006.

### **1.2 Legal status of the Charity**

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The company is incorporated in England and Wales and the company registered office is detailed on page 22.

### **1.3 Going Concern**

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the group to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements and have concluded that the group has adequate resources to continue in operational existence for the foreseeable future and there are no material uncertainties about the group's ability to continue as a going concern, thus they continue to adopt the going concern basis of accounting when preparing the financial statements.

**1.4 Income**

Income from grants and donations is recognised in the year in which they are receivable when there is evidence of entitlement, receipt is probable and the amount can be reliably measured. Where income has not been received for gift aid claims relating to donations received in the year, income is accrued.

Income from government grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Where no conditions are attached to the grant income they are recognised within donations and legacies and where conditions relating to performance of services are attached, grant income is recognised in income from charitable activities within the Statement of Financial Activities.

Income from other trading activities, including rental income, is included in the period in which the group is entitled to receipt, it is probable that economic benefits will flow to the entity and the amount can be reliably measured.

Goods donated for resale are included as income when they are sold.

**1.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

**1.6 Expenditure**

Resources expended are recognised on the accruals basis to match the period in which the expenditure was incurred.

Raising funds is expenditure incurred in generating the trading subsidiary funds and from other trading activities carried out by the charity.

Charitable activity expenditure comprises costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and costs of an indirect nature necessary to support them. Governance costs are those costs associated with the governance arrangements of the charity and relate to general running of the charity as opposed to those costs associated with charitable activities.

**1.7 Operating leases**

The charity classifies the lease of properties as operating leases as title remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

**1.8 Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity.

Restricted funds are from donations and grants in which the donor or funder has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

**1.9 Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Fixed assets under £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost or valuation less estimated residual value of each asset over its expected useful life as follows:

Freehold property	1% - 2% straight line
Computer equipment	3 years straight line
Motor Vehicles	4 years straight line
Equipment	5 years straight line

**1.10 Fixed asset investments**

Investments are recognised initially at fair value which is normally the transaction price (but excludes any transaction costs). Subsequently, investments are held at market value, with all realised and unrealised gains and losses passing through the SOFA.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or purchase date if later). Unrealised gains and losses are calculated as the difference between the market value at the year end and opening market value (or purchase date if later). Realised and unrealised gains are not separated in the Statement of Financial Activities.

**1.11 Debtors**

Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due to according to the original terms of the receivables.

Other debtors comprise amounts due from funders, prepayments and accrued income. Amounts due from funders are recognised when the Charity is entitled to the money, prepayments arise from the payments for services prior to benefit from those services, and accrued income is amounts due for services provided, recognised at the point of provision of the services.

**1.12 Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**1.13 Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

**1.14 Defined contribution pension**

A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the Company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods. Contributions to defined contribution plans are recognised as staff pension expense through the profit and loss when they are due.

**1.15 Taxation**

As a registered charity, the company is not liable to corporation tax or capital gains tax to the extent that its income and gains are applicable to charitable purposes only. Value Added Tax (VAT) is partially recoverable by the company. Any irrecoverable VAT is added to the relevant cost and charged as an expense in the Statement of Financial Activities.

**1.16 Financial Instruments**

The financial assets and liabilities of the charity and their measurements are as follows:

Financial assets – trade and other debtors are basic financial instruments and are debt instruments measured at amortised cost. Prepayments are not financial instruments. Investment portfolios measured at fair value through the income and expenditure account.

Cash at bank and deposit accounts– is classified as a basic financial instrument and is measured at face value.

Financial liabilities – trade creditors, accruals and other creditors are financial instruments, and are measured at amortised cost. Taxation and social security are not included in the financial instruments disclosure definition. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**2 Donations and legacies**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2023 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2022 Total £</b>
Donations	32,619	138	32,757	40,532	8,047	48,579
Sundry Income	-	-	-	-	-	-
Exceptional government funding Coronavirus Job Retention Scheme Grant*	-	-	-	11,619	-	11,619
Other Covid Grants	-	-	-	5,125	-	5,125
	<b>32,619</b>	<b>138</b>	<b>32,757</b>	<b>57,276</b>	<b>8,047</b>	<b>65,323</b>

The charity has been eligible to claim additional funding in year from government support schemes in response to the coronavirus outbreak. The funding received is shown above under "exceptional government funding".

The charity furloughed some of its staff under the governments CJRS. The funding received in the prior year totalling £11,619 relates to staff costs which are included within note 8 as appropriate.

\*Denotes government grants

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**3 Income from charitable activities**

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Hospital Discharge	836,104	-	836,104	476,017	-	476,017
Devon Carers Centre	2,660,919	-	2,660,919	2,493,023	-	2,493,023
Budleigh Hospital Wellbeing Hub	-	-	-	207,131	-	207,131
Neighbourhood Friends	-	201,533	201,533	-	178,923	178,923
Voluntary Representation on Health	181,749	-	181,749	178,000	-	178,000
Diabetes Westbank	-	-	-	111,205	-	111,205
Westbank Community Support	23,108	-	23,108	27,597	-	27,597
Healthy Neighbourhoods (Big Lottery 0010287095)	-	-	-	-	55,004	55,004
Devon Diabetes SIB Dev Fund	199,617	-	199,617	297,633	-	297,633
Young Carers	237,375	-	237,375	232,479	-	232,479
Coffee on the Corner	23,916	-	23,916	10,325	-	10,325
Westbank Adult Services	34,271	-	34,271	39,409	-	39,409
Kidzone	65,584	-	65,584	58,736	-	58,736
Fitness Suite Income	48,062	-	48,062	58,707	-	58,707
Gym Club	-	-	-	19	-	19
Hospitality	38,604	-	38,604	23,413	-	23,413
Food Services / Kitchen	5,745	-	5,745	16,612	-	16,612
Volunteering	10,299	12,000	22,299	6,051	-	6,051
The Community Cookery School at Westbank	-	66,410	66,410	-	-	-
Hartwell House and Shop	-	-	-	10,995	-	10,995
DCC sitting service pilot	48,240	-	48,240	58,611	-	58,611
Community link workers	44,010	-	44,010	-	-	-
Pathfinder Community Building	38,329	-	38,329	-	-	-
Other	10,356	-	10,356	72,479	-	72,479
	<b>4,506,288</b>	<b>279,943</b>	<b>4,786,231</b>	<b>4,378,442</b>	<b>233,927</b>	<b>4,612,369</b>

**4 Other trading activities**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2023 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2022 Total £</b>
Starcross shop and meeting place	-	-	-	2,437	-	2,437
Fundraising and functions	18,478	-	18,478	4,868	-	4,868
	<u>18,478</u>	<u>-</u>	<u>18,478</u>	<u>7,305</u>	<u>-</u>	<u>7,305</u>

**5 Investment income**

	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2023 Total £</b>	<b>Unres- tricted funds £</b>	<b>Res- tricted funds £</b>	<b>2022 Total £</b>
Bank interest	8,919	-	8,919	507	-	507
	<u>8,919</u>	<u>-</u>	<u>8,919</u>	<u>507</u>	<u>-</u>	<u>507</u>

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**6 Expenditure**

**Split by fund:**

	<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>2023 Total £</b>	<b>Unres- tricted £</b>	<b>Res- tricted £</b>	<b>2022 Total £</b>
<b>Charitable activities</b>						
Purchases	18,514	170	18,684	21,554	-	21,554
Premises	146,496	5,854	152,350	286,178	460	286,638
Fund activities	740,840	21,234	762,074	661,723	11,972	673,695
Depreciation	24,775	27,826	52,601	59,423	20,857	80,280
General administration	371,200	27,742	398,942	380,992	27,826	408,818
Wages and salaries	3,103,124	128,864	3,231,988	3,153,401	83,881	3,237,282
Other staff costs	104,433	27,817	132,250	(43,381)	172,013	128,632
Legal and professional	39,670	-	39,670	77,023	37,832	114,855
Interest	5,743	-	5,743	1,019	4,524	5,543
<i>Governance costs</i>						-
Audit & accountancy	14,150	-	14,150	17,030	-	17,030
	<b>4,568,945</b>	<b>239,507</b>	<b>4,808,452</b>	<b>4,614,962</b>	<b>359,365</b>	<b>4,974,327</b>

**Split by cost:**

	<b>Volunteering £</b>	<b>Physical &amp; Emotional Wellbeing £</b>	<b>Carers £</b>	<b>Children &amp; Family Services £</b>	<b>Central Support £</b>	<b>2023 Total £</b>
<b>Charitable activities</b>						
Purchases	6,888	75	1,254	9,631	836	18,684
Premises	21,076	2,164	36,549	108,296	(15,735)	152,350
Fund activities	485,005	4,030	178,772	(13,332)	107,599	762,074
Depreciation	16,580	17,295	6,000	7,020	5,706	52,601
General administration	59,009	22,695	547,545	50,875	(281,182)	398,942
Wages and salaries	296,700	132,989	2,057,171	257,049	488,079	3,231,988
Other staff costs	32,577	1,394	54,302	8,990	34,987	132,250
Legal and professional	-	11,207	7,360	3,084	18,019	39,670
Interest	280	-	480	261	4,722	5,743
<i>Governance costs</i>						-
Audit & accountancy	-	-	-	-	14,150	14,150
	<b>918,115</b>	<b>191,849</b>	<b>2,889,433</b>	<b>431,874</b>	<b>377,181</b>	<b>4,808,452</b>

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**Split by cost (prior year):**

	<b>Volunteering</b>	<b>Physical &amp; Emotional Wellbeing</b>	<b>Carers</b>	<b>Children &amp; Family Services</b>	<b>Central Support</b>	<b>2022 Total</b>
	£	£	£	£	£	£
<b>Charitable activities</b>						
Purchases	5,603	6,924	508	8,391	128	21,554
Premises	17,808	162,738	14,920	140,564	(49,392)	286,638
Fund activities	473,049	12,642	188,572	(5,897)	5,329	673,695
Depreciation	10,531	33,758	4,906	16,883	14,202	80,280
General administration	89,550	105,353	637,678	68,261	(492,024)	408,818
Wages and salaries	303,080	376,309	1,900,976	240,833	416,084	3,237,282
Other staff costs	45,661	10,451	45,618	8,234	18,668	128,632
Legal and professional	4,524	5,750	2,060	9,421	93,100	114,855
Interest	250	744	1,464	322	2,763	5,543
<i>Governance costs</i>						
Audit & accountancy	-	330	-	-	16,700	17,030
	<b>950,056</b>	<b>714,999</b>	<b>2,796,702</b>	<b>487,012</b>	<b>25,558</b>	<b>4,974,327</b>

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**6 Expenditure (continued)**

	2023	Charity 2022	2023	Subsidiary 2022	Total 2023	Total 2022
	£	£	£	£	£	£
Depreciation of owned assets	52,601	66,395	-	13,885	52,601	80,280
Operating lease expenses	22,572	67,521	-	-	22,572	67,521
Auditors' remuneration for:						
Current auditors						
- Audit services	13,250	-	-	-	13,250	-
- Other services	2,500	-	-	-	2,500	-
Previous auditors						
- Audit services	-	16,350	-	330	-	16,680
- Other services	(1,600)	350	-	-	(1,600)	350

**7 Trustee directors**

The charity trustees were not paid or received any other benefits from employment with the charity or its subsidiary in the year (2022: £nil).

One charity trustee was reimbursed £109 for travel expenses during the year (2022: one trustee - £188).

No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

**8 Employees**

**Number of employees**

The average monthly head count was 159 staff (2022: 171 staff) during the year.

<b>Employment costs</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	2,802,194	2,860,625
Social security costs	217,417	203,975
Pension costs	77,345	81,643
Redundancy	7,564	-
Freelance staff and other staff costs	127,468	91,039
	<u>3,231,988</u>	<u>3,237,282</u>

The number of employees whose annual emoluments were £60,000 (excluding employer pension costs) or more were:

	<b>2023</b>	<b>2022</b>
	<b>number</b>	<b>number</b>
£60,000 - £70,000	-	1
£70,000 - £80,000	<u>1</u>	<u>-</u>

This employee is a member of the defined contribution pension scheme, into which contributions of £2,400 (2022: £1,824) were made.

The key management personnel of the group comprise those of the Charity and the key management personnel of its wholly owned subsidiary Westbank Commercial Enterprises Limited. The key management personnel of the group comprises of the Chief Executive Officer and Senior Leadership Team. The total employee benefits (includes gross pay, employer pension and employer national insurance) of the key management personnel of the Charity were £324,933 (2022: £295,882).

**Pension costs**

The company operates a defined contribution pension schemes. The charge to the Statement of Financial Activities for the year is shown above.

Contributions totalling £14,608 (2022 - £123) were payable to the schemes at the end of the year and are included in creditors.

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**9 Tangible fixed assets**

**Group**

	<b>Freehold property</b>	<b>Equipment</b>	<b>Computers</b>	<b>Motor Vehicles</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Cost</b>					
At 1 April 2022	1,732,273	448,551	113,648	85,466	2,379,938
Additions	32,396	34,697	2,440	-	69,533
Disposals	-	(91,612)	(26,541)	(21,744)	(139,897)
<b>At 31 March 2023</b>	<b>1,764,669</b>	<b>391,636</b>	<b>89,547</b>	<b>63,722</b>	<b>2,309,574</b>
<b>Depreciation</b>					
At 1 April 2022	512,029	428,368	108,597	80,030	1,129,024
Charge for the year	35,132	14,917	2,552	-	52,601
Eliminated on disposals	-	(90,649)	(26,280)	(16,308)	(133,237)
<b>At 31 March 2023</b>	<b>547,161</b>	<b>352,636</b>	<b>84,869</b>	<b>63,722</b>	<b>1,048,388</b>
<b>Net book value</b>					
<b>At 31 March 2023</b>	<b>1,217,508</b>	<b>39,000</b>	<b>4,678</b>	<b>-</b>	<b>1,261,186</b>
<b>At 31 March 2022</b>	<b>1,220,244</b>	<b>20,183</b>	<b>5,051</b>	<b>5,436</b>	<b>1,250,914</b>

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**Charity**

	Freehold property £	Equipment £	Computers £	Motor Vehicles £	Total £
<b>Cost</b>					
At 1 April 2022	1,732,273	356,939	87,107	63,722	2,240,041
Additions	32,396	34,697	2,440	-	69,533
At 31 March 2023	1,764,669	391,636	89,547	63,722	2,309,574
<b>Depreciation</b>					
At 1 April 2022	512,029	337,719	82,317	63,722	995,787
Charge for the year	35,132	14,917	2,552	-	52,601
At 31 March 2023	547,161	352,636	84,869	63,722	1,048,388
<b>Net book value</b>					
At 31 March 2023	1,217,508	39,000	4,678	-	1,261,186
At 31 March 2022	1,220,244	19,220	4,790	-	1,244,254

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income at the time of receipt.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2023, the total cost of the Healthy Living Centre, excluding equipment, was £685,275 (2022: £685,275). This was funded by a National Lottery grant included in restricted fund income at the time of receipt.

Some of the equipment in both Community Care and Healthy Living Centres have been funded by grants, and are included within restricted fund income at the time of receipt.

All fixed assets are used for charitable purposes.

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**10a Investments – UK Listed (Group and Charity)**

	<b>Total 2023 £</b>	<b>Total 2022 £</b>
Market value at 1 April 2022	311,623	298,826
Additions	78,717	-
Disposals	(225,000)	-
Unrealised (loss) / gain arising in year	(7,439)	12,797
	<u>157,901</u>	<u>311,623</u>
Market value at 31 March 2023	<u>157,901</u>	<u>311,623</u>

Historical cost at 31 March 2023 was £106,639 (2022: £200,000).

**10b Investments**

	<b>Charity £</b>	<b>Group £</b>
<b>Cost</b>		
At 1 April 2022	190,001	634
Disposal of joint venture	(190,000)	(634)
	<u>1</u>	<u>-</u>
At 31 March 2023	<u>1</u>	<u>-</u>
<b>Provision</b>		
At 1 April 2022	(190,000)	(634)
Disposal of joint venture	190,000	634
	<u>-</u>	<u>-</u>
At 31 March 2023	<u>-</u>	<u>-</u>
<b>Carrying amount</b>		
At 1 April 2022	1	-
	<u>1</u>	<u>-</u>
At 31 March 2023	<u>1</u>	<u>-</u>

The investment in Living Well Taking Control LLP was acquired on 1 April 2016, at a cost of £190,000. In the year to 31 March 2021, the investment was provided against. The investment was disposed of on 22 August 2022, for no consideration, and therefore the investment was written off. The charity was entitled to 50% of the profits up to the date of disposal.

**Investments (continued)**

The company's interest as a partner in Living Well Taking Control LLP is accounted for as a joint venture (50% proportion of voting rights and shares held until 22 August 2022 where the investment was fully disposed). Its principal activity is to run the Living Well Taking Control Programme which offers a diabetes support group. The registered company number is OC407449 and the registered office is Avoca Court, 27 Moseley Road, Birmingham, B12 0HJ.

The accounts for Living Well Taking Control LLP for the financial period ended 31 March 2023 (including amounts attributable to the charity for the period from 1 April 2022 until 22 August 2022) have not been filed at the date of approval of these accounts and therefore the profit or loss and aggregated amount of capital and reserves is unknown and has not been included in these accounts (2022: profit £31,707 and capital and reserves £32,975).

Westbank Community Enterprises Limited (company no 10834679) was incorporated on 23 June 2017 as a wholly owned trading subsidiary of Westbank Community Health and Care. The parent charity holds 100% of the issued share capital and 100% of the voting rights of the subsidiary trading company. Westbank Community Enterprises Limited ceased trading on 1 April 2023, and has been dormant since 1 April 2022. On the 19 September 2023 the company was dissolved via voluntary strike off.

The principal activities of the company were to run the Budleigh Salterton Community Hospital Health and Wellbeing projects, but has since ceased trading on 1 April 2022. The registered office is the same as that of the Charity, detailed on page 22. The subsidiary gift aids its taxable profits to Westbank Community Health and Care, and files statutory accounts with the Registrar of Companies.

A summary of the trading results is shown below:

**Westbank Community Health and Care**  
**Notes to the Financial Statements**  
**For the Year Ended 31 March 2023**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Turnover	-	278,462
Cost of sales	-	(133,436)
	<hr/>	<hr/>
Gross profit	-	145,026
Administrative expenses	-	(202,958)
	<hr/>	<hr/>
Operating profit	-	(57,932)
Exceptional items - write off of assets	70,659	-
	<hr/>	<hr/>
Profit before tax & profit for the financial year	70,659	(57,932)
Retained earnings brought forward in subsidiary	(70,660)	(12,728)
	<hr/>	<hr/>
Retained earnings carried forward in subsidiary	(1)	(70,660)
	<hr/>	<hr/>
The assets and liabilities were:		
Tangible assets	-	6,660
Current assets	-	196,281
Current liabilities	-	(273,600)
	<hr/>	<hr/>
Total net assets	-	(70,659)
	<hr/>	<hr/>
Called up share capital	1	1
Profit and loss reserve	(1)	(70,660)
	<hr/>	<hr/>
	-	(70,659)
	<hr/>	<hr/>

**11 Debtors**

**Current assets - Debtors**

	<b>2023</b>		<b>2022</b>	
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Trade debtors	980,751	980,751	265,775	261,010
Prepayments and accrued income	123,920	123,920	114,027	106,810
Other debtors	24,922	24,922	63,730	2,989
Amounts due by LWTC	57,342	57,342	169,266	169,266
Amounts owed by WCE	-	-	-	102,560
	<u>1,186,935</u>	<u>1,186,935</u>	<u>612,798</u>	<u>642,635</u>
<b>Non current assets - Debtors</b>				
Other debtors	<u>3,000</u>	<u>3,000</u>	<u>-</u>	<u>-</u>

The above debt is due in less than 5 years.

**12 Creditors: Amounts falling due within one year**

	<b>2023</b>		<b>2022</b>	
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Trade creditors	294,933	294,933	258,506	154,196
Accruals and deferred income	186,824	186,824	105,671	87,294
Taxation and social security	215,690	215,690	189,569	195,436
Other creditors	69,489	69,489	790	792
	<u>766,936</u>	<u>766,936</u>	<u>554,536</u>	<u>437,718</u>

**Deferred Income**

	<b>2023</b>		<b>2022</b>	
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Deferred income at 1 April 2022	1,868	1,868	64,518	64,518
Released from previous years	(1,868)	(1,868)	(64,518)	(64,518)
Resources deferred in the year	119,382	119,382	1,868	1,868
	<u>119,382</u>	<u>119,382</u>	<u>1,868</u>	<u>1,868</u>

At the balance sheet date the trust was holding funds received in advance from Devon County Council and fees received in advance.

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**13 Summary of movement in funds- Group**

	Opening balance £	Income £	Expenditure £	Transfers & losses £	Closing balance £
<b>Unrestricted funds - Group</b>					
General fund	1,714,856	4,537,813	(4,374,619)	(7,439)	1,870,611
	<u>1,714,856</u>	<u>4,537,813</u>	<u>(4,374,619)</u>	<u>(7,439)</u>	<u>1,870,611</u>
<b>Designated funds - Group</b>					
Covid 19 Contingency	50,000	-	-	-	50,000
Business development fund	250,989	-	(85,479)	-	165,510
Community Support and Outreach	128,396	28,491	(108,847)	-	48,040
<b>Total designated funds</b>	<u>429,385</u>	<u>28,491</u>	<u>(194,326)</u>	<u>-</u>	<u>263,550</u>
<b>Total unrestricted</b>	<u>2,144,241</u>	<u>4,566,304</u>	<u>(4,568,945)</u>	<u>(7,439)</u>	<u>2,134,161</u>
<b>Restricted funds - Group</b>					
Westbank Building Capital	93,329	-	(3,589)	-	89,740
Healthy Living Centre Capital	438,655	-	(13,706)	-	424,949
SEIF Capital Grant	45,682	-	(10,531)	-	35,151
Neighbourhood Friends	(2,803)	201,671	(204,203)	-	(5,335)
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	17,688	-	-	-	17,688
Chatty Bus	-	8,000	(5,821)	-	2,179
Chatty Trains	-	4,000	(1,657)	-	2,343
Community Cookery School at Westbank	-	66,410	-	-	66,410
<b>Total restricted</b>	<u>629,636</u>	<u>280,081</u>	<u>(239,507)</u>	<u>-</u>	<u>670,210</u>
<b>Total funds</b>	<u><b>2,773,877</b></u>	<u><b>4,846,385</b></u>	<u><b>(4,808,452)</b></u>	<u><b>(7,439)</b></u>	<u><b>2,804,371</b></u>

**Westbank Community Health and Care**  
Notes to the Financial Statements  
For the Year Ended 31 March 2023

**Summary of movement in funds – Group (2022)**

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
<b>Unrestricted funds - Group</b>					
General fund	1,337,025	4,390,362	(4,481,247)	468,716	1,714,856
	<b>1,337,025</b>	<b>4,390,362</b>	<b>(4,481,247)</b>	<b>468,716</b>	<b>1,714,856</b>
<b>Designated funds - Group</b>					
Covid 19 Contingency	250,000	-	-	(200,000)	50,000
Transport fund	17,786	-	-	(17,786)	-
Business development fund	56,290	-	(25,301)	220,000	250,989
Outreach	75,000	-	(17,195)	(57,805)	-
Living well taking control LLP	634	-	(634)	-	-
Community Support and Outreach (previously Social Action/ Volunteering Fund)	60,000	53,168	(70,363)	85,591	128,396
Hardship fund	10,000	-	-	(10,000)	-
IT upgrades and ongoing renewals	20,000	-	-	(20,000)	-
Fund raising	20,856	-	(20,856)	-	-
<b>Total designated funds</b>	<b>510,566</b>	<b>53,168</b>	<b>(134,349)</b>	<b>-</b>	<b>429,385</b>
<b>Total unrestricted</b>	<b>1,847,591</b>	<b>4,443,530</b>	<b>(4,615,596)</b>	<b>468,716</b>	<b>2,144,241</b>

**Summary of movement in funds – Group (2022) (continued)**

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
<b>Restricted funds - Group</b>					
Westbank Building Capital	96,918	-	(3,589)	-	93,329
Healthy Living Centre Capital	452,361	-	(13,706)	-	438,655
Devon Carers Centre	250,880	-	-	(250,880)	-
SEIF Capital Grant	56,213	-	(10,531)	-	45,682
Memory Cafes	3,950	-	-	(3,950)	-
Healthy Neighbourhoods	20,496	56,583	(123,689)	46,610	-
Neighbourhood Health Watch	9,335	-	-	(9,335)	-
Budleigh Hospital Wellbeing Hub					-
- Capital	42,207	-	-	(42,207)	-
Neighbourhood Friends	9,622	185,391	(197,816)	-	(2,803)
Wellbeing Exeter	4,782	-	(4,301)	(481)	-
Wellbeing Crediton	1,403	-	-	(1,403)	-
Community Support	(114)	-	-	114	-
Volunteering Representation on -					-
Health and Social Care Teams	16,709	-	-	(16,709)	-
Devon Diabetes SIB Dev Fund	(30,941)	-	-	30,941	-
Young Carers	15,309	-	-	(15,309)	-
Time for You	65,001	-	-	(65,001)	-
Schedule Q – Hospital Discharge	131,152	-	-	(131,152)	-
Diabetes Westbank	(2,889)	-	-	2,889	-
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	22,498	-	(4,810)	-	17,688
Global Funding	969	-	(923)	(46)	-
<b>Total restricted</b>	<b>1,202,946</b>	<b>241,974</b>	<b>(359,365)</b>	<b>(455,919)</b>	<b>629,636</b>
<b>Total funds</b>	<b>3,050,537</b>	<b>4,685,504</b>	<b>(4,974,961)</b>	<b>12,797</b>	<b>2,773,877</b>

The breakdown of funds is as per the group funds statement.

**Purpose of material funds:**

- General Funds – General funds are those held for the day to day running of the Charity.
- Designated Funds – Covid 19 Contingency This fund is held to continue to support vulnerable service users over the coming year, or in the case of a resurgence in Covid-19.
- Designated Funds – Business development fund This includes funding for two posts aimed at developing the organisation over the coming years, as well as essential maintenance and renewals.
- Designated Funds – Community Support and Outreach This will be used to fund projects aimed at supporting the local community. This includes projects aimed at improving physical and mental health and wellbeing, as well as reducing loneliness and isolation.
- Westbank Building Capital – provision of the Community Care Centre Exeter
- Healthy Living Centre Capital – provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'
- SEIF Capital Grant – grant made by the Social Enterprise Investment Fund for the purpose of contributing towards the purchase of a new building (extension project) at Westbank Health and Care Centre.
- Neighbourhood Friends - a project to reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.
- Exeter Living Well at Home – funding for a project aimed at piloting greater links between the voluntary and community sector and social care.
- WEB Area – fundings received to support community building in the WEB area of Devon, with a particular focus of Littleham.
- Chatty Bus - Project aimed at reducing isolation and loneliness through buses.
- Chatty Trains - Project aimed at reducing isolation and loneliness through trains.
- The Community Cooking School at Westbank - Providing free cooking lessons for members of our community, aimed at reducing the impact of the cost-of-living crisis, loneliness and isolation.
- Transport Fund - Funding for repairs of older vehicles
- Outreach - to provide greater local presence at the point of delivery across Devon.
- Living Well Taking Control LLP - This fund is equal to the charity investment in LLP.
- Hardship Fund - To allow staff to make small grants to individuals.
- IT upgrades and ongoing renewals - This is the estimated cost of IT upgrades and renewals.
- Fund raising - This was historically held for fundraising purposes.
- Schedule Q – Hospital Discharge - Offers carers additional support in coping with an unexpected admission into hospital. It addresses concerns arising from the possible increase in caring responsibilities following the discharge to home of the looked after person as well as providing support for the carer where the hospital stay has limited their ability to provide care in a safe manner or a return to the caring role could hinder their recuperation.

#### 14 Analysis of assets between funds – Group

	Tangible fixed assets £	Invest- ments £	Cash at bank and in hand £	Other net current assets/ (liabilities) £	Non - current assets £	Total £
Unrestricted funds	711,346	157,901	577,653	420,711	3,000	1,870,611
Designated funds	-	-	263,550	-	-	263,550
Restricted funds	549,840	-	120,370	-	-	670,210
<b>As at 31 March 2023</b>	<b>1,261,186</b>	<b>157,901</b>	<b>961,573</b>	<b>420,711</b>	<b>3,000</b>	<b>2,804,371</b>

#### Analysis of assets between funds – Group - 2022

	Fixed assets £	Invest- ments £	Cash at bank and in hand £	Other net current assets/ (liabilities) £	Total £
Unrestricted funds	673,248	311,623	676,936	53,049	1,714,856
Designated funds	-	-	423,460	5,925	429,385
Restricted funds	577,666	-	51,970	-	629,636
<b>As at 31 March 2022</b>	<b>1,250,914</b>	<b>311,623</b>	<b>1,152,366</b>	<b>58,974</b>	<b>2,773,877</b>

#### 15 Income and expenditure account of the Charity

The company has taken advantage of Section 408 of the Companies Act 2006 and has not included its own Income and Expenditure Account or separate Statement of Financial Activities.

Westbank Community Health and Care has net surplus for the year of £9,835 (2022 - expenditure £268,094) based on income of £4,846,385 (2022 - £4,491,170).

**16 Obligations under leases**

Operating leases-

The total future minimum rentals payable under non-cancellable operating leases funded by unrestricted funds are as follows:

	2023 £	2022 £
<b>Land and Buildings</b>		
Expiry date:		
Within one year	17,244	63,268
Within two and five years	25,164	-
More than five years	-	-
<b>Other</b>		
Expiry date:		
Within one year	4,560	4,188
Within two and five years	-	1,916
	46,968	69,372
	46,968	69,372

**17 Capital commitments**

At the 31 March 2023 the charity had committed £60,000 towards the installation of a kitchen for a Community Cookery School which was installed post year end (2022: £nil).

**18 Related party transactions**

The charity has taken advantage of the exemption in FRS 102 "Related Party Disclosures" from disclosing transactions with other members of the group.

Westbank owned a 50% share of Living Well Taking Control LLP until 22 August 2022 (2022: owned 50% share for the full year), during the period of ownership, Westbank performed work to the value of £nil (2022: £111,205) for Living Well Taking Control LLP and at the year end Westbank was owed £57,342 (2022: £169,266).

The Chief Executive, the Finance Director and the Head of Carers are trustees of the charity Seachange Devon (charity number 1196379). During the year, Westbank Community Health and Care awarded Seachange Devon a three-year grant totalling £104,000, which has been included in full the accounts to the year ended 31 March 2023 (2022: £nil). At the year end, £51,000 was due to Seachange Devon (2022: £nil).

**19 Financial instruments**

**Categorisation of financial instruments**

	2023 £	2022 £
Financial assets measured at fair value through income and expenditure account	157,901	311,623
Financial assets that are debt instruments measured at amortised cost	2,094,175	1,685,677
	<u>2,252,076</u>	<u>1,997,300</u>
Financial liabilities measured at amortised cost	<u>431,864</u>	<u>363,099</u>

**Item of income, expenditure, gain or losses**

	Income £	Expense £	Net gains £	Net losses £
<b>2023</b>				
Financial assets measured at fair value through income and expenditure account	8,919	-	-	7,439
Financial assets that are debt instruments measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>8,919</u>	<u>-</u>	<u>-</u>	<u>7,439</u>
<b>2022</b>				
Financial assets measured at fair value through income and expenditure account	507	-	12,797	-
Financial assets that are debt instruments measured at amortised cost	-	-	-	-
Financial liabilities measured at amortised cost	-	-	-	-
	<u>507</u>	<u>-</u>	<u>12,797</u>	<u>-</u>

**20 Post balance sheet event**

On the 1<sup>st</sup> of April 2022 the activities of Westbank Community Enterprises (WCE) were transferred to a separate CIO (Seachange Devon, Charity number 1196379). On the 19<sup>th</sup> of September 2023 the company was dissolved via voluntary strike off.



**WESTBANK COMMUNITY HEALTH AND CARE**

England & Wales - Charity number 1119541

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# Accounts

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**Westbank Community Health and Care  
(Westbank)  
(a company limited by guarantee)**

**Registered charity number 1119541**

**Trustees' Report and Financial Statements**

**Year ended 31 March 2022**

**Company registered number 06243811**



# Westbank Community Health and Care

Year ended 31 March 2022

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# **Westbank Community Health and Care**

## **Trustees' report**

Year ended 31 March 2022

### **Chairman's Report**

In his report this time last year my predecessor alluded to the incredibly challenging situation we found ourselves in, along with many other organisations. This year has continued in a similar vein and has been no less challenging. However, with a new senior management team now firmly in place and an incredible staff and volunteer team, including a very committed trustee board, Westbank is in a strong position to continue.

Relationships with our commissioners continue to go from strength to strength and our ability to provide flexible, high quality services within competitive budgets remains at the core of what we do. We are recognised as a key part of the health and wellbeing landscape.

It would be remiss not to pay tribute to our Jim Masters who stood down as Chairman earlier this year. He has worked tirelessly over the last few years to ensure that the governance, finance and reputation of Westbank is the best it can possibly be and he will be very much missed. We look to the future with excitement and optimism.

Sally Yeo, Chairman

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

### CEO's introduction

It was such a privilege to join the charity in June 2021. I was struck immediately by the breadth of the charity's work and how it had succeeded in rapidly changing so many of its services and engagement activities in response to the pandemic, all of which was only made possible by the commitment and loyalty shown by both our employed and voluntary team members.

My arrival, and a leadership transition can be uncertain for everyone, but even more so when it occurs amidst a pandemic! However, the teams embraced a programme of change and improvement which included re-aligning services, growing our supporter base and raising our profile to a wider audience. As a result, we have made significant strides throughout 2021/2022.

Despite the challenges that continued as a result of the Covid pandemic, we are confident that our charity now has the skills, resources and expertise to continue to grow and provide even more of the vital support that is needed in these times.

We are continuing to transform our services, reaching out and supporting a wider community in more engaging and innovative ways maintaining our focus on holistic, multigenerational services that improve health and wellbeing with a 'whole family' approach. After the challenges of the past 2 years, we're now placing a renewed focus on delivering many different health and wellbeing services for our communities with a range of ambitious developments planned for the next few years.

I am so proud to share all that we achieved in last year in this report and introduce you to a few of the people for whom our work has made a difference. Thank you to everyone – our incredible staff and dedicated volunteers, our commissioners, donators, delivery partners and stakeholders – who have not only supported us to achieve so much for so many in the past 12 months, but continue to provide so much inspiration. We are hugely fortunate to work with you.

I would also like to express my personal thanks to our Trustees who give their time, energy and expertise so generously ensuring the effective and robust governance of Westbank.

Sarah Hicks, CEO

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

The Trustees present their report and consolidated financial statements of the charitable company ("Westbank") and its subsidiary Westbank Community Enterprises Limited for the year ended 31 March 2022. This incorporates the Directors' Report and the Strategic Report under s417 Companies Act 2006.

### Objectives and Activities

The charity's main objectives for the year were:

- To support the local community and people of Devon through the effects of the Covid-19 pandemic
- To adapt our business models to the challenges of Covid-19, while continuing to meet our service users needs.
- To resume our services post lockdown.

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### Westbank's Vision

Our vision is of strong communities in which the health and wellbeing of all people is sustained and improved. Westbank's Mission Westbank aims to promote and improve the health and wellbeing of people in the local community, across Devon, and beyond.

### Westbank's Values

We act with compassion and integrity. We value each individual equally. We work together to support the whole community. We are willing to lead, to innovate and to learn.

### Westbank's Strategies

To achieve its mission Westbank offers a range of services and opportunities to meet different needs:

- Providing health and wellbeing services and facilities for the local community
- Providing support for isolated and vulnerable people across Devon
- Promoting social action and volunteering
- Employing staff who share its mission and values

# Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2022

## Volunteering & Community Support

### Core Westbank volunteering:

We have more than 600 volunteers carrying out 20 different roles both in the communities surrounding Westbank and in Devon as a whole. In the last year, our volunteers have contributed more than 25,000 hours of their time. Our youngest volunteer is aged 13, and our most senior is 92!

Our army of volunteers continue to be fundamental to Westbank's success – without them, it really would not be possible to achieve what we do. We value each and every volunteer and the amount of time they are able to give. When recruiting and inducting volunteers we endeavour to get to know them and to understand what motivates them so that we can tailor their volunteering role accordingly and, hopefully, help them achieve what they want to achieve.

Volunteering provides different things to different people, whether that's meeting new people; the chance to learn a new skill or improve their employment prospects; giving something back or improving their confidence and self esteem.

Interestingly, 69% of our volunteers are female and 31% are male.

### Neighbourhood Friends

Neighbourhood Friends is a social action support service focused on avoiding hospital admissions and reducing hospital stays. We have gained a well-earned reputation as a 'Can Do' service. By observing government guidance and safe working practices, our dedicated team of staff and volunteers managed to keep the service going throughout the Covid Crisis. When people were understandably reluctant to go near the RD&E, our volunteers didn't stop helping.

The support they gave during the pandemic was recognised in June 2021 with The Queens Awards for Voluntary Services. Our Neighbourhood Friends received a special commendation for going above and beyond during COVID-19.

## Westbank Community Health and Care

### Trustees' report (continued)

Year ended 31 March 2022



#### Key achievements of Neighbourhood Friends during 2021

- Enabled 1,724 people to be discharged from RD&E as soon as ready
- Supported 2,479 people in the local community
- Gave more than 7,000 hours of their time to help others
- Drove more than 60,000 miles, transporting people to and from medical appointments, to vaccination centres and back home when discharged from the hospital.

*Quote from Flora Smith, Clinical Lead Occupational Therapist, Health for Older People at RD&E:*

*"During the Covid-19 pandemic, Neighbourhood Friends supported the acute hospital with patient discharges, their 'Can Do' attitude and person-centred approach was greatly appreciated in what was a tough time for patients and their carers."*

#### Interesting stats:

- 29% of all referrals were actioned within an hour – from the helpdesk receiving the call to the volunteer arriving at the hospital
- 51% of referrals were for men and 49% for women 48% of patients were aged over 80

#### Neighbourhood Friends Case Study: the difference our volunteers make

Malcolm, aged 66, was being discharged from hospital after a lengthy stay. Malcolm is an amputee who uses a wheelchair. Before admission, he had lived with his mum in a 7th-floor flat without a lift. Sadly, Malcolm's mum had recently passed away.

When Malcolm left the hospital, he asked to return home to his flat where he had happy memories of his mum. His Social Worker made a referral for volunteer support to get his flat ready so he could be safely discharged.

## Westbank Community Health and Care

### Trustees' report (continued)

Year ended 31 March 2022

#### Neighbourhood Friends Intervention

We resourced a volunteer willing to enter Malcolm's home during lockdown (full PPE provided).

Over the next 10 days, the volunteer provided the following support :

- Visits to the property to tidy the kitchen and dispose of rubbish, fit a new toilet seat and make the flat safe to walk around to minimise the risk of a fall .
- A meeting with medical equipment suppliers to enable them to gain access to the property to deliver a hospital bed and other necessary equipment to provide care for Malcolm in his home.
- Delivery of a microwave purchased from the emergency Covid-19 fund.
- New bedding supplied from the Westbank charity shop.
- Emergency food boxes delivered and kitchen equipment adapted.
- The TV was reprogrammed and a reconditioned washing machine sourced, delivered and paid for
- Ongoing volunteer support with weekly shopping and prescription collection until Social Care were able to source an appropriate enabling service

**Quote from Social Worker:** "There is absolutely no way we could have managed this situation without Neighbourhood Friends' support. Without it, Malcolm's discharge would have been delayed for weeks ."

#### Healthy Neighbourhoods:

Our highly successful Healthy Neighbourhoods project reached the final year of its 5- year Reaching Communities grant from the Big Lottery. During this period, the staff and volunteer team developed, delivered and supported a range of community-based health and wellbeing activities across East Devon, Exeter and Mid-Devon. These activities were aimed at reducing isolation, encouraging self-care, increasing physical activity, promoting healthy eating, maintaining mobility and independence and supporting carers.

As we reached the conclusion of the service, we spent some time reflecting on what has been an unprecedented period in our lives. Thanks to the flexibility and support of the National Community Lottery, we were able to adapt our services and continue to support those most vulnerable and in need.

Within the lockdown restraints of the year, we continued to respond to local needs and utilised the skills and expertise of our volunteers when developing locally based activities. We continued, where possible, to develop existing and set up new partnerships to meet the needs of our target groups:

- Older people
- People experiencing loneliness
- People living with long-term health conditions

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

- People with disabilities
- People leading unhealthy lifestyles

### Facts and figures

Year 5	Total for project
<ul style="list-style-type: none"><li>• 122 volunteers recruited to support activities and services</li></ul>	<ul style="list-style-type: none"><li>• 671 volunteers recruited to help deliver a wide range of activities</li></ul>
<ul style="list-style-type: none"><li>• 964 new participants took part in a range of activities</li></ul>	<ul style="list-style-type: none"><li>• 3743 participants benefited from a range of volunteer and staff led activities and services across the area of benefit</li></ul>
<ul style="list-style-type: none"><li>• 12 new activities developed</li></ul>	<ul style="list-style-type: none"><li>• Service linked with over 50 partnership organisations</li></ul>

### New Service developments included:

**Back to cycling for over 50s** - As a result of the increasing desire from the community for outdoor activities, we developed, "Back to Cycling" – volunteer led cycling sessions for people who ;

- Want to build cycling confidence
- Have returned to cycling
- Prefer cycling in a group
- Want to build friendships
- Want to improve their health and wellbeing and fitness levels

The sessions received a lot of interest both from people keen to get involved in volunteering and also from new participants.



### Existing Services:

#### Health Walks in Exeter & Mid Devon

## Westbank Community Health and Care

### Trustees' report (continued)

Year ended 31 March 2022

**Health Walks** – As pandemic restrictions slowly eased and life returned to some normality we registered 212 new walkers, who were led by 32 newly trained volunteer walk leaders.

One of the most popular walks attended by nearly 50 people and held over a couple of nights, was an evening visit to the bluebell woods with a pop-up coffee stand. The beautiful weather meant old friends were able to meet up and enjoy each other's company for the first time in a year.



### Healthy Neighbourhoods Evaluation

At the end of each year or at the end of a series of activity sessions, we complete internal evaluations with participants and volunteers.

To further support the internal evaluations, we commissioned an external evaluation of the project mid-way through the final year.

A summary of the key findings :

- *Healthy Neighbourhoods made a significant and, in some cases, a profound difference to the lives of participants. Project activities improved people's physical and emotional health, and helped to increase general fitness and mobility, whilst also reducing isolation and loneliness. Some activities helped people to develop their confidence and self-esteem and learn new skills.*
- *Many of those involved in the exercise classes and the walking group reported that they were feeling healthier as a result; that they could do certain things more easily, were stronger and more flexible and (in some cases) were able to reduce their regular medication.*
- *Staff, volunteers and some external partners said they were often able to "see the difference" in beneficiaries – especially around confidence and interaction with others.*
- *Across the range of activities we reviewed, beneficiaries and volunteers, almost without exception, highlighted the social and broader well-being benefits of being involved.*
- *Volunteers also clearly benefited, commonly highlighting that volunteering helped them feel more involved in the community and allowed them to "give*

## **Westbank Community Health and Care**

### Trustees' report (continued)

Year ended 31 March 2022

*something back". Volunteers also reported that they gained new skills and knowledge and a better understanding of local community services and activities.*

We will be able to use the evaluation and key findings/suggestions to help improve services and shape future funding applications

### **Voluntary sector representation on Community Health & Social Care Teams:**

Westbank leads this programme which provides Voluntary Sector Representation on Community Health & Social Care Teams in Northern, Eastern and Southern Devon. Working with Devon Voluntary Action and with 13 locally based voluntary and community organisations, the service provides teams with a bridge to the voluntary sector – raising awareness of the breadth of activity and creating a proactive link for people with often complex and long-term conditions to access the services, activities and opportunities available in their communities.

### **Patient Transport**

Westbank has been providing a volunteer-led transport service for patients of the Westbank GP practices since 1986. We support those with mobility problems to attend GP or hospital appointments. Despite the continuing Covid restrictions, our dedicated team of volunteer drivers supported over 500 patients to attend their appointments, many of which were to receive those all-important Covid vaccinations.

### **Community Services**

As we began to move forward and out of the restriction our focus centred on supporting residents who needed a helping hand to reengage with community life.

### **Exminster Services**

With the support of our amazing team of community volunteers, we delivered a range of community activities, which helped to reduce feelings of loneliness and improve mobility and general health and wellbeing. These weekly activities included:

- A gentle exercise group and lunch club
- A gents' brunch club
- A hobbies and craft group
- The launch of a new Bereavement Group
- St Thomas Memory Café and lunch club
- Telephone befriending support
- A walking group for new and expectant Mums at Powderham Castle

### **Starcross Services**

After extensive review of all Westbank services and projects, our Board of Directors and Leadership Team made the difficult and sad decision to close the Westbank Charity Shop in Starcross.

## Westbank Community Health and Care

### Trustees' report (continued)

Year ended 31 March 2022

Following the closure of the shop, we introduced a Starcross Community Support Co-ordinator role, which solely focused on building and growing activities to reach even more of the community

With the support of the Parish Council, many other local organisations and a host of dedicated volunteers our co-ordinator developed and delivered a range of activities, which were well received and supported by the community. These included:

- Brunch club
- Community cafe to run alongside the Post Office service which relocated to the Pavilion following the closure of the shop
- Table Tennis club
- Movement to Music sessions
- Fish' n' Chip lunches
- Sewing Group

We are now delivering our service to an greater number of members of the Starcross community.

### Coffee on the Corner

Working in partnership with the Village Hall Trust and Directors of the Coffee on the Corner CIC, we took over the day-to-day running and management of the small café situated in the heart of Exminster in 2021.

With the support of some very hard-working and dedicated volunteers, we gradually re-opened the café. It now provides a warm and welcoming meeting place for the local community to enjoy some good coffee and snacks among friends.

### Community Larder and Cookery Session

We are committed to tackling food waste and keeping our community fed and healthy.

Using produce generously provided by donations and suppliers such as FareShare, Tesco and Riverford Organic, we stock the community larder with delicious goods which would otherwise go to waste.

We also host community cooking sessions for parents and their children, teaching them how to produce a meal from scratch with simple, easily sourced, relatively cheap ingredients, likely to be found in the larder.



## Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2022

### Sensory Garden

In January 2022 work began to design and develop a sensory garden at the far end of the centre in Exminster. The garden, which is being co-designed with older people who attend the day centre, will stimulate and engage the five senses of sight, smell, sound, touch and taste, providing a welcome haven for all who attend the centre, particularly for those living with dementia.



# Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2022

## DEVON CARERS

### Adult Carers

Our work supports unpaid carers who are caring for adults. The year has been a period of significant change for our Adult Carers Service. Our Head of Carers Service, Billy Hartstein, resigned at the beginning of the year. We were able to recruit quickly for this important position and Andy Hood joined as the new Head of Carers Services in August 2022. This was shortly followed by recruiting a replacement for our Social Work Service Manager. Catherine St. John was appointed in September 2022.

Our services have gone from strength to strength this year. We have increased the speed at which we respond to carers in need of our services and increased the number of carers we support. We've increased the scope of many of our services, most notably our Carers Break Fund. This year we managed to give out grants to more than 1,650 carers to support them in taking a break from their caring role, three times as many as the year before. We achieved this by working in collaboration with Devon County Council to identify new ways to meet this growing need for carers.

**We have supported over 27,500 carers this year.**

We've expanded our Hospital Service into all 4 acute hospitals in Devon: Royal Devon and Exeter, North Devon District, Torbay Hospital and Derriford Hospital. We achieved this through working in partnership with Torbay and South Devon NHS Foundation Trust, Caring for Carers (Improving Lives Plymouth) and Cornwall Carers Service. Our Hospital Service is working with over 400 carers each month at the end of this year.

We increased the provision of our Robopets scheme. More than 100 have been adopted by carers and we have an agreement from Devon County Council to invest a further £8,000 in this provision next year.

This year has seen our services open up face-to-face again as we come to the next stage of the pandemic and restrictions allow for this. This has been welcomed by carers and our staff alike.

**This year more than 1,650 carers were able to take a break using our Carers Break Fund.**

### Young Carers

This year we have supported over 1,800 Young Carers in Devon.

**More than 1,800 young carers are directly supported by our service.**

With the easing of Covid restrictions, we have been able to increase activities and social trips for young carers to give them a break from their caring roles and enjoy time as a young person or child.

We've been able to reintroduce face-to-face work, working closely with schools and Children's Services to ensure everyone's safety. This has been well received and young carers have said how helpful they have found meeting with our Support Workers.

## **Westbank Community Health and Care**

Trustees' report (continued)

Year ended 31 March 2022

### **More than 650 young carers had a full young carers assessment.**

We had feedback from a parent of one of our young carers this year saying that our support workers had made a real difference, something that other agencies had been unable to do. This family had been struggling through the pandemic, unable to get a school place for their disabled child. This had a huge impact on the whole family, including their sibling, a young carer. Our support workers supported this young carer to identify their interests and strengths. Working closely with the family, they have been able to start a new course, make new friends and more.

## **BUSINESS SERVICES**

The start of big changes at Westbank! This year has been a busy one. We have introduced strong, individual branding across all the services we offer across the charity. This has helped give each sector a better identity and purpose and a clear image of itself. Increased public relations have also resulted in a better identity and this has been welcomed by the wider community.

The communications and consequent media coverage have been greatly received and are only the start of our ambitions to significantly raise our profile. With the use of increased social media, we will be able to spread more positive stories about Westbank's work and how we affect people's lives day to day.

## **HEALTH AND WELLBEING**

### **Fitness**

With the lifting of Covid restrictions, we reopened the Gym in January and relaunched group classes in February. We continued online classes and saw a steady return of our members to the Westbank site. We maintained robust Covid measures with extra cleaning and appropriate spacing for those using the machines. The group classes soon, began to fill and we expanded our timetable. Recruitment was challenging as a lot of fitness professionals had left the industry during lockdown. We were able to recruit three experienced team members and retain our qualified Rehab staff member.

We worked collaboratively with NEW LEAF in March and delivered sessions to patients recently diagnosed with Mental Health challenges. Participants were able to come along for 6 weeks in a small group to use the Gym and learn safe practices. There is sufficient anecdotal and empirical evidence that exercise really benefits individuals with mental health issues. We are waiting to collate the feedback from participants so that we can see the benefits and how we can improve what we offered. This learning will allow us to approach clinicians to take more referrals.

The Rehabilitation Programme is starting to gain new referrers. We were able to relaunch in February and have two qualified team members with further training available for the team in 2022.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

The team delivered seated exercise classes to our weekly lunch club and visited the day centre to give some light exercises.

<b>Testimonials:</b>	<p>Thoughts from one of our members:</p> <p>Martin Lovell "To Whom it May Concern,</p> <p>I have been a gym member at Westbank Exminster for approximately 5 years and value the work carried out by Westbank Gym, which has a positive effect on my fitness, health &amp; wellbeing.</p> <p>Since Emily &amp; Katie have been running the gym and fitness classes, I've enjoyed the many classes that I've attended . The classes are varied and well planned with clear instructions and options for those that need them, in addition, continual encouragement and advice are given throughout the sessions.</p> <p>I believe that Emily &amp; Katie are valuable members of the Westbank team. They are excellent fitness instructors/personal trainers, professional and competent in their roles, friendly and approachable and always willing to discuss fitness matters and offer expert guidance to suit your particular needs. "</p>
<b>Case Study</b>	<p>One of our members who has been positively impacted by our classes:</p> <p>Dear Chris, Thank you so much for your helpful offer.</p> <p>I need to maintain strength and stability in order to look after my seriously ill husband who suffers from Parkinson's disease and DLB (Dementia with lewy bodies). I am his sole carer.</p> <p>I have to get him up out of chairs, get upstairs , lift his deadweight legs into bed, manoeuvre his arm in order to get him onto his back in bed (otherwise his right leg falls out and his ankle swells up). I have to get him in and out of the car, holding his hands while walking backwards to guide him into the house. He cannot be left, so I rely on Zoom classes.</p> <p>I suffer from osteoporosis, osteoarthritis in the spine, knees and ankles and Morton's neuromas in both feet.</p> <p>Emily is an excellent instructor: often before the class my back would be aching but would feel looser and more comfortable after the exercise session. I</p>

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

	<p>needed boots and a stick to walk to the bottom of our garden before starting the lessons, but am much more stable now. I still have to use a chair or other support to get up from the floor if I fall, but my legs are stronger than before. My core strength has also improved.</p> <p>The online classes were also beneficial in enabling me to feel less isolated and abandoned.</p> <p>I look forward to seeing the first video and - yes please- it would be helpful to keep in touch.</p> <p>Kind regards, Anne Jones.</p>
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### DAY CARE SUPPORT

Despite the ongoing challenges of the pandemic, the day centre increased its opening time to 4 days per week in 2022 enabling us to support independence in more people. We have had 20 clients enjoying the old and newly introduced activities that are now offered – these include bingo, various games and crafting, and gentle exercise; the clients have also been involved in the development of a new memory garden.

We sadly said goodbye to both Sarah Sluman ( Daycare Manager ) and also to Paula Emery in early 2022 but welcomed Fiona Martin as the new Daycare Manager , along with Rhonda Jones and Sophie Bailey.

<b>Testimonials:</b>	<p>Thoughts from one of our visitors:</p> <p>Hi I am Gwen and I love to visit Westbank Daycentre. I think I have been coming for about 2- 3 years now. I feel like it is a little extended family. When we arrive first thing, we enjoy a refreshment of our choice. We enjoy a chat with our friends and then there is normally a group discussion. During this time, we may discuss the news then we talk about anything we have going on in our lives that we feel we can share. For instance, if someone has a new great grandchild or a holiday to look forward to.</p> <p>We worry about each other if we are unwell, for instance, today I am concerned about my friend who normally comes. I will give her a phone call later on. Fiona will then ask us what we would like to do today. There are days that we plan like celebration days, Easter, Silver jubilee etc. We always have a cooked meal and a pudding which I enjoy. Again, this is a lovely social time and I enjoy it.</p>
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## **Westbank Community Health and Care**

Trustees' report (continued)

Year ended 31 March 2022

### **KIDZONE AND GYMNASTICS CLUB**

Our Kidzone department has been busy throughout 2021/2022 with a Play Group every Monday and Friday morning, and After School Club and Holiday Clubs, and a new Pre-School.

The Kidzone continues to be an independent setting with copious amounts of passion and drive from the team to deliver the best service possible to ensure we offer ALL of our children a space to be independent, creative and imaginative in their development within a safe, secure and inclusive environment.

Gymnastics club – We continue to get huge demand from parents for the club so we will be considering different options and approaches in 2022 including collaboration to bring this activity back.

### **CONFERENCING AND HOSPITALITY**

Hospitality has continued to present quite a challenge this year with Teams/Zoom meetings still being the main meeting method for the businesses who would have previously hired our facilities. However, as we moved into 2022, this slowly started to change. We are now looking to explore different avenues to make use of the space we have that aids the wider community.

The continuation of Foodshare, a food bank, along with the fitness team and their classes have made good use of the building on a daily basis.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

### HEALTHIER DEVON

Referral levels continued to be challenging during the year due to Covid and a new referral mechanism. Despite the obvious challenges, Healthier Devon welcomed 328 new participants and 447 completed two years on the programme. The project has outperformed its retention target and outcomes consistently at the 24-month stage.

Mixed delivery methodology – Covid 19 created some challenges across our participant group. Previously there had been assumptions made in relation to participants' ability to adopt new delivery methods. We designed innovative and engaging sessions via Zoom & Teams. In addition, everyone was given an opportunity to decide what delivery mechanism was best for them – this included 1-2-1 sessions, telephone calls and home visits, as well as opportunities to engage in walking groups when restrictions were lifted.

Westbank has really evolved the project, successfully signposting people into other third-party voluntary organisations to access additional support. Recognising the need to achieve a sustainable impact we addressed some of the complex challenges for participants. This model and our learning, based on understanding the person and not just their health, has created a robust Lifestyle Intervention Programme model that Westbank can use in future initiatives.

Whilst still delivering our core sessions to participants, we added drop-in sessions via remote delivery for more in-depth exploration of specific subjects. This enabled participants to suggest areas they may find particularly challenging. Over the year, we have introduced new sessions on Sleep, Gut Health, Eating on a Budget, Fitness Apps, Involving your Family and Friends and Volunteering. These sessions host people from across the whole of the Devon County Council area. The feedback has been extremely positive and has further improved our retention.

Case Study:	<p>Participant Number: 1792</p> <p>The participant suffered from continued functional stress. She would constantly watch and listen to the news which would make her anxious and lead to poor eating habits. The participant struggled even more during the peak of COVID. We started by focusing on reducing her stress levels, rather than any specific healthy living guidance. Session by session the participant felt better and more positive about life. She now plans healthy meals in advance and even makes sandwiches at the beginning of the day because she knows she will be hungry after a tiring shift.</p> <p>PARTICIPANT NUMBER- 118 Has been on the course for 13 months, HbA1c= 45 at referral, age= 39.</p>
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## Westbank Community Health and Care

### Trustees' report (continued)

Year ended 31 March 2022

	<p>Reports a weight loss of 18 kg in the past 9 months and body shape has changed. Has been able to buy clothes in a regular clothes shop for the first time in years and feels a lot better. Has also joined the gym for the first time, which she would never have considered before. Has changed her whole lifestyle and mindset and is able to do more with her children as a result. 2-inch loss on her waist since the start of the programme and her BMI has dropped from 53.4 at her heaviest to now 46.5. She is eating healthily and opting to walk, when possible, instead of taking the car - hitting at least 6/7000 steps a day and she is confident she can keep this going for the long term.</p> <p>PARTICIPANT NUMBER 133 Has been on the course for 19 months, HbA1c at referral= 46, age= 56</p> <p>Weight loss of 23 kg from Nov 2019 to March 2021 with his BMI dropping from 35.9 to 25.2. Also, a reduction of blood sugar down to 35 by Oct 2020. Waist down from 123cm at IA to 95cm at 12-month assessment. With our information, alongside using the 'my fitness pal' app to track calories, Stephen has made the most of lockdown to turn his attention to his health. He initially went on a strict diet regime and focussed on walking regularly and has recently started re-introducing some foods in moderation to look for long-term maintenance. Stephen is in a good mindset and confident and motivated in what he is doing, and he has done amazingly well, considering a number of other health complications that he has. EQVAS increased from 50-60% from 6-month assessment to 12- month</p>
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# Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2022

## HR INFORMATION

<b>Headcount</b>		188
<b>Gender</b>	Male	32
	Female	156
<b>Hours</b>	Less than 30 pw	126
	More than 30 pw	51
	Bank	11
<b>Age</b>	16 - 25	11
	26 - 35	27
	36 - 45	37
	46 - 55	57
	56 - 65	48
	65 +	8
<b>Contract type</b>	Permanent	45
	Fixed term	132
	Bank	11

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

### FINANCIAL REVIEW

#### Overview

The group has generated an overall net deficit of £276,660 (2021: deficit of £433,559), this comprises restricted net expenditure of £117,391 (2021: £40,029 net income) and unrestricted net expenditure of £159,269 (2021: £393,530) (from unrestricted and designated funds).

#### Income and Expenditure

Total incoming resources decreased from £5,279,291 to £4,685,504 largely as a result of reduced activity from Westbank Diabetes contracts. The charity received furlough grants of £11,619. Total resources expended decreased from £5,772,345 to £4,974,961. The decrease in expenditure was also linked to the lower volume of activity from Westbank Diabetes.

#### Balance sheet & Reserves

The charity's balance sheet remains intrinsically strong. The total reserves held at 31 March 2022 were £2,773,877 of which £1,714,856 comprised unrestricted funds, £429,385 were designated funds, and the balance of £629,636 were restricted funds. The Group held cash of £1,152,366 at the year end, a decrease of £6,252 from 2021.

During the year the Trustees reviewed all the charity's funds and reserves. Having undertaken a full review, it was agreed that some funds that had historically been classified as restricted no longer met that criteria, after incremental changes in the contracts over a number of years. It was also felt that continuing to classify this funding as restricted impacted upon our ability to carry out our charitable objectives. These funds are now recognised as unrestricted, giving the charity greater flexibility in responding to a rapidly changing operating environment, and the evolving needs of our service users. The total amount moved to as part of this review was £455,919.

There are many areas of the organisation that still require significant investment as part of the charities natural renewal cycle, including aging assets (primarily being vehicles used for community transport), as well as investing into the systems and people of the organisation. The charity is also investing into new projects as part of fulfilling its charitable objectives and diversifying income streams.

There are no restrictions on the charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 16a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

#### Going Concern

The Trustees have considered the continuing impact of Covid-19 on the delivery of services. The charity's financial performance post year end has improved considerably and is expected to operate on a break-even position for 2022/23. The balance sheet remains robust with the total level of reserves held at 31 March 2022 in excess of £2.7m. There is also sufficient availability of cash to continue the day-to-day operations.

We have considered a range of forecasts and scenarios, all of which show the charity can manage effectively over the next 12 months. We have reviewed and challenged the most recent management

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

accounts which show the charity is operating ahead of budget post year end. Therefore, we are satisfied that the charity will continue as a going concern for a period of at least the next 12 months.

### Reserves Policy

The Trustees have reviewed the charity's reserves policy in light of the current risk register. The policy reflects the charity's need for day to day working capital, short and long term changes in funding, and our strategic objectives.

From this the trustees have assessed that the charity should normally aim to hold between £1,200k and £1,500k of free reserves and risk specific designated reserves, being the amount that will enable us to:

- Withstand the impact of identified key financial risks, principally, to continue our programme of support to carers, and provide sufficient working capital in the event of an unexpected loss of income or an increase in expenditure.
- Invest adequately in the organisation's people, IT systems, and resources.
- Enable us to invest in new opportunities both to build more sustainable and diverse income streams, and to engage with service users and the local community in new and more effective ways.
- Continue to provide services in the event of future restrictions related to the pandemic, particularly where we have vulnerable service users.

This has increased from last year due the impact of inflation, and an increase in need to invest into the organisations people, IT systems and resources.

Free reserves are defined as general unrestricted funds (£1,715k) less those held in unrestricted tangible fixed assets (£673k). At March 2022 this figure was £1,042k.

Risk specific designated reserves (£301k) are those held to protect against an identified organisational risk. The business development fund is £251k, which will be used to invest into the future of the organisation. The Covid-19 recovery fund remaining at the year end is £50k, and is being held in case of further outbreaks next winter, and to continue to support our vulnerable service users.

The total reserves under policy described above are £1,343k. Therefore, the Trustees are confident that the charity has sufficient reserves to meet its future requirements.

The unrestricted funds held at the year-end are equivalent to 4.6 months of unrestricted expenditure, based on the 21/22 financial year.

### Post balance sheet events

#### **Living Well Taking Control (LWTC)**

During the year Westbank gave notice that it intended to leave the LWTC partnership, with the exit date being the 22<sup>nd</sup> of August 2022, and settlement of debts occurring post year end. The value of the investment has already been provided for in previous years.

At the year-end date the charity was owed a sum of £169k by LWTC as part of its debtors ledger. This is expected to be recovered in line with the settlement agreement post year end.

#### **Westbank Community Enterprises (WCE)**

# **Westbank Community Health and Care**

## **Trustees' report (continued)**

Year ended 31 March 2022

On the 1<sup>st</sup> of April 2022 the activities of WCE were transferred to a separate CIO (Seachange Devon, Charity number 1196379). Post year end the legal entity of WCE is being wound down and will be closed.

The main reason behind the transfer of activities is that the new CIO will be in a position to apply for external funding that it cannot access while part of the existing group, which will enable a better delivery of its core activities and charitable objectives in the Woodbury, Exmouth & Budleigh (WEB) area.

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required. The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

#### **Renewal of contracts/loss of significant income**

A key platform of the forward strategy, being led by the new CEO, is to achieve a greater diversification of income streams, and phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues, while also making the charity less reliant on any one stream.

#### **Coping with different ways of commissioning**

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how WestBank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

#### **Loss of key personnel**

Trustees have, where necessary, been available to work closely with the leadership team in helping to overcome difficulties arising from any temporary gaps in senior management, including identification of external contract resources.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

### Structure, Governance and Management

The governing documents of the organisation are the Articles of Association and the Memorandum of Association dated November 2012.

The objects of the charity are:

- (a) to promote health
- (b) to relieve sickness and disability and
- (c) to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  - (i) the provision of support and respite services for carers
  - (ii) the provision of a day care centre
  - (iii) the education and training and the provision of facilities to improve health and fitness
- (d) to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
- (e) to provide, maintain and improve public amenities by the provision of access to information technology

The minimum number of directors is three and the maximum for the time being is eight. At the first AGM after formation all directors will retire from office unless by the close of the meeting the members have failed to elect sufficient directors to hold a quorate (three) meeting of the directors. In each future year one third of the directors (determined by lot initially and then by length of service) must retire.

The directors, as the charity's trustees, have control of the Charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed. A Director's term of office as such automatically terminates if he/she:

- (a) ceases to be a member
- (b) is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.

# **Westbank Community Health and Care**

Trustees' report (continued)

Year ended 31 March 2022

## **Reference and Administrative Information**

Trustees 2021-2022

Mr J Masters

Mr I Whyte

Mr K Richards

Mrs E Anderson

Mrs S Yeo

Mr P Harris (resigned January 2022)

Mr J Wood (appointed April 2022)

### **Chief Executive**

Sarah Hicks (appointed June 2021)

### **Senior Leadership Team**

Sarah Hicks, Chief Executive (appointed June 2021)

Debbie Avery, Head of Operations

Billy Hartstein, Head of Carers (resigned June 2021)

Andy Hood, Head of Carers (appointed August 2021)

Jaine Keable, Head of Health and Wellbeing

Nina Parnell, Head of Volunteering

Stephen Thomas, Head of Finance & Business Planning (appointed October 2021)

### **Registered and Principal Office:**

Farm House Rise

Exminster

Exeter

EX6 8AT

Telephone: 01392 824752 Fax: 01392 823987

### **Primary bankers:**

Nat West

18 St Thomas Centre

Exeter

EX4 1DE

### **Statutory Auditors:**

PKF Francis Clark

Centenary House

Peninsula Park

Rydon Lane, Exeter

EX2 7XE

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2022

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

The charity trustees (who are also directors of Westbank for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable 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 the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees approve the Trustees' Annual Report, including approval in their capacity as company directors of the Strategic Report contained within it, on 26<sup>th</sup> October 2022.

Signed on behalf of the trustees

Keith Richards  
Trustee

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank**

### **Year ended 31 March 2022**

#### **Opinion**

We have audited the financial statements of Westbank Community Health and Care (the Charity) for the year ended 31 March 2022 which comprise Group Statement of Financial Activities, Group and Parent Company Balance Sheets, Statement of Consolidated Cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank (continued)**

### **Year ended 31 March 2022**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit

#### **Responsibilities of the trustees**

As explained more fully in the Statement of Trustees' Responsibilities set out on page 17, the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank (continued)**

### **Year ended 31 March 2022**

#### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of our audit planning we obtained an understanding of the legal and regulatory framework that is applicable to the Charity and the sector in which it operates. The key laws and regulations we identified were the Charities Act and regulations in relation to data protection (GDPR) and safeguarding. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, primarily the Companies Act 2006, relevant tax and pensions laws.

We discussed with management how compliance with these laws and regulations is monitored and discussed policies and procedures in place. We also identified the individuals who have responsibility for ensuring that the charity complies with laws and regulations and deals with reporting any issues if they arise.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- Enquiries of management and those charged with governance regarding their knowledge of any non-compliance with laws and regulations that could affect the financial statements;
- Reviewing legal and professional costs to identify any possible non-compliance or legal costs in respect of non-compliance;
- Reviewing Trustees' meeting minutes;
- Reviewing the safeguarding and data protection policies;

As part of our enquiries we discussed with management whether there have been any known instances, allegations or suspicions of fraud, of which there were none. We evaluated the risk of fraud through management override. The key risks we identified were management bias in accounting judgements and estimates. We also evaluated the risk of fraud through misapplication of grant funding.

In response to the identified risk, as part of our audit work we:

- Confirmed on a sample basis that expenditure was properly authorised and made in accordance with the terms of the relevant fund;
- Used data analytics to test journal entries throughout the year, for appropriateness;
- Reviewed estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statement. This risk increases the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial

## **Westbank Community Health and Care**

### **Independent Auditor's Report to the Trustees of Westbank (continued)**

Year ended 31 March 2022

statements as we are less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### **Use of our Report**

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stephanie Henshaw (Senior Statutory Auditor)

For and on behalf of

PKF FRANCIS CLARK

Chartered Accountants & Statutory Auditor

Centenary House

Peninsula Park

Rydon Lane

Exeter

EX2 7XE

8<sup>th</sup> November 2022

## Westbank Community Health and Care

Consolidated Statement of Financial Activities (including the Income and Expenditure Account)

For the year ended 31 March 2022

	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2022 £	Total 2021 £
<b>Income:</b>						
Donations and legacies	3	31,705	25,571	8,047	65,323	376,095
Charitable activities	5	4,350,845	27,597	233,927	4,612,369	4,886,387
Other trading activities	4	7,305	-	-	7,305	3,800
Investment Income	6	507	-	-	507	1,213
Other income	7	-	-	-	-	11,796
<b>Total Income</b>		<b>4,390,362</b>	<b>53,168</b>	<b>241,974</b>	<b>4,685,504</b>	<b>5,279,291</b>
<b>Expenditure:</b>						
Charitable activities	8	4,481,247	134,349	359,365	4,974,327	5,578,829
Other expenditure	8	-	-	-	634	193,516
<b>Total Expenditure</b>		<b>4,481,247</b>	<b>134,349</b>	<b>359,365</b>	<b>4,974,961</b>	<b>5,772,345</b>
Net gain/(loss) on investments	16a	12,797	-	-	12,797	59,495
<b>Net income/ (expenditure)</b>		<b>(78,088)</b>	<b>(81,181)</b>	<b>(117,391)</b>	<b>(276,660)</b>	<b>(433,559)</b>
Transfers between funds	21/22	455,919	-	(455,919)	-	-
<b>Net movement in funds</b>		<b>377,831</b>	<b>(81,181)</b>	<b>(573,310)</b>	<b>(276,660)</b>	<b>(433,559)</b>
Funds at 31 March 2021		1,337,025	510,566	1,202,946	3,050,537	3,484,096
<b>Funds at 31 March 2022</b>	<b>21/22</b>	<b>1,714,856</b>	<b>429,385</b>	<b>629,636</b>	<b>2,773,877</b>	<b>3,050,537</b>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

# Westbank Community Health and Care

## Consolidated and Charity Balance Sheets

For the Year ended 31 March 2022

	Note	2022		2021	
		Group	Charity	Group	Charity
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	14/15	1,250,914	1,244,254	1,322,439	1,301,894
Investments - Listed	16a	311,623	311,623	298,826	298,826
Investment	16b	-	1	634	1
		-----	-----	-----	-----
		1,562,537	1,555,878	1,621,899	1,600,721
<b>Current assets</b>					
Stocks		712	712	712	712
Debtors	17	612,798	642,635	844,794	795,827
Cash at bank and in hand		1,152,366	1,033,030	1,158,618	1,075,336
		-----	-----	-----	-----
Total current assets		1,765,876	1,676,377	2,004,124	1,871,875
		-----	-----	-----	-----
<b>Liabilities</b>					
Creditors falling due within one year	18	(554,536)	(437,718)	(575,486)	(409,965)
		-----	-----	-----	-----
<b>Net Current Assets</b>		1,211,340	1,238,659	1,428,638	1,461,910
		-----	-----	-----	-----
<b>Total assets less current liabilities</b>		2,773,877	2,794,537	3,050,537	3,062,631
		-----	-----	-----	-----
<b>Net assets</b>		2,773,877	2,794,537	3,050,537	3,062,631
		=====	=====	=====	=====
<b>The funds of the Charity</b>					
Unrestricted funds	22	2,144,241	2,207,108	1,847,591	1,859,685
Restricted	21	629,636	587,429	1,202,946	1,202,946
		-----	-----	-----	-----
		2,773,877	2,794,537	3,050,537	3,062,631
		=====	=====	=====	=====

These financial statements were approved by the Trustees on 26<sup>th</sup> October 2022 and signed on their behalf by

Keith Richards  
Trustee

# Westbank Community Health and Care

## Cash Flow Statement

For the Year ended 31 March 2022

		<b>2022</b>	<b>2021</b>
	<b>Note</b>	<b>£</b>	<b>£</b>
<b>Cash used in operating activities</b>	<b>25</b>	<b>1,996</b>	256,445
<b>Cash flows from investing activities</b>			
Investment income		<b>507</b>	1,213
Purchase of tangible fixed assets		<b>(8,755)</b>	(4,270)
		-----	-----
Cash used in investing activities		<b>(8,248)</b>	(3,057)
<b>Increase/(decrease) in cash and cash equivalent in the year</b>		<b>(6,252)</b>	253,388
<b>Cash and cash equivalent at the beginning of the year</b>		<b>1,158,618</b>	905,230
		-----	-----
<b>Cash and cash equivalent at the end of the year</b>		<b>1,152,367</b>	1,158,618
		=====	=====

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are set out below. The policies have been applied on a consistent basis with prior years.

### a) General information

The Charity is a company limited by guarantee. The members of the company are the subscription paying members of the Trust. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

The Charity is incorporated in England and Wales. The registered office is detailed in the Trustees' report.

The functional currency of Westbank is considered to be pounds sterling because it is the primary economic environment in which the Charity operates.

### b) 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 financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) – (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (March 2018) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and the Trustees are not aware of any material uncertainties that would cast doubt on the charity's ability to continue as a going concern.

### c) Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking drawn up to 31 March 2022.

A subsidiary is an entity controlled by the company. Control is achieved where the company has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The investment in the joint venture is recognised in the consolidated financial statements on the equity accounting basis

### d) Funds

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

Designated funds are unrestricted funds which the trustees have decided to set aside for a specific purpose.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

Restricted funds are funds to be used in accordance with specific restrictions imposed by the donor or which have been raised by the charity for particular purposes. Expenditure which meets the criteria specified is charged to the fund.

As noted in the reserves policy, the trustees aim to maintain unrestricted funds equivalent to 9 months' running costs.

## e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resource.

## f) Income

All income is included in the SOFA when the charity is legally entitled to the income, 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.

Grant income is recognised when the charity becomes unconditionally entitled to receipts and when the amount of the grant can be reliably measured. This is generally when the income is received. Grants received for a specific purpose are recorded as restricted income.

Goods donated for resale are included as income when they are sold.

## g) Assets and Liabilities

These are included in the balance sheet at the following amounts:

- Fixed assets at cost less depreciation
- Current assets at the lower of cost and net realisable value
- Liabilities at their settlement value

Small additions (below the value of £500) are not capitalised.

## h) Depreciation of fixed assets

Depreciation is provided as to write off the cost of the assets, with the exception of freehold land, over their estimated useful lives at the following rates:

- 20% per annum straight line basis on equipment
- 33% per annum straight line basis on computers
- 1% - 2% per annum straight line basis on buildings
- 25% per annum straight line basis on motor vehicles

## i) Investments

Fixed asset investments are recognised at market value at the balance sheet date. Realised and unrealised gains / losses on investments are disclosed in the SOFA and in note 16a to the financial statements.

Current asset investments comprise cash on deposit with a maturity exceeding three months from the date of acquisition or opening of the account.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

**j) Stocks**

Stock consists of purchased goods for resale. These stocks are valued at the lower of cost and net realisable value. Items donated for resale are not included in the financial statements until they are sold. No value is attributed to the donated goods held prior to resale as it is considered impractical to reliably measure their fair value and the cost of valuing of these items would outweigh the benefit to the users of the financial statements.

**k) Cash balances**

Cash at bank and cash in hand represents amounts held to meet short-term cash commitments as they fall due. This includes cash and short term deposits with a maturity of three months or less from the date of acquisition or opening of the account.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid less any trade discounts due.

**m) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

**n) Operating leases**

Rentals paid under operating leases are charged to the SOFA over the period in which the cost is incurred.

**o) VAT**

The charity is registered for VAT and is able to recover input tax attributable to the relevant taxable supplies. In addition, a portion of input tax is recoverable on general expenditure on the basis of partial exemption calculations. Following the application of the partial exemption calculations, resulting irrecoverable VAT is charged as an administration cost or added to the amount capitalised for fixed asset expenditure.

**p) Financial instruments**

Westbank only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The Charity currently holds:

- Trade debtors and trade creditors
- Long term investments
- Short term investments

Financial assets, which comprise, trade and other debtors and cash at bank balances are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount receivable. Fixed asset investments qualifying as basic financial instruments are accounted for as described in accounting policy h.

Financial liabilities which comprise trade and other creditors are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount payable.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

**q) Volunteer help**

In accordance with the Charities SORP (FRS102) the value of any voluntary help received is not included in the financial statements, but is described in the Annual Report.

**r) Pension costs**

The Charity makes contributions to an auto-enrolment pension scheme operated by Now Pensions. The pension charge recorded in these financial statements is the amount of contributions payable in the accounting year.

**s) Critical accounting judgements and key areas of estimation uncertainty**

In the application of the company's accounting policies, which are described above, the directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees don't consider there to be any critical judgements or estimates.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 2. Financial Performance of the charity

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Westbank Community Enterprises on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

A summary of the financial performance of the charity alone is set out below:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Income	<b>4,491,170</b>	5,194,569
Expenditure on charitable activities	<b>(4,759,264)</b>	(5,544,579)
Net income expenditure	<b>(268,094)</b>	(350,010)
Total funds brought forward	<b>3,062,631</b>	3,412,641
Total funds carried forward	<b>2,794,537</b>	3,062,631
Represented by:		
Unrestricted funds	<b>2,164,901</b>	1,859,685
Restricted funds	<b>629,636</b>	1,202,946
	<b>2,794,537</b>	3,062,631

## 3. Donations and Legacies

	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<b>Total funds 2021 £</b>
Donations	57,276	8,047	65,323	376,095
Sundry income	-	-	-	-
	<hr/> 57,276	<hr/> 8,047	<hr/> 65,323	<hr/> 376,095

The income from donations and legacies was £65,323 (2021: £376,095) of which £57,276 was unrestricted (2021: £216,928) and £8,047 was restricted (2021: £159,167). Unrestricted Donations include furlough grants of £11,619 (2021: £127,616) and other Covid support government grants of £5,152 (2021: £37,458)

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 4. Other Trading Activities

	<b>Unrestricted funds 2022 £</b>	<b>Restricted funds 2022 £</b>	<b>Total funds 2022 £</b>	<b>Total funds 2021 £</b>
Starcross shop and meeting place	2,437	-	2,437	3,198
Fundraising and functions	4,868	-	4,868	602
	<u>7,305</u>	<u>-</u>	<u>7,305</u>	<u>3,800</u>

The income from other trading activities was £7,305 (2021: £3,800) of which £7,305 was unrestricted (2021: £3,800) and £nil was restricted (2021: £nil).

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 5. Charitable Activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Hospital Discharge	476,017	-	476,017	371,686
Devon Carers Centre	2,493,023	-	2,493,023	2,351,252
Bright Futures (Big Lottery - URN YIF/1/010386560)	-	-	-	10,878
Budleigh Hospital Wellbeing Hub	207,131	-	207,131	228,655
Neighbourhood Friends	-	178,923	178,923	160,156
Wellbeing Exeter	-	-	-	216,759
Voluntary Representation on Health	178,000	-	178,000	184,674
Diabetes Westbank	111,205	-	111,205	639,130
Westbank Community Support	27,597	-	27,597	13,774
Healthy Neighbourhoods (Big Lottery 0010287095)	-	55,004	55,004	85,100
WEB Community Building	-	-	-	8,500
<i>Other activities:</i>				
Coffee on the corner	10,325	-	10,325	-
Westbank Day Care	39,409	-	39,409	17,604
After School Club	58,736	-	58,736	34,314
Fitness Suite Income	58,707	-	58,707	43,109
Gym Club	19	-	19	20
Hospitality	23,413	-	23,413	11,512
Food Services / Kitchen	16,612	-	16,612	20,958
Memory Café	-	-	-	110
Devon Diabetes SIB Dev Fund	297,633	-	297,633	224,755
Young Carers	232,479	-	232,479	228,690
Time for You	58,611	-	58,611	20,846
Volunteering	6,051	-	6,051	-
Hartwell House and Shop	10,995	-	10,995	10,524
Other	72,479	-	72,479	3,381
	<u>4,378,442</u>	<u>233,927</u>	<u>4,612,369</u>	<u>4,886,387</u>

The income from charitable activities was £4,612,369 (2021: £4,886,387) of which £4,378,442 was unrestricted (2021: £370,077) and £233,927 was restricted (2021: £4,516,310).

### 6. Investment Income

	2022 £	2021 £
Bank interest	507	1,213
	<u>507</u>	<u>1,213</u>

The income from investment was £507 (2021: £1,213) of which £507 (2021: £1,208) was unrestricted. £nil (2021: £5) was restricted.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 7. Other Income

	2022	2021
	£	£
Other income	-	11,796
	<u>-</u>	<u>11,796</u>

All other income is unrestricted.

## 8. Expenditure on charitable activities

	Volunteering	Physical & Emotional Wellbeing	Carers	Children & Family Services	Central Support	2022 Total	2021 Total
	£	£	£	£	£	£	£
<b>Charitable activities</b>							
Purchases	5,603	6,924	508	8,391	127	<b>21,554</b>	7,019
Premises	17,808	162,738	14,920	140,564	(49,393)	<b>286,638</b>	348,111
Fund activities	473,049	12,642	188,572	(5,897)	5,328	<b>673,695</b>	554,936
Depreciation	10,531	33,758	4,906	16,883	14,202	<b>80,280</b>	122,493
General administration	89,550	105,353	637,678	68,261	(492,025)	<b>408,817</b>	342,041
Wages and salaries	303,080	376,309	1,900,976	240,833	416,084	<b>3,237,282</b>	4,015,176
Other staff costs	45,661	10,451	45,618	8,234	18,667	<b>128,632</b>	95,102
Legal and professional	4,524	5,750	2,060	9,421	93,101	<b>114,855</b>	69,473
Interest	250	744	1,464	322	2,764	<b>5,543</b>	5,978
<i>Governance costs</i>							
Audit & accountancy	-	330	-	-	16,700	<b>17,030</b>	18,500
	<u>950,056</u>	<u>715,000</u>	<u>2,796,703</u>	<u>487,013</u>	<u>25,556</u>	<u><b>4,974,327</b></u>	<u>5,578,829</u>
<b>Total charitable activity expenditure</b>							

Total expenditure was £4,974,327 (2021: £5,772,345) of which £4,481,247 was unrestricted (2021: £863,318) and £359,365 was restricted (2021: £4,715,511) and £133,715 designated (2021: £193,516).

All expenses are allocated on the basis of direct allocation to the particular activities. Premises and general administration costs that cannot be allocated directly are allocated evenly across the five areas.

**Other expenditure** of £634 (2021: £193,516) comprises the loss on fair value of investment which is a designated fund item.

## Net income/ (expenditure) for the year

	2022	2021
	£	£
<b>This is stated after charging:</b>		
Operating leases	67,521	7,668
Depreciation	80,280	122,493
Auditors Remuneration - Audit	16,350	15,500
- Other	350	3,000

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 9. Commercial trading operations and investment in trading subsidiary

The charity owns the entire issued share capital of Westbank Community Enterprises Limited which is incorporated in England & Wales, registered company number 10834679, and operates the commercial activities at the Budleigh Community Hospital. Westbank Community Enterprises was incorporated on 23 June 2017.

The registered office of the subsidiary is: Farm House Rise, Exminster, Devon, EX6 8AT.

	2022	2021
	£	£
<b>Summary Profit and Loss Account</b>		
Turnover	278,462	290,482
Cost of sales	(133,436)	(83,416)
Gross profit	145,026	207,066
Administrative expenses	(202,958)	(248,699)
Other operating income	-	11,796
Operating profit / (loss)	(57,932)	(29,837)
Profit / (loss) for the financial year	(57,932)	(29,837)

### The assets and liabilities of the subsidiary were:

Tangible assets	6,660	20,545
Current assets	196,281	140,430
Creditors: amounts falling due within one year	(273,600)	(173,702)
Total net assets	(70,659)	(12,727)
Aggregate share capital and reserves	(70,659)	(12,727)

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 10. Employees' remuneration

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Gross remuneration	2,860,625	3,585,670
Employer's NIC	203,975	251,820
Pension costs	81,643	100,323
	<u>3,146,243</u>	<u>3,937,813</u>

The average number of paid staff was 171 (2021: 216).

In 2022, one employee earned more than £60,000 per annum, earning between £60,000-£70,000 (2021: no employees earned £60,000 per annum) .

Pension contributions of £81,643 (2021: £100,323) were made in respect of a defined contribution scheme.

The Key Management Personnel of the charity, comprise, the Trustees, the Chief Executive Officer and the Senior Leadership Team. The total employee benefits of the key management personnel for the charity were £295,882 (2021: £240,596).

## 11 Trustees' remuneration and expenses

The charity trustees were not paid nor received any other benefits from employment with the charity (2021: £nil). A reimbursement of expenses was made to 1 (2021: 1) trustees of £188 (2021: £10). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

## 12. Independent auditor's remuneration

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
In respect of:		
Audit services	16,350	15,500
Other services	350	3,000
	<u>16,700</u>	<u>18,500</u>

## 13. Corporation taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 14. Tangible fixed assets – Charity

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2021	1,732,273	353,332	81,959	63,722	2,231,284
Additions	-	3,607	5,148	-	8,755
Disposals	-	-	-	-	-
<b>At 31 March 2022</b>	<b>1,732,273</b>	<b>356,939</b>	<b>87,107</b>	<b>63,722</b>	<b>2,240,041</b>
<b>Depreciation</b>					
At 1 April 2021	477,383	314,731	73,556	63,722	929,392
Charge for year	34,646	22,988	8,761	-	66,395
Eliminated on disposal	-	-	-	-	-
<b>At 31 March 2022</b>	<b>512,029</b>	<b>337,719</b>	<b>82,317</b>	<b>63,722</b>	<b>995,787</b>
<b>Net book value</b>					
<b>At 31 March 2022</b>	<b>1,220,244</b>	<b>19,220</b>	<b>4,790</b>	<b>-</b>	<b>1,244,254</b>
At 31 March 2021	1,254,890	38,601	8,403	-	1,301,894

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or any succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2022, the total cost of the Healthy Living Centre, excluding equipment, was £685,275 (2021: £685,275). This was funded by a National Lottery grant included in restricted fund income.

Some of the equipment in both the Community Care and Healthy Living Centres have been funded by grants, and are included within restricted fund income.

All fixed assets are used for charitable purposes.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 15. Tangible fixed assets – Group

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2021	1,732,273	444,944	108,500	85,466	2,371,183
Additions	-	3,607	5,148	-	8,755
Disposals	-	-	-	-	-
<b>At 31 March 2022</b>	<b>1,732,273</b>	<b>448,551</b>	<b>113,648</b>	<b>85,466</b>	<b>2,379,938</b>
<b>Depreciation</b>					
At 1 April 2021	477,383	397,187	99,580	74,594	1,048,744
Charge for year	34,646	31,181	9,017	5,436	80,280
Eliminated on disposal	-	-	-	-	-
<b>At 31 March 2022</b>	<b>512,029</b>	<b>428,368</b>	<b>108,597</b>	<b>80,030</b>	<b>1,129,024</b>
<b>Net book value</b>					
<b>At 31 March 2022</b>	<b>1,220,244</b>	<b>20,183</b>	<b>5,051</b>	<b>5,436</b>	<b>1,250,914</b>
At 31 March 2021	1,254,890	47,757	8,920	10,872	1,322,439

### 16a. Investments – UK listed (Group & Charity)

	2022 £	2021 £
Market value at 1 April 2021	298,826	239,331
Unrealised gain arising in year	12,797	59,495
Market value at 31 March 2022	311,623	298,826

The Historical cost of the investments was: £200,000.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 16b. Investments

	Charity £	Group £
<b>Cost</b>		
At 1 April 2021	190,001	634
Share of net result	-	-
	<hr/>	<hr/>
<b>At 31 March 2022</b>	<b>190,000</b>	<b>634</b>
	<hr/>	<hr/>
<b>Provision</b>		
At 1 April 2021	(190,000)	-
Impairment in the year	-	(634)
	<hr/>	<hr/>
<b>At 31 March 2022</b>	<b>(190,000)</b>	<b>-</b>
	<hr/>	<hr/>
<b>Carrying amount</b>		
At 1 April 2021	1	634
	<hr/>	<hr/>
<b>At 31 March 2022</b>	<b>1</b>	<b>-</b>
	<hr/>	<hr/>

The investment in Living Well Taking Control LLP was acquired on 1 April 2016, the cost of investment was £190,000.

The investment in Westbank Community Enterprises Limited was acquired on 23 June 2017, the cost of investment was £1.

### Details of undertakings

Details of investments in which the company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	
			2022	2021
<b>Subsidiary</b>				
Westbank Community Enterprises Limited	England and Wales	Ordinary Shares	100%	100%
<b>Joint Venture</b>				
Living Well Taking Control LLP	England and Wales	LLP member	50%	50%

The company's interest as a partner of Living Well Taking Control LLP is accounted for as a joint venture. Its principal activity is to run the Living Well Taking Control Programme which offers a diabetes support group. The registered company number is OC407449 and the registered office is Avoca Court, 27 Moseley Road, Birmingham, B12 0HJ.

The profit / (loss) for the financial period of Living Well Taking Control LLP was £31,707 and the aggregate amount of capital and reserves at the end of the period was £32,975.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 17. Debtors

	2022		2021	
	Group £	Charity £	Group £	Charity £
Trade debtors	265,775	261,010	151,673	149,222
Prepayments	114,027	106,810	157,408	148,683
Other debtors	63,730	2,989	49,315	3,343
Amounts due by LWTC	169,266	169,266	486,398	486,398
Amounts owed by WCE	-	102,560	-	8,181
	-----	-----	-----	-----
	<b>612,798</b>	<b>642,635</b>	844,794	795,827
	-----	-----	-----	-----

## 18. Creditors: amounts falling due within one year

	2022		2021	
	Group £	Charity £	Group £	Charity £
Trade creditors	258,506	154,196	215,242	73,584
Accruals and deferred income	105,671	87,294	167,131	143,268
Social security and other taxes	189,569	195,436	193,113	193,113
Other creditors	790	792	-	-
	-----	-----	-----	-----
	<b>554,536</b>	<b>437,718</b>	575,486	409,965
	-----	-----	-----	-----

Income received in advance (deferred income) comprises grant income which relates to the following financial year.

	<b>£</b>
Balance at 1 April 2021	64,518
Amount released to income earned from charitable activities	(63,318)
Amount deferred in year	15,396
	-----
<b>Balance at 31 March 2022</b>	<b>16,596</b>
	=====

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 19. Other Financial Commitments

At 31 March 2022 the charity had total commitments under non-cancellable operating leases as set out below:

	<b>Land &amp; buildings 2022 £</b>	Land & buildings 2021 £	<b>Plant &amp; machinery 2022 £</b>	Plant & machinery 2021 £
Operating leases which expire:				
In less than 1 year	<b>63,268</b>	63,333	<b>4,188</b>	4,188
Within 2 to 5 years	-	87,130	<b>1,916</b>	6,105
	<b>63,268</b>	150,463	<b>6,104</b>	10,293

## 20. Analysis of net assets between funds – Group

	<b>Designated £</b>	<b>General £</b>	<b>Restricted £</b>	<b>Total £</b>
<i>Fixed assets</i>				
Tangible fixed assets	-	673,248	577,666	1,250,914
Investments	-	311,623	-	<b>311,623</b>
Investment in Joint Venture	-	-	-	-
	-	<b>984,871</b>	<b>577,666</b>	<b>1,562,537</b>
<i>Current assets</i>				
Stock	-	712	-	<b>712</b>
Debtors	5,925	606,873	-	<b>612,798</b>
Cash at bank and in hand	423,460	676,936	51,970	<b>1,152,366</b>
	<b>429,385</b>	<b>1,284,541</b>	<b>51,970</b>	<b>1,765,876</b>
<i>Liabilities</i>				
Creditors due within one year	-	(554,536)	-	<b>(554,536)</b>
<b>Net assets at 31 March 2022</b>	<b>445,873</b>	<b>1,714,856</b>	<b>629,636</b>	<b>2,773,877</b>

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 20. Analysis of net assets between funds – Group (continued) – Prior year comparative

	Designated £	General £	Restricted £	Total £
<i>Fixed assets</i>				
Tangible fixed assets	-	669,942	652,497	<b>1,322,439</b>
Investments	-	298,826	-	<b>298,826</b>
Investment in Joint Venture	634	-	-	<b>634</b>
	<u>634</u>	<u>968,768</u>	<u>652,497</u>	<u>1,621,899</u>
<i>Current assets</i>				
Stock	-	712	-	<b>712</b>
Debtors	-	218,941	625,853	<b>844,794</b>
Cash at bank and in hand	509,932	517,131	131,555	<b>1,158,618</b>
	<u>509,932</u>	<u>736,784</u>	<u>757,408</u>	<u>2,004,124</u>
<i>Liabilities</i>				
Creditors due within one year	-	(368,527)	(206,959)	<b>(575,486)</b>
<b>Net assets at 31 March 2021</b>	<u><b>510,566</b></u>	<u><b>1,337,025</b></u>	<u><b>1,202,946</b></u>	<u><b>3,050,537</b></u>

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 21. Restricted funds

Restricted Funds - Group	Balance 1	Incoming	Outgoing	Transfer	Balance 31
	April				March
	2021				2022
	£	£	£	£	£
Westbank Building Capital	96,918	-	(3,589)	-	93,329
Healthy Living Centre Capital	452,361	-	(13,706)	-	438,655
Devon Carers Centre	250,880	-	-	(250,880)	-
SEIF Capital Grant	56,213	-	(10,531)	-	45,682
Bright Futures	-	-	-	-	-
Memory Cafes	3,950	-	-	(3,950)	-
Healthy Neighbourhoods	20,496	56,583	(123,689)	46,610	-
Neighbourhood Health Watch	9,335	-	-	(9,335)	-
Budleigh Hospital Wellbeing Hub					
- Capital	42,207	-	-	(42,207)	-
Neighbourhood Friends	9,622	185,391	(197,816)	-	(2,803)
Wellbeing Exeter	4,782	-	(4,301)	(481)	-
Wellbeing Crediton	1,403	-	-	(1,403)	-
Community Support	(114)	-	-	114	-
Volunteering Representation on -					
Health and Social Care Teams	16,709	-	-	(16,709)	-
Devon Diabetes SIB Dev Fund	(30,941)	-	-	30,941	-
Young Carers	15,309	-	-	(15,309)	-
Time for You	65,001	-	-	(65,001)	-
Schedule Q – Hospital Discharge	131,152	-	-	(131,152)	-
Diabetes Westbank	(2,889)	-	-	2,889	-
Exeter Living Well at Home	37,085	-	-	-	37,085
WEB Area	22,498	-	(4,810)	-	17,688
Global Funding	969	-	(923)	(46)	-
	<u>1,202,946</u>	<u>241,974</u>	<u>(359,365)</u>	<u>(455,919)</u>	<u>629,636</u>

Transfers between funds represent the reclassification of funds from restricted to unrestricted as discussed in the financial review, as well as the closure of some completed funds.

#### Restricted Funds

**Westbank Building Capital** - provision of the Community Care Centre in Exminster.

**HLC Building Capital** - provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'.

**Devon Care Centre** – Westbank are contracted by Devon County Council to lead this service which supports all carers (both Adult and Young carers) through a telephone helpline, carers support workers, and Devon Carers alert card system.

**SEIF Capital Fund** – The grant made by the Social Enterprise Investment Fund solely for the purpose of contributing towards the purchase of a new building (Extension Project) at Westbank Health and Care Centre. These funds were used within the financial year.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 21. Restricted funds (continued)

**Bright Futures (Big Lottery Fund YIF/1/010386560)** - This is a Big Lottery Funded project. Working in conjunction with a number of other organisations, Westbank employs a Young Carers Transitions worker to support young carers (14-25) in Devon to get the skills, confidence and help they need to manage periods of transition and change in order to build their resilience and improve their future life chances.

**Memory Cafe** – Provision of Support to those suffering memory loss and to their carers.

**Healthy Neighbourhoods** - Funded by the National Lottery Community Fund, enables the development and roll-out of a range of community-led health and wellbeing activities. Focused on preventative approaches, it is led by what matters to people in their communities, complements existing provision and is facilitated, further developed and sustained by the involvement of volunteers. Its aim is to enable people to live happy, healthy and meaningful lives where they feel part of a community and connected to those around them.

**Neighbourhood Health Watch** – Community based scheme empowering communities to support one another.

**Budleigh Salterton Hospital Wellbeing Hub** – the development of a community hospital site into a health and wellbeing hub providing NHS and community services to the local population.

**Neighbourhood Friends** – a project to support adults and reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.

**Wellbeing Exeter** - A Social prescribing project for adults covering all GP practices in Exeter. This is grant funded via Devon Community Foundation.

**Wellbeing Crediton** - A Social prescribing project for adults covering all GP practices in Crediton. This is grant funded via Devon Community Foundation.

**Community Support** –Following a review of the charities funds this is now being shown in Designated funding as part of our community support activity.

**Volunteering Representation on – Health & Social Care Teams** - programme management of this contract across Devon - providing a robust link into the voluntary and community sector for people referred in to Community Health & Social Care Teams.

**Devon Diabetes SIB Dev Fund** - Expenditure for the new Healthier Devon Programme which will be funded through a social investment bond. The fund is negative at the year-end as the expenditure is occurring ahead of income receipts.

**Young Carers** - identifies and supports young carers across the whole of Devon, giving them access to a needs-led assessment and services as a result of this from Getting Advice to Getting More Help. Young carers can have the opportunity to meet others in similar situations, have respite from their caring role or meet 1:1 with a worker for targeted interventions.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 21. Restricted funds (continued)

**Time for You** - is a pilot sitting service for carers run by Devon Carers and funded by Devon County Council. The pilot will test if there is a demand for the service to support unpaid carers and whether voluntary sector organisations can meet that demand at lower costs by providing volunteers to deliver the sitting. There are currently 5 providers delivering the sitting service in these areas; Barnstaple, Exeter, Ottery St Mary, Totnes, Dawlish, Teignmouth and Chudleigh.

**Devon Carers Hospital Discharge Service** - offers carers additional support in coping with an unexpected admission into hospital. It addresses concerns arising from the possible increase in caring responsibilities following the discharge to home of the looked after person as well as providing support for the carer where the hospital stay has limited their ability to provide care in a safe manner or a return to the caring role could hinder their recuperation.

**Diabetes Westbank** – This is the remaining funds from Westbank’s first pilot into diabetes prevention, prior to its national and regional contracts.

**Exeter Living Well at Home** – This funding is for a project aimed at piloting greater links between the voluntary and community sector and social care.

**WEB Area** – This is funding received to support community building in the WEB area of Devon, with a particular focus on Littleham.

**Global Funding** – is funding received from Globals “Make Some Noise” campaign during the pandemic to help support our efforts in the local community.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### Restricted Funds – Group – Prior year comparative

Restricted Funds - Group	Balance 1				Balance 31
	April	Incoming	Outgoing	Transfer	
	2020				
	£	£	£	£	£
Westbank Building Capital	114,121	-	(17,203)	-	96,918
Healthy Living Centre Capital	466,067	-	(13,706)	-	452,361
Devon Carers Centre	218,410	2,353,601	(2,333,830)	12,699	250,880
SEIF Capital Grant	66,744	-	(10,531)	-	56,213
Bright Futures	24,086	10,878	(34,964)	-	-
Memory Cafes	4,372	110	(532)	-	3,950
Healthy Neighbourhoods	15,806	85,847	(81,157)	-	20,496
Neighbourhood Health Watch	9,341	-	(6)	-	9,335
Budleigh Hospital Wellbeing Hub					
- Capital	102,207	-	-	(60,000)	42,207
Neighbourhood Friends	26,797	202,920	(224,095)	4,000	9,622
Wellbeing Exeter	-	238,242	(233,460)	-	4,782
Wellbeing Crediton	2,699	-	(1,296)	-	1,403
Community Support	(3,550)	26,191	(25,955)	3,200	(114)
Volunteering Representation on -					
Health and Social Care Teams	13,467	200,743	(202,701)	5,200	16,709
Devon Diabetes SIB Dev Fund	(56,321)	224,755	(199,375)	-	(30,941)
Young Carers	17,037	242,533	(244,261)	-	15,309
Time for You	101,569	20,846	(57,414)	-	65,001
Schedule Q – Hospital Discharge	102,450	371,686	(342,984)	-	131,152
Diabetes Westbank	(9,791)	639,130	(632,228)	-	(2,889)
Exeter Living Well at Home	44,387	-	(7,302)	-	37,085
WEB Area	17,978	8,500	(3,980)	-	22,498
Global Funding	-	49,500	(48,531)	-	969
	<b>1,277,876</b>	<b>4,675,482</b>	<b>(4,715,511)</b>	<b>(34,901)</b>	<b>1,202,946</b>

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

## 22. Designated and unrestricted funds – Group

	Balance at 1 April 2021 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2022 £
Covid 19 Contingency	250,000	-	-	(200,000)	50,000
Transport fund	17,786	-	-	(17,786)	-
Business development fund	56,290	-	(25,301)	220,000	250,989
Outreach	75,000	-	(17,195)	(57,805)	-
Living well taking control LLP	634	-	(634)	-	-
Community Support and Outreach (previously Social Action/Volunteering Fund)	60,000	53,168	(70,363)	85,591	128,396
Hardship fund	10,000	-	-	(10,000)	-
IT upgrades and ongoing renewals	20,000	-	-	(20,000)	-
Fund raising	20,856	-	(20,856)	-	-
	<u>510,566</u>	<u>53,168</u>	<u>(134,349)</u>	<u>-</u>	<u>429,385</u>
General fund					
- Starcross shop & meeting place	127,727	2,437	(260)	-	129,904
- Other	1,209,298	4,400,722	(4,480,987)	455,919	1,584,952
	<u>2,206,220</u>	<u>4,456,327</u>	<u>(4,614,962)</u>	<u>455,919</u>	<u>2,144,241</u>

### Designated Funds

In previous years Westbank has been in the fortunate position to be able to build up reserves and set aside for future investment in business development, staff and premises to support the work of the charity.

At the end of the 21/22 Financial Year – designated funds were as shown in the table above.

### Description

- 1 – Cyclical maintenance of property at Farm House Rise.
- 2 – Covid-19 Contingency – To continue to support vulnerable service users over the coming year. This is held as a risk specific fund.
- 3 – Transport Fund – Minibus and Zaphira are becoming uneconomical in terms of repairs etc.
- 4 – Business Development Fund – This includes funding for two posts aimed at developing the organisation over the coming years, as well as essential maintenance and renewals. This is held as the historic lack of investment has been identified as a specific risk that needs addressing.
- 5 – Outreach – to provide greater local presence at the point of delivery across Devon.
- 6 – Living Well Taking Control – This fund is equal to the charity investment in LLP.
- 7 – Community Support and Outreach – To support the volunteer department and the local community.
- 8 – Hardship Fund – To allow staff to make small grants to individuals.
- 9 – IT Upgrades and Ongoing Renewals – Estimated cost of.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 22. Designated and unrestricted funds (continued)

10 – Fund Raising – Start of Fund Raising strategy for next few years to bring in funds from new sources.

#### Designated and unrestricted funds – Group – Prior year comparative

	Balance at 1 April 2020 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2021 £
Cyclical maintenance and renewals	13,000	-	-	(13,000)	-
Covid 19 Contingency	350,000	-	-	(100,000)	250,000
Transport fund	24,200	-	-	(6,414)	17,786
Business development fund	87,000	-	-	(30,710)	56,290
Outreach	150,000	-	-	(75,000)	75,000
Living well taking control LLP	194,150	-	(193,516)	-	634
Social Action/Volunteering fund	60,000	-	-	-	60,000
Hardship fund	10,000	-	-	-	10,000
IT upgrades and ongoing renewals	30,000	-	-	(10,000)	20,000
Fund raising	28,000	-	-	(7,144)	20,856
	<u>946,350</u>	<u>-</u>	<u>(193,516)</u>	<u>(242,268)</u>	<u>510,566</u>
General fund					
- Starcross shop & meeting place	124,529	3,198	-	-	127,727
- Other	1,135,341	660,106	(863,318)	277,169	1,209,298
	<u>2,206,220</u>	<u>663,304</u>	<u>(1,056,516)</u>	<u>34,901</u>	<u>1,847,591</u>

### 23. Related Party Transactions

Westbank owns a 50% share of Living Well Taking Control LLP, during the year Westbank performed work to the value of £111,205 (2021: £1,487,614) for Living Well Taking Control LLP and at the year-end Westbank was owed £169,266 (2021: £486,398).

### 24. Financial Instruments

	2022 £	2021 £
Financial assets measured at fair value through income and expenditure	<u>311,623</u>	<u>298,826</u>

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2022

### 25. Reconciliation of movement in funds to net cash flows from operating activities

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Net movements in funds before tax</b>	(260,172)	(433,559)
<b>Adjustments for:</b>		
Depreciation charge	80,280	122,493
(Gains) / Loss on investments	(12,797)	(59,495)
Investment in joint venture	(15,854)	193,516
Dividends, interest and rents from investment	(507)	(1,213)
Increase / (decrease) in creditors	(20,950)	89,200
(Increase) / decrease in debtors	231,996	345,503
(Increase) / decrease in stock	-	-
	<hr/>	<hr/>
<b>Net cash provided by operating activities</b>	<b>1,996</b>	<b>(256,445)</b>
	<hr/> <hr/>	<hr/> <hr/>

**WESTBANK COMMUNITY HEALTH AND CARE**

England & Wales - Charity number 1119541

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# Accounts

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**Westbank Community Health and Care  
(a company limited by guarantee)**

**Registered charity number 1119541**

**Trustees' Report and Financial Statements**

**Year ended 31 March 2021**

**Company registered number 06243811**



# Westbank Community Health and Care

Year ended 31 March 2021

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# Westbank Community Health and Care

## Trustees' report

Year ended 31 March 2021

### Chairman's Report

Reviewing my report for the previous business year, I used the term 'extraordinary'. I used it both in the context of the pandemic and its impact upon the organisation, and to describe the wonderful response of everyone employed by Westbank, volunteering for Westbank, or in any way contributing to Westbank during these unprecedented times.

This would include organisations we work with, and for, most notably Devon County Council, with whom we work in partnership to deliver the young and adult Carers contract, where we have continued to supply services as flexibly as we can, in hugely difficult circumstances. Indeed we were recognised for this endeavour with a national award, presented by 'The Health Service Journal' for our innovative support for acute hospital discharge. This pilot provides high-quality support for individuals and enables more rapid and seamless discharge from wards and helps create capacity when the NHS is under enormous pressure.

It has been an extremely challenging time, with some of our contemporaries failing, and others dealing with existential threats to their sustainability. Westbank is not immune from the unprecedented operating environment. We hope and expect our funders, partners, and public to continue to value and support Westbank going forward as the reasons for our existence are more evident than ever before.

That said, we remain confident for the future, not least because we have a dynamic and experienced new leader, but also because Westbank is a great charity, delivering high quality services through the dedication of great people. I would like to offer my personal thanks to all of the Westbank family for being extraordinary.

A handwritten signature in dark ink, appearing to read 'J. Masters', with a horizontal line drawn underneath it.

Jim Masters. Chairman

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

The Trustees present their report and consolidated financial statements of the charitable company Westbank Community Health and Care ("Westbank") and its subsidiary Westbank Community Enterprises Limited for the year ended 31 March 2020. This incorporates the Directors' Report and the Strategic Report under s417 Companies Act 2006.

### Objectives and Activities

The charity's main objectives for the year were:

- To support the local community and people of Devon through the effects of the Covid-19 pandemic
- To adapt our business models to the challenges of Covid-19, while continuing to meet our service users needs.

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### Westbank's Vision

Our vision is of strong communities in which the health and wellbeing of all people is sustained and improved. Westbank's Mission Westbank aims to promote and improve the health and wellbeing of people in the local community, across Devon, and beyond.

### Westbank's Values

We act with compassion and integrity. We value each individual equally. We work together to support the whole community. We are willing to lead, to innovate and to learn.

### Westbank's Strategies

To achieve its mission Westbank offers a range of services and opportunities to meet different needs:

- Providing health and wellbeing services and facilities for the local community
- Providing support for isolated and vulnerable people across Devon
- Promoting social action and volunteering
- Employing staff who share its mission and values

# Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2021

## VOLUNTEERING AND COMMUNITY SUPPORT

### *Neighbourhood Friends*

Neighbourhood Friends is a social action support service focused on avoiding hospital admissions and reducing hospital stays. The Covid-19 crisis put our 'Can Do' reputation to the test. Our dedicated team of staff and volunteers rose to the challenge by providing a reactive support service for **2,030 patients**, with 18% of referrals requesting support being actioned within the hour.

In recognition of their work the team received an 'Extraordinary People' special recognition award from staff at the RD&E.

**56 VOLUNTEERS PROVIDED TRANSPORT HOME FOR 1,325 PATIENTS AS THEY WERE DISCHARGED FROM THE RD&E HOSPITAL.**

### *Volunteering - Community Support Services*

At the outset of Lockdown we had to close our entire customer facing services at our centres and refocus our efforts to find deliverable solutions to support those residents over the age of 70 following Government guidelines and staying at home, or those with long term health difficulties being shielded.

We rose to the daily challenges of providing community services which enabled residents to stay safe, well and very importantly, to still feel involved in community life. With the support of newly recruited community supporters, our dedicated staff team and existing volunteers we carried out in excess of **28,000 acts of kindness** - ranging from collecting and delivering weekly shopping, to volunteers making 200 weekly telephone befriending calls, through to dog walking, the list is endless!

**One of our Volunteers said "I was at a loss to know what to do with my time during the lockdown. Volunteering for Westbank during this difficult time has given my week purpose and a great sense of fulfilment – I'm now worried about what I will do with my days as we move back to a 'normal way of life.'"**

<b>Case Study:</b>	Anne's Social Worker referred her into the service for support as she was in hospital receiving treatment for cancer when she received news that her partner had passed away. With no family or close friends able to help her, our caring staff team and volunteers helped Anne to arrange his funeral, negotiate with her partners landlord to extend his rental agreement to allow her time to sensitively dispose of his possessions, and when she felt strong enough, to help her clear his home. We have continued to support Anne over the winter months, during which time her health has deteriorated. Anne has formed a support bubble with one of our dedicated volunteers Sue, who goes above and beyond to help. She regularly shops, collects prescriptions, drives Anne to and from her chemotherapy treatments and attends all medical appointments with her. Our service has become Anne's lifeline.
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# **Westbank Community Health and Care**

Trustees' report (continued)

Year ended 31 March 2021

## ***Community Health and Social Care Teams and Voluntary Sector Representation***

Westbank manage this cross-county service, working with Devon Voluntary Action and 13 locally-based community organisations. The service provides Community Health and Social Care team with a bridge to the voluntary sector.

The delivery of this service proved difficult, as most core group meetings at GP practices were suspended for the duration of the crisis. However, our Commissioners, Devon County Council were extremely supportive, issuing a variation to contract which enabled staff from Westbank and partner organisations to repurpose their normal duties and support local community Covid support activities.

## ***Healthy Neighbourhoods***

Healthy Neighbourhood is a five year project funded by The National Lottery Community Fund. Working with communities across Exeter, East and Mid Devon to understand their health and wellbeing needs. The staff team works alongside people to connect them to activities, services and opportunities to make a positive difference to their health and wellbeing by setting up volunteer-led activities wherever possible.

Thanks to The National Lottery Community Fund's flexibility and support, the team has been able to adapt their services and continue to support those most vulnerable and in need throughout the Covid-19 crisis.

## **817 NEW BENEFICIARIES AND HOUSEHOLDS BENEFITTED FROM THE PROJECT**

## ***Wellbeing Exeter***

A partnership of community and voluntary organisations working with GP practices in Exeter, with the aim of enabling people to improve their health and wellbeing. Community Connectors adapted their working practices to offer a telephone based support service to clients throughout the pandemic.

## **225 REFERRALS HAVE BEEN RESPONDED TO BY COMMUNITY CONNECTORS**

# Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2021

## DEVON CARERS

### *Adult Carers*

We work with unpaid carers who are aged 18+ and who care for people who are also 18+.

This year has been dominated by COVID and the lockdown that followed, this meant we had to very quickly provide a service not from our central and local offices and which was delivered remotely.

In two days we were able to have 90% of our team working from home and within a week this was up to 100%. We kept one central office open for printing, post and co-ordinating resources.

At the same time, we provide information for carers from reliable sources like the local authority and the NHS rather than from contradictory and often wrong agencies. At the same time we started a database of local companies who provided a food and goods delivery services, putting minds at rest for those that could not leave him and where often shielding.

We altered all of our services to be delivered online, from assessments and reviews to training and peer support. We found that many carers preferred a remote service for various reasons, including ease of use and because it was difficult to leave the house, even outside of lockdown. As a result many of the things we have learnt will be continued once lockdown is finished.

### **WE HAVE SUPPORTED OVER 25,000 CARERS THIS YEAR**

**Our Hospital Service went from strength to strength and we were delighted to be winners of the HSJ 2020 System Led Support for Carers Award.**

In this time we were able to **support 3,000 unpaid carers** 75% of whom we had previously not had contact with. We had to mothball our very popular Time for You service that provides carers with volunteers so they can take short breaks. Once lockdown is complete we will reopen the service.

At the end of the year we received a grant via Devon County Councils Innovation fund that enabled us to purchase 100 robopets, robotic cats and dogs that provide comfort primarily for people with dementia.

### **BY THE END OF THE FINANCIAL YEAR OVER 60 ROBOPETS HAD ALREADY BEEN ADOPTED**

# **Westbank Community Health and Care**

## **Trustees' report (continued)**

Year ended 31 March 2021

### ***Young Cares***

We work with young carers aged 4-18 who have a variety of caring roles.

Because of COVID and lockdown this year has been particularly difficult for the service both for the team and for the young carers we support.

Whilst we could obviously not provide face to face support we were able to ensure that all young carers who were prioritised to get support received it. This meant that support like trips and youth clubs had to be replaced with telephone calls and Zoom meetings in the early stages.

The lockdown has not all been bad however as it has given us valuable lessons on how a future hybrid service system might work, this would provide one-to-one support when needed but also allow us to support more young carers remotely.

As lockdown relaxed the Young Carers service also opened up and we provided socially distanced walks with young carers where we met with them and went for a walk, providing both a safe environment and a break from their home and families. Because young carers found it very difficult to take breaks in their own home the Young Carers service became the first Devon Carers service to receive the COVID vaccination. We also continued to work with, support and visit schools who remain our prime source for referrals.

We are also pleased to report that a Young Carer representative now sits on the Devon Carers board and takes part in all decision-making processes, it is hoped that we will have more young carers on the board this year.

- Approx. 1700 young carers directly supported
- 620 assessments were undertaken
- 240 young carers received one-to-one support

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### HEALTH AND WELLBEING

#### *Fitness*

It's been a tough year for health and fitness all round with Covid restrictions and in particular the impact on our more vulnerable clients who have shielded. Within a short space of time we responded to the needs of our participants and set up alternative remote delivery of fitness solution to our clients, This meant that people could exercise at home in the remote company of their usual group on screen. This has been particularly good for many of our referral population who were part way through the programme when they began isolating, enabled our customers to maintain their fitness. In addition it helped many to address loneliness and look after their mental health. The team have all become adept at instructing to a screen but miss the face to face so when lifting restrictions allowed, we introduced some outdoor face to face classes in order to increase usage and to give our customers an in person point of contact.

While Lockdown has been in place we have been looking at ways to improve customer service and reduce the complications of payments and reception cover. We have introduced a new gym management system that enables us to streamline the booking and membership systems. Customers are able to manage their payments, book sessions, follow their programme and track their nutrition and caloric expenditure all in one place. The system also has a social page, making customer interaction easier and further fostering a community spirit.

As we begin to see lifting restrictions, we are relaunching our referral services, indoor in-person exercise classes, and improved gym proposition. We are getting ready to welcome back long-term customers and looking forward to meeting and helping many new ones too.

Sadly, due to the long term impact of Covid, we have had to let some of our team go while we rebuild attendance levels, we hope that return of face to face will enable us to return to normal during 21/22. Meanwhile there have been some heartfelt stories from people who have benefitted from our remote classes.

<b>Case Study:</b>	<p>Morag shared her thoughts...</p> <p>"Yes, during first lockdown....my mental wellbeing plummeted! Three cancelled holidays/trips to see family etc. Two jobs no longer in existence (school and TIC). Church, hobbies and a bit of socialising.....out the window!!! Also a bereavement group I run....put on hold!!!</p> <p>So, although I live alone...I try to maintain a busy, fulfilled life!!</p> <p>Then I discovered the joy of ZOOM! (Prior to this ... zoom was a noise a rocket made!!)</p> <p>Therefore, yes, on line exercise classes were indeed part of the "keep me sane" strategy!!! Something to look forward to....people to "talk to", plus keep me fit! I even made a few friends (Nick and Liz) who recognised me whilst out walking!!! So the feeling of complete isolation waned!!</p> <p>Very grateful and would recommend exercise for anyone to ward off their health deteriorating!</p> <p>So, thank you, to the three of you, with your rigorous routines.... smiley faces...lots of banter....and even your bad jokes!!"</p>
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# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### DAY CARE SUPPORT

The day centre has been closed for a total of six months during the year due to the pandemic. This was a difficult time for the clients as they all missed each other. However, regular support phone calls were made, as were home garden visits by the staff (once allowed) to support the clients health and wellbeing. The highlight of the year was enjoying the traditional Christmas lunch – all socially distanced!

Since January 2021 we were able to remain open throughout the 3rd lockdown, due to clients and staff receiving their Covid-19 vaccinations.

<b>Case Study:</b>	<p>Grace moved to the area to live with her family following the death of her husband. She attended the day centre for the first time in January 2020.</p> <p>At first Grace was resistant but agreed to try it. After two weeks of Grace attending we received a phone call from her daughter asking us if she could attend another day. Grace built relationships with other clients, staff and the transport volunteers and enjoys attending vowing that nothing will stop her now.</p> <p>Even though we maintained contact with Grace at the end of the first lockdown we received a phone call from her daughter informing us that Grace was becoming very depressed. She was worried about her mum and anxious to know when we were going to re-open so that she could give her mum some hope; luckily, we were able to open two weeks later.</p> <p>Grace was so pleased to be back and often brings in treats for everyone. Her daughter remarked that she is a different person again since returning to the day centre.</p> <p>Grace has since had a cancer diagnosis. She has shared this news with the group and is happy to discuss it openly and is appreciative of the support from everyone.</p>
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**One of our participants said: “When I wake up in the morning I feel low and when I realise it is the day I am going to Westbank I make the effort to push myself to go but when I return I feel so much better and so glad that I did.”**

## **Westbank Community Health and Care**

Trustees' report (continued)

Year ended 31 March 2021

### **KIDZONE AND GYMNASTICS CLUB**

Due to Covid-19, our Kidzone department had to close during the 1st and 2nd lockdown which accounted for half of the year. However, we were able to offer a restricted Summer Holiday Club and re-opening of the After School Club for the Autumn term, both working within the government requirements. We were able to offer a safe and supportive environment allowing children to be able to visit with their peers.

Gymnastics Club – we took the very difficult decision to close our gymnastics club altogether because of the uncertainty of Covid-19. However, the time has allowed us to review the service and we hope to be able to offer the service again in September 2021.

### **CONFERENCING, HOSPITALITY AND CAFÉ**

It is no surprise that Westbank's hospitality services have been severely constrained throughout the last year due to the Covid-19 restrictions. Our Seedlings café also closed. During the lockdown, vacant rooms were put to good use by the volunteering and the fitness teams to support projects during the pandemic, including managing Foodshare and a food bank, provision of online fitness classes, and face-to-face classes as restrictions have allowed.

At the latter part of 2020, Westbank welcomed two new customers who required rooms for essential one to one meetings and training.

Our hope is that we will be able to fully open up our hospitality services in the next forthcoming year.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### NATIONAL DIABETES PREVENTION PROGRAMME

As one of the founding partners of Living Well Taking Control Westbank has been delivering Diabetes Prevention across the South West. Our work in Bristol, North Somerset Gloucestershire and Cornwall completed this year with over 8,500 individuals being supported to make lifestyle changes that could prevent the onset of Type 2 Diabetes. The next phase included Devon, Somerset and Dorset where we have supported almost 11,500 people and a renewed contract for Dorset has already started 3500 people on their lifestyle change journey. As we entered lockdown in March 2020, we had over 10,000 active participants in our care, some of whom had already started their journey in local groups and others who were yet to start.

During this Covid period, face-to-face meetings could not happen, so all delivery was converted to a remote service in a matter of weeks. The team could not have worked any harder, contacting, and supporting so many people to having skills to attend on line. This was a significant challenge but was met with a can-do attitude and Buckets of patience. A testament to the teams dedication.

<b>Case Study:</b>	<p>Keith, was referred to LWTC Healthier You with a pre-COVID HbA1c of 42 mmol/mol. He was due to join a face to face Healthier You group in Somerset, however ill health and then the first lockdown prevented him from beginning.</p> <p>Our local LWTC facilitator followed up with Keith by phone and encouraged him to join one of the virtual groups. In addition to attending the virtual group session, Keith was supported by phone and video conferencing with the facilitator.</p> <p>During a time when it is cited that over 40% of the population have gained weight, Keith did not. This played an important part of reducing the risk of developing Type 2 diabetes and will have also reduced the risk of serious complications by Covid, should he have contract it.</p> <p><b>“[I] thoroughly enjoyed the programme and would certainly recommend others to join in. I only hope they have the luck to be on a course run by the facilitator that I had. The programme has helped me make lifestyle changes. I now think far more about the sort of foods I eat rather than just eating everything. My facilitator is an excellent communicator, obviously loves teaching and has a great knowledge about diabetes, nutrition and life-styles. She has a very sympathetic personality and made everyone feel comfortable with talking. She made me feel that I could be honest about how I ate and she kept a lovely smile on her face all through the sessions; she also suggested quite a lot of websites and books to look at. I looked at several, one about healthy eating on a budget, carbs, food labels.”</b></p>
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# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### HEALTHIER DEVON

In Devon we are also delivering an enhanced, longer support programme targeting people with highest risk and greater need for longer term support.

#### **WE HAVE 1266 PEOPLE ENGAGED ON THE PROGRAMME WITH 641 BEING REFERRED DURING 2020-2021**

Covid has presented the same challenges as the national programme but has also given us the opportunity to look at the service, the pros and cons of remote and face to face. Participants are currently supported via remote video conferencing, telephone calls, resources and signposting. Each participant receives sessions on:

- Healthy Eating,
- Mental Health,
- Physical Activity,
- Addressing barriers, and
- Healthy Weight.

When we are able to come back to face to face we will continue to offer a blended delivery model, considering the benefits of both remote and face to face contact. We hope that the learning will help us to include the harder to reach communities and offer participants real choice.

<b>Case Study:</b>	<p>Joseph is a 77-year-old male who was referred into the Healthier Devon in November 2019.</p> <ul style="list-style-type: none"><li>• HbA1c reading was 44 at the start of the programme and is now 39 which means Joseph is no longer Pre-Diabetic</li><li>• Measurement around the middle was 43 inches, it is now 39</li><li>• Weight was 93kg, with a target goal of 83kg</li></ul> <p>Joseph received a face to face initial assessment in December 2019. During the initial assessment, he advised us that he was “too busy to start the programme” and actively chose to delay the commencement of the programme.”</p> <p>During COVID-19 Joseph was contacted to undertake the programme via zoom or telephone consultation. Whilst Joseph was I.T literate, he chose the telephone option as the preferred choice of the delivery method, he began the programme in September 2020.</p> <p>The aim of Healthier Devon is to support sustainable change that allow participants to look forward to better health outcomes. Giving Joseph a choice of delivery ensured he engaged in the programme which had a positive impact on him.</p> <p><b>“I believe the programme is very worthwhile. I was diagnosed with pre stage 2 diabetes after my annual check-up and agreed to take part. My biggest problem was with eating too much brown wholemeal. I have cut it out completely at lunchtime and have substituted Ryvita’s instead. I use the</b></p>
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## Westbank Community Health and Care

Trustees' report (continued)

Year ended 31 March 2021

	<p>Ryvita to form a sandwich and fill with salad items. I have also cut out biscuits when I have a cup of tea.</p> <p>When the weather permits I am now taking more exercise, I started off with 20 minutes and now do 30/40 minutes twice a week, with shorter bouts in between.</p> <p>Losing weight was easy to start with, as the weight fell off. Although it's starting to slow down now I am feeling so much better in my general health so will certainly keep going until I reach my target. People are also starting to notice that my waist is smaller, without the paunch.</p> <p>Your help and encouragement have been very beneficial in my journey to better health. If I can do it then anyone can."</p>
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# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### BUDLEIGH HUB

Last years report gave a glance of the impact of Covid-19 on our services. Little did we know it would last a further year. Whilst reflecting on the impact on our community, its impact on the Hub has been dramatic too.

During 2020 all routine services and activities ceased. What was once the Hub of the community became desolate and depressing. Yet through this adversity came energy and a desire to continue to support the most vulnerable.

The Hub linked with other local charities, councils, churches, schools and GP surgeries to form the Budleigh Covid Support Group. This coordinated approach ensured all needs were covered quickly and efficiently. In a few weeks we have recruited over **200 volunteers** to help us achieve our goals. Over the year, with our volunteers, we achieved the following.

- **Volunteers put 30,000 leaflets through the doors of our community informing them of our support.**
- **Volunteers shopped 600 times for people who couldn't leave their home.**
- **Launchpad café cooked 2,500 meals, delivered piping-hot by our volunteers.**
- **We took 800 people to receive their covid vaccination.**
- **1,300 prescriptions were collected and delivered.**
- **We distributed £40,000 to 78 local families in financial hardship.**
- **Volunteers completed over 3,000 hours of service.**

We now look forward to emerging from this Covid support to help our communities as before, but better, with a renewed sense of purpose and desire.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

### HR INFORMATION

<b>Headcount</b>		193
<b>Gender</b>	Male	31
	Female	162
<b>Hours</b>	Less than 30 pw	128
	More than 30 pw	55
	Bank	10
<b>Age</b>	16 - 25	12
	26 - 35	22
	36 - 45	38
	46 - 55	68
	56 - 65	48
	65 +	5
<b>Contract type</b>	Permanent	31
	Fixed term	152
	Bank	10

### FINANCIAL REVIEW

#### Overview

The group has generated an overall net deficit of £433,559 (2020: deficit of £597,483), this comprises restricted net expenditure of £40,029 (2020: £327,250 net income) and unrestricted net expenditure of £393,530 (2020: £924,733) (from unrestricted and designated funds).

The net deficit includes an adjustment for the charity's share of losses in its LWTC partnership (£193,516). The operating loss of the charity itself was lower at £240,043.

#### Income and Expenditure

Total incoming resources decreased from £5,332,472 to £5,279,291. Covid-19 restrictions since the beginning of the financial year have had a significant effect on the range of services offered by the charity, with Gym, Day Care and the After-School Club worst affected (Note 5). Repeated lockdowns made it challenging to continue to deliver services, especially where many of our service users are vulnerable. Additionally, social distancing and home working resulted in a reduction in income from our hospitality services. In total income reduced by £275,299 across services and hospitality.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

Total resources expended decreased from £5,904,347 to £5,772,345 as the charity reduced its expenditure in the areas where limited activity took place. The charity received furlough grants of £127,616.

Post year end there has been an increase in activity in services and hospitality, coinciding with the lifting of restrictions. Growing these services back to their pre-pandemic capacity is now a strategic priority.

### Balance sheet & Reserves

The charity's balance sheet remains intrinsically strong. The total reserves held at 31 March 2021 were £3,050,537 of which £1,337,025 comprised unrestricted funds, £510,566 were designated funds, and the balance of £1,202,946 were restricted funds. The Group held cash of £1,158,618 at the year end, an increase of £253,388 from 2020.

There are no restrictions on the charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 16a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

Looking forward we now expect financial results for 2021/22 to show a small deficit, with an improvement in the second half of the year with the new CEO in place and restrictions lifted.

The new CEO has already begun implementing the first stages of a business development plan (see below) to take advantage of new opportunities, as well as to diversify the charity's income streams. This means some of the charity reserves will be actively utilised over the coming years in order to ensure the charity is operationally resilient enough to meet the changing needs of service users.

At March 2020 we held a £350k contingency for Covid-19, as at the time there was a high degree of uncertainty relating to the financial impact of the pandemic. £100k of this was utilised during the year to support our continued service delivery and to supplement the drop in our income from restrictions. Given our financial strength at the end of March 2021 we have redesignated £100k of this for investment in the business development areas identified by the new CEO, leaving £150k for continued Covid recovery.

### Business development

The new CEO conducted a preliminary business review and identified a number of areas of the charity that have been historically under developed, including: investment in people, resources and IT systems, and income diversity.

A business plan to allow investment in to these areas is being prepared. This will enable the charity to explore new opportunities, while ensuring greater sustainability and long-term resilience. As discussed above, £100k has been designated to start implementing this development plan.

### Going Concern

We have considered the continuing impact of Covid-19 on the delivery of services. A reduced deficit is anticipated for 2021/22, while we have a break even budget for 2022/23. The charity's balance sheet is intrinsically strong with the total level of reserves held at 31 March 2021 in excess of £3m. There is also sufficient availability of cash to continue the day to day operations.

We have considered a range of forecasts and scenarios, all of which show the charity can manage effectively over the next 12 months. We have reviewed and challenged the most recent management

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

accounts which show the charity is operating ahead of budget post year end. Therefore, we are satisfied that the group will continue as a going concern for a period of at least the next 12 months.

### **Reserves Policy**

The period since March 2020 has been a strong reminder of exactly why we seek to hold reserves. The previous financial resilience that the charity built up meant that Westbank was able to weather the financial effects of the pandemic while still delivering services to many of our beneficiaries. Further, Westbank has emerged well placed to continue supporting carers and our local community.

The Trustees have reviewed the charity's reserves policy in light of the ongoing Covid-19 pandemic and the current risk register. The policy has been amended to take account of the charity's short and long term changes in funding, our strategic objectives and the continuing uncertainty around the future impacts of the pandemic.

From this the trustees have assessed that the charity should normally aim to hold £900k of free reserves and risk specific designated reserves, being the amount that will enable us to:

- Withstand the impact of identified key financial risks, principally, to continue our programme of support to carers, and provide sufficient working capital in the event of an unexpected loss of income or an increase in expenditure.
- Invest adequately in the organisation's people, IT systems, and resources.
- Enable us to invest in new opportunities both to build more sustainable and diverse income streams, and to engage with service users and the local community in new and more effective ways.
- Continue to provide services in the event of future restrictions related to the pandemic.

Free reserves are defined as general unrestricted funds (£1,337k) less those held in unrestricted fixed assets (£670k). At March 2021 this figure was £667k.

Risk specific designated reserves (£250k) are those held to protect against an identified organisational risk. The Covid-19 recovery fund remaining at the year end is £150k, and is expected to be used over the next 18 months. The CEO's strategy fund is £100k, and is being actively utilised post year end to invest into new opportunities and the charity's long term sustainability.

The total reserves under the above policy are £917k. Therefore, the Trustees are confident that the charity has sufficient reserves to meet its future requirements.

### **Post balance sheet events**

#### **New CEO**

The charity's CEO Matthew Byrne resigned from his post in September 2020 after 14 years' service in various roles. Following this a new CEO, Sarah Hicks, joined the charity in June 2021. She has implemented a new business development strategy which is discussed in the financial review. During the gap, the trustees provided support to the charity to ensure normal operations were maintained.

#### **Living Well Taking Control (LWTC)**

The partnership suffered a loss for the financial year which has reduced the equity holding to £1k. This loss was partly due to there being several large cohorts of service users at the beginning of the pandemic, and the significant costs involved in rapidly changing the delivery model during this time.

# **Westbank Community Health and Care**

## **Trustees' report (continued)**

**Year ended 31 March 2021**

At the year end date the charity was owed a sum of £486k by LWTC. Post year end over £320k of this debt has been repaid and the trustees are confident of recovering the full amount, as the partnership recovers from the pandemic.

### **Westbank Community Enterprises (WCE)**

There is an intention that in the future, the activities of WCE will be transferred to a separate CIO and that the current company will become dormant. Conversations are ongoing about how the assets and liabilities will be transferred, while legal advice is being sought on how best to do this. No final decision has been made regarding this move. However, the intention is that if it goes ahead, the transfer will be effective from the 1st of April 2022.

The main reason behind the intention to transfer the activities is that the new CIO will be in a position to apply for external funding that it cannot access while part of the existing group, which will enable a better delivery of its core activities and charitable objectives in the WEB area.

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required. The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

#### **Renewal of contracts/loss of significant income**

A key platform of the forward strategy, being led by the new CEO, is to achieve a greater diversification of income streams, and phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues, while also making the charity less reliant on any one stream.

#### **Coping with different ways of commissioning**

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how WestBank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

#### **Loss of key personnel**

Trustees have, where necessary, been available to work closely with the leadership team in helping to overcome difficulties arising from any temporary gaps in senior management, including identification of external contract resources.

### **Structure, Governance and Management**

The governing documents of the organisation are the Articles of Association and the Memorandum of Association dated November 2012.

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

The objects of the charity are:

- (a) to promote health
- (b) to relieve sickness and disability and
- (c) to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  - (i) the provision of support and respite services for carers
  - (ii) the provision of a day care centre
  - (iii) the education and training and the provision of facilities to improve health and fitness
- (d) to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
- (e) to provide, maintain and improve public amenities by the provision of access to information technology

The minimum number of directors is three and the maximum for the time being is eight. At the first AGM after formation all directors will retire from office unless by the close of the meeting the members have failed to elect sufficient directors to hold a quorate (three) meeting of the directors. In each future year one third of the directors (determined by lot initially and then by length of service) must retire.

The directors, as the charity's trustees, have control of the charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed. A Director's term of office as such automatically terminates if he/she:

- (a) ceases to be a member
- (b) is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.

# **Westbank Community Health and Care**

## **Trustees' report (continued)**

### **Year ended 31 March 2021**

#### **Reference and Administrative Information**

Trustees 2020-2021

Mr J Masters  
Mr I Whyte  
Ms B Thorn (resigned September 2020)  
Mr K Richards  
Mrs E Anderson  
Mrs S Yeo  
Mr P Harris  
Mr N Eversett (resigned December 2020)

#### **Chief Executive**

Matthew Byrne (resigned September 2020)  
Sarah Hicks (appointed June 2021)

#### **Senior Leadership Team**

Matthew Byrne, Chief Executive (resigned September 2020)  
Sarah Hicks (appointed June 2021)  
Debbie Avery, Head of Operations  
Billy Hartstein, Head of Carers (resigned June 2021)  
Andy Hood, Head of Carers (appointed August 2021)  
Jaine Keable, Head of Health and Wellbeing  
Nina Parnell, Head of Volunteering  
Caroline White, Financial Controller (resigned March 2021)  
Stephen Thomas, Head of Finance & Business Planning (appointed October 2021)

#### **Registered and Principal Office:**

Farm House Rise  
Exminster  
Exeter  
EX6 8AT  
Telephone: 01392 824752 Fax: 01392 823987

#### **Primary bankers:**

Nat West  
18 St Thomas Centre  
Exeter  
EX4 1DE

#### **Statutory Auditors:**

PKF Francis Clark  
Centenary House  
Peninsula Park  
Rydon Lane, Exeter  
EX2 7XE

# Westbank Community Health and Care

## Trustees' report (continued)

Year ended 31 March 2021

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

The charity trustees (who are also directors of Westbank for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable 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 the group and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees approve the Trustees' Annual Report, including approval in their capacity as company directors of the Strategic Report contained within it, on 18 November 2021.

Signed on behalf of the trustees

Keith Richards  
Trustee

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank**

### **Year ended 31 March 2021**

#### **Opinion**

We have audited the financial statements of Westbank Community Health and Care (the charity) for the year ended 31 March 2021 which comprise Group Statement of Financial Activities, Group and Parent Company Balance Sheets, Statement of Consolidated Cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank (continued)**

### **Year ended 31 March 2021**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit

#### **Responsibilities of the trustees**

As explained more fully in the Statement of Trustees' Responsibilities set out on page 17, the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

# **Westbank Community Health and Care**

## **Independent Auditor's Report to the Trustees of Westbank (continued)**

### **Year ended 31 March 2021**

#### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

As part of our audit planning we obtained an understanding of the legal and regulatory framework that is applicable to the charity and the sector in which it operates. The key laws and regulations we identified were the Charities Act and regulations in relation to data protection (GDPR) and safeguarding. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, primarily the Companies Act 2006, relevant tax and pensions laws.

We discussed with management how compliance with these laws and regulations is monitored and discussed policies and procedures in place. We also identified the individuals who have responsibility for ensuring that the charity complies with laws and regulations and deals with reporting any issues if they arise.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- Enquiries of management and those charged with governance regarding their knowledge of any non-compliance with laws and regulations that could affect the financial statements;
- Reviewing legal and professional costs to identify any possible non-compliance or legal costs in respect of non-compliance;
- Reviewing Trustees' meeting minutes;
- Reviewing the safeguarding and data protection policies;

As part of our enquiries we discussed with management whether there have been any known instances, allegations or suspicions of fraud, of which there were none. We evaluated the risk of fraud through management override. The key risks we identified were management bias in accounting judgements and estimates. We also evaluated the risk of fraud through misapplication of grant funding.

In response to the identified risk, as part of our audit work we:

- Confirmed on a sample basis that expenditure was properly authorised and made in accordance with the terms of the relevant fund;
- Used data analytics to test journal entries throughout the year, for appropriateness;
- Reviewed estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statement. This risk increases the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial

## **Westbank Community Health and Care**

### **Independent Auditor's Report to the Trustees of Westbank (continued)**

Year ended 31 March 2021

statements as we are less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### **Use of our Report**

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stephanie Henshaw (Senior Statutory Auditor)

For and on behalf of

PKF FRANCIS CLARK

Chartered Accountants & Statutory Auditor

Centenary House

Peninsula Park

Rydon Lane

Exeter

EX2 7XE

25 November 2021

## Westbank Community Health and Care

Consolidated Statement of Financial Activities (including the Income and Expenditure Account)

For the year ended 31 March 2021

	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2021 £	Total 2020 £
<b>Income:</b>						
Donations and legacies	3	216,928	-	159,167	<b>376,095</b>	82,394
Charitable activities	5	370,077	-	4,516,310	<b>4,886,387</b>	5,208,682
Other trading activities	4	3,800	-	-	<b>3,800</b>	35,251
Investment Income	6	1,208	-	5	<b>1,213</b>	1,995
Other income	7	11,796	-	-	<b>11,796</b>	4,150
<b>Total Income</b>		<b>603,809</b>	<b>-</b>	<b>4,675,482</b>	<b>5,279,291</b>	<b>5,332,472</b>
<b>Expenditure:</b>						
Charitable activities	8	863,318	-	4,715,511	<b>5,578,829</b>	5,904,347
Other expenditure		-	193,516	-	<b>193,516</b>	-
<b>Total Expenditure</b>		<b>863,318</b>	<b>193,516</b>	<b>4,715,511</b>	<b>5,772,345</b>	<b>5,904,347</b>
Net gain/(loss) on investments	16a	59,495	-	-	<b>59,495</b>	(25,608)
<b>Net income/ (expenditure)</b>		<b>(200,014)</b>	<b>(193,516)</b>	<b>(40,029)</b>	<b>(433,559)</b>	<b>(597,483)</b>
Transfers between funds	21/22	277,169	(242,268)	(34,901)	-	-
<b>Net movement in funds</b>		<b>77,155</b>	<b>(435,784)</b>	<b>(74,930)</b>	<b>(433,559)</b>	<b>(597,483)</b>
Funds at 31 March 2020		1,259,870	946,350	1,277,876	<b>3,484,096</b>	4,081,579
<b>Funds at 31 March 2021</b>	<b>21/22</b>	<b>1,337,025</b>	<b>510,566</b>	<b>1,202,946</b>	<b>3,050,537</b>	<b>3,484,096</b>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

# Westbank Community Health and Care

## Consolidated and Charity Balance Sheets

For the Year ended 31 March 2021

	Note	2021		2020	
		Group	Charity	Group (Restated)	Charity (Restated)
		£	£	£	£
<b>Fixed assets</b>					
Tangible fixed assets	14/15	1,322,439	1,301,894	1,440,662	1,391,055
Investments - Listed	16a	298,826	298,826	239,331	239,331
Investment	16b	634	1	194,150	190,001
		-----	-----	-----	-----
		1,621,899	1,600,721	1,874,143	1,820,387
<b>Current assets</b>					
Stocks		712	712	712	712
Debtors	17	844,794	795,827	1,190,297	1,150,800
Cash at bank and in hand		1,158,618	1,075,336	905,230	863,474
		-----	-----	-----	-----
Total current assets		2,004,124	1,871,875	2,096,239	2,104,986
		-----	-----	-----	-----
<b>Liabilities</b>					
Creditors falling due within one year	18	(575,486)	(409,965)	(486,286)	422,732
		-----	-----	-----	-----
<b>Net Current Assets</b>		1,428,638	1,461,910	1,609,953	1,592,254
		-----	-----	-----	-----
<b>Total assets less current liabilities</b>		3,050,537	3,062,631	3,484,096	3,412,641
		-----	-----	-----	-----
<b>Net assets</b>		3,050,537	3,062,631	3,484,096	3,412,641
		=====	=====	=====	=====
<b>The funds of the Charity</b>					
Unrestricted funds	22	1,847,591	1,859,685	2,206,220	2,134,765
Restricted	21	1,202,946	1,202,946	1,277,876	1,277,876
		-----	-----	-----	-----
		3,050,537	3,062,631	3,484,096	3,412,641
		=====	=====	=====	=====

These financial statements were approved by the Trustees on 18 November 2021 and signed on their behalf by

Keith Richards  
Trustee

# Westbank Community Health and Care

## Cash Flow Statement

For the Year ended 31 March 2021

		2021	2020
	Note	£	£
<b>Cash used in operating activities</b>	25	<b>256,445</b>	(1,199,111)
<b>Cash flows from investing activities</b>			
Investment income		1,213	1,995
Purchase of tangible fixed assets		<b>(4,270)</b>	(58,531)
		-----	-----
Cash used in investing activities		<b>(3,057)</b>	(56,533)
<b>Increase/(decrease) in cash and cash equivalent in the year</b>		<b>253,388</b>	(1,255,647)
<b>Cash and cash equivalent at the beginning of the year</b>		<b>905,230</b>	2,160,877
		-----	-----
<b>Cash and cash equivalent at the end of the year</b>		<b>1,158,618</b>	905,230
		=====	=====

# Westbank Community Health and Care

## Notes to the accounts

For the Year ended 31 March 2021

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are set out below. The policies have been applied on a consistent basis with prior years with the following exceptions: £116,438 has been reanalysed between restricted and unrestricted funds brought forward at the start of the prior year and a further was similarly reanalysed £23,985 in respect of the prior year. These adjustments were required to correct the allocation of depreciation between funds and make no change to the overall net funds.

#### a) General information

The charity is a company limited by guarantee. The members of the company are the subscription paying members of the Trust. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The charity is incorporated in England and Wales. The registered office is detailed in the Trustees' report.

The functional currency of Westbank is considered to be pounds sterling because it is the primary economic environment in which the charity operates.

#### b) 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 financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) – (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (March 2018) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and the Trustees are not aware of any material uncertainties that would cast doubt on the charity's ability to continue as a going concern.

#### c) Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking drawn up to 31 March 2021.

A subsidiary is an entity controlled by the company. Control is achieved where the company has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The investment in the joint venture is recognised in the consolidated financial statements on the equity accounting basis

#### d) Funds

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

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

Designated funds are unrestricted funds which the trustees have decided to set aside for a specific purpose.

Restricted funds are funds to be used in accordance with specific restrictions imposed by the donor or which have been raised by the charity for particular purposes. Expenditure which meets the criteria specified is charged to the fund.

As noted in the reserves policy, the trustees aim to maintain unrestricted funds equivalent to 9 months' running costs.

## e) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resource.

## f) Income

All income is included in the SOFA when the charity is legally entitled to the income, 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.

Grant income is recognised when the charity becomes unconditionally entitled to receipts and when the amount of the grant can be reliably measured. This is generally when the income is received. Grants received for a specific purpose are recorded as restricted income.

Goods donated for resale are included as income when they are sold.

## g) Assets and Liabilities

These are included in the balance sheet at the following amounts:

- Fixed assets at cost less depreciation
- Current assets at the lower of cost and net realisable value
- Liabilities at their settlement value

Small additions (below the value of £500) are not capitalised.

## h) Depreciation of fixed assets

Depreciation is provided as to write off the cost of the assets, with the exception of freehold land, over their estimated useful lives at the following rates:

- 20% per annum straight line basis on equipment
- 33% per annum straight line basis on computers
- 1% - 2% per annum straight line basis on buildings
- 25% per annum straight line basis on motor vehicles

## i) Investments

Fixed asset investments are recognised at market value at the balance sheet date. Realised and unrealised gains / losses on investments are disclosed in the SOFA and in note 16a to the financial statements.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

Current asset investments comprise cash on deposit with a maturity exceeding three months from the date of acquisition or opening of the account.

**j) Stocks**

Stock consists of purchased goods for resale. These stocks are valued at the lower of cost and net realisable value. Items donated for resale are not included in the financial statements until they are sold. No value is attributed to the donated goods held prior to resale as it is considered impractical to reliably measure their fair value and the cost of valuing of these items would outweigh the benefit to the users of the financial statements.

**k) Cash balances**

Cash at bank and cash in hand represents amounts held to meet short-term cash commitments as they fall due. This includes cash and short term deposits with a maturity of three months or less from the date of acquisition or opening of the account.

**l) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid less any trade discounts due.

**m) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

**n) Operating leases**

Rentals paid under operating leases are charged to the SOFA over the period in which the cost is incurred.

**o) VAT**

The charity is registered for VAT and is able to recover input tax attributable to the relevant taxable supplies. In addition, a portion of input tax is recoverable on general expenditure on the basis of partial exemption calculations. Following the application of the partial exemption calculations, resulting irrecoverable VAT is charged as an administration cost or added to the amount capitalised for fixed asset expenditure.

**p) Financial instruments**

Westbank only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The charity currently holds:

- Trade debtors and trade creditors
- Long term investments
- Short term investments

Financial assets, which comprise, trade and other debtors and cash at bank balances are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount receivable. Fixed asset investments qualifying as basic financial instruments are accounted for as described in accounting policy h.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

Financial liabilities which comprise trade and other creditors are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount payable.

**q) Volunteer help**

In accordance with the Charities SORP (FRS102) the value of any voluntary help received is not included in the financial statements, but is described in the Annual Report.

**r) Pension costs**

The charity makes contributions to an auto-enrolment pension scheme operated by Now Pensions. The pension charge recorded in these financial statements is the amount of contributions payable in the accounting year.

**s) Critical accounting judgements and key areas of estimation uncertainty**

In the application of the company's accounting policies, which are described above, the directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees don't consider there to be any critical judgements or estimates.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 2. Financial Performance of the charity

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Westbank Community Enterprises on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

A summary of the financial performance of the charity alone is set out below:

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Income	<b>5,194,569</b>	5,131,834
Expenditure on charitable activities	<b>(5,544,579)</b>	(5,791,770)
Net income expenditure	<b>(350,010)</b>	(659,936)
Total funds brought forward	<b>3,412,641</b>	4,012,577
Total funds carried forward	<b>3,062,631</b>	3,412,641
Represented by:		
Unrestricted funds	<b>1,859,685</b>	2,134,765
Restricted funds	<b>1,202,946</b>	1,277,976
	<b>3,062,631</b>	3,412,641

## 3. Donations and Legacies

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Total funds</b>
	<b>2021</b>	<b>2021</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Donations	216,928	159,167	<b>376,095</b>	49,464
Sundry income	-	-	-	32,930
	<u>216,928</u>	<u>159,167</u>	<u><b>376,095</b></u>	<u>82,394</u>

The income from donations and legacies was £376,095 (2020: £82,394) of which £216,928 was unrestricted (2020: £31,889) and £159,167 restricted (2020: £50,505). Unrestricted Donations include furlough grants of £127,616 and other Covid support government grants of £37,458 (2020: nil)

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 4. Other Trading Activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Starcross shop and meeting place	3,198	-	3,198	35,251
Fundraising and functions	602	-	602	-
	<u>3,800</u>	<u>-</u>	<u>3,800</u>	<u>35,251</u>

The income from other trading activities was £3,800 (2020: £35,251) of which £3,800 was unrestricted (2020: £35,251) and £nil was restricted (2020: £nil).

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 5. Charitable Activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Hospital Discharge	-	371,686	371,686	182,779
Devon Carers Centre	-	2,351,252	2,351,252	2,134,004
Bright Futures (Big Lottery - URN YIF/1/010386560)	-	10,878	10,878	38,838
Budleigh Hospital Wellbeing Hub	228,655	-	228,655	380,638
Neighbourhood Friends	-	160,156	160,156	140,184
Wellbeing Exeter	-	216,759	216,759	191,936
Voluntary Representation on Health	-	184,674	184,674	182,138
Diabetes Westbank	-	639,130	639,130	-
Westbank Community Support	-	13,774	13,774	-
Healthy Neighbourhoods (Big Lottery 0010287095)	-	85,100	85,100	84,285
Exeter Living Well at Home	-	-	-	44,387
WEB Community Building	-	8,500	8,500	18,000
<i>Other activities:</i>				
Westbank Day Care	17,604	-	17,604	57,506
After School Club	34,314	-	34,314	79,566
Fitness Suite Income	43,109	-	43,109	105,026
Gym Club	20	-	20	21,279
Hospitality	11,512	-	11,512	118,481
Food Services / Kitchen	20,958	-	20,958	45,587
Memory Café	-	110	110	-
Seconded staff	-	-	-	835,191
Devon Diabetes SIB Dev Fund	-	224,755	224,755	148,000
Young Carers	-	228,690	228,690	226,194
Time for You	-	20,846	20,846	177,189
Volunteering	-	-	-	(789)
Hartwell House and Shop	10,524	-	10,524	-
Other	3,381	-	3,381	(1,737)
	<u>370,077</u>	<u>4,516,310</u>	<u>4,886,387</u>	<u>5,208,682</u>

The income from charitable activities was £4,886,387 (2020: £5,208,682) of which £370,077 was unrestricted (2020: £1,640,748) and £4,516,310 was restricted (2020: £3,567,934).

### 6. Investment Income

	2021 £	2020 £
Bank interest	1,213	1,995
	<u>1,213</u>	<u>1,995</u>

## **Westbank Community Health and Care**

Notes to the accounts (continued)

For the Year ended 31 March 2021

The income from investment was £1,213 (2020: £1,995) of which £1,208 (2020: £1,995) was unrestricted. £5 (2020: £nil) was restricted.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 7. Other Income

	2021	2020
	£	£
Movement in fair value of investment	-	4,150
Other income	11,796	-
	<u>11,796</u>	<u>4,150</u>

All other income is unrestricted.

## 8. Expenditure on charitable activities

	Volunteering	Physical & Emotional Wellbeing	Carers	Children & Family Services	Central Support	2021 Total	2020 Total
	£	£	£	£	£	£	£
<b>Charitable activities</b>							
Purchases	14	699	92	6,214	-	7,019	26,120
Premises	13,208	233,694	17,957	10,692	72,560	348,111	529,717
Fund activities	170,967	11,450	326,946	3,959	41,614	554,936	1,045,313
Depreciation	10,531	64,106	5,190	17,578	24,638	122,493	115,698
General administration	107,639	12,839	607,163	1,624	(387,224)	342,041	241,901
Wages and salaries	492,083	831,709	1,921,210	328,301	441,873	4,015,176	3,672,902
Other staff costs	39,200	10,777	15,710	382	29,033	95,102	183,386
Legal and professional	-	29,313	-	-	40,160	69,473	68,184
Interest	-	668	1,506	155	3,649	5,978	6,088
Governance costs							
Audit & accountancy	-	3,000	-	-	15,500	18,500	15,038
	<u>833,642</u>	<u>1,198,205</u>	<u>2,895,774</u>	<u>368,905</u>	<u>281,803</u>	<u>5,578,829</u>	<u>5,904,347</u>
<b>Total charitable activity expenditure</b>							

Total expenditure was £5,772,345 (2020: £5,904,347) of which £863,318 was unrestricted (2020: £2,613,158) and £4,715,511 was restricted (2020: £3,291,189) and £193,516 designated (2020: £nil).

All expenses are allocated on the basis of direct allocation to the particular activities. Premises and general administration costs that cannot be allocated directly are allocated evenly across the five areas.

**Other expenditure** of £193,516 comprises the loss on fair value of investment (2020: gain £4,150) which is a designated fund item.

## Net income/ (expenditure) for the year

	2021	2020
	£	£
<b>This is stated after charging:</b>		
Operating leases	7,668	3,528
Depreciation	122,493	115,699
Auditors Remuneration - Audit	15,500	15,038
- Other	3,000	8,610

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 9. Commercial trading operations and investment in trading subsidiary

The charity owns the entire issued share capital of Westbank Community Enterprises Limited which is incorporated in England & Wales, registered company number 10834679, and operates the commercial activities at the Budleigh Community Hospital. Westbank Community Enterprises was incorporated on 23 June 2017.

The registered office of the subsidiary is: Farm House Rise, Exminster, Devon, EX6 8AT.

	2021	2020
	£	£
<b>Summary Profit and Loss Account</b>		
Turnover	290,482	396,131
Cost of sales	<b>(83,416)</b>	(155,381)
Gross profit	<b>207,066</b>	240,750
Administrative expenses	<b>(248,699)</b>	(182,447)
Other operating income	<b>11,796</b>	-
Operating profit / (loss)	<b>(29,837)</b>	58,303
Profit / (loss) for the financial year	<b>(29,837)</b>	58,303

### The assets and liabilities of the subsidiary were:

Tangible assets	20,545	49,607
Current assets	140,430	100,544
Creditors: amounts falling due within one year	<b>(173,702)</b>	(82,845)
Total net assets	<b>(12,727)</b>	67,306
Aggregate share capital and reserves	<b>(12,727)</b>	67,306

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 10. Employees' remuneration

	2021	2020
	£	£
Gross remuneration	3,585,670	3,352,106
Employer's NIC	251,820	229,365
Pension costs	100,323	93,443
	<u>3,937,813</u>	<u>3,674,914</u>

The average number of paid staff was 216 (2020: 214). No employees earned more than £60,000 per annum (2020: no employees earned £60,000 per annum). Pension contributions of £100,323 (2020: £93,443) were made in respect of a defined contribution scheme.

The Key Management Personnel of the charity, comprise, the Trustees, the Chief Executive Officer and the Senior Leadership Team. The total employee benefits of the key management personnel for the charity were £240,596 (2020: £280,544).

## 11 Trustees' remuneration and expenses

The charity trustees were not paid or received any other benefits from employment with the charity (2020: £nil). A reimbursement of expenses was made to 1 (2020: 3) trustees of £10 (2020: £391). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

## 12. Independent auditor's remuneration

	2021	2020
	£	£
In respect of:		
Audit services	15,500	15,038
Other services	3,000	8,610
	<u>18,500</u>	<u>23,648</u>

## 13. Corporation taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 14. Tangible fixed assets – Charity

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2020	1,732,273	354,326	103,559	63,722	2,253,880
Additions	-	2,263	-	-	2,263
Disposals	-	(3,257)	(21,600)	-	(24,857)
<b>At 31 March 2021</b>	<b>1,732,273</b>	<b>353,332</b>	<b>81,959</b>	<b>63,722</b>	<b>2,231,286</b>
<b>Depreciation</b>					
At 1 April 2020	429,123	294,642	80,538	58,522	862,825
Charge for year	48,260	23,346	14,618	5,200	91,424
Eliminated on disposal	-	(3,257)	(21,600)	-	(24,857)
<b>At 31 March 2021</b>	<b>477,383</b>	<b>314,731</b>	<b>73,556</b>	<b>63,722</b>	<b>929,392</b>
<b>Net book value</b>					
<b>At 31 March 2021</b>	<b>1,254,890</b>	<b>38,601</b>	<b>8,403</b>	<b>-</b>	<b>1,301,894</b>
At 31 March 2020	1,303,150	59,684	23,021	5,200	1,391,055

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or any succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2021, the total cost of the Healthy Living Centre, excluding equipment, was £ (2020: £685,275). This was funded by a National Lottery grant included in restricted fund income.

Some of the equipment in both the Community Care and Healthy Living Centres have been funded by grants, and are included within restricted fund income.

All fixed assets are used for charitable purposes.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 15. Tangible fixed assets – Group

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2020	1,732,273	444,701	129,330	85,466	2,391,770
Additions	-	3,500	770	-	4,270
Disposals	-	(3,257)	(21,600)	-	(24,857)
<b>At 31 March 2021</b>	<b>1,732,273</b>	<b>444,944</b>	<b>108,500</b>	<b>85,466</b>	<b>2,371,183</b>
<b>Depreciation</b>					
At 1 April 2020	429,123	354,187	103,840	63,958	951,108
Charge for year	48,260	46,257	17,340	10,636	122,493
Eliminated on disposal	-	(3,257)	(21,600)	-	(24,857)
<b>At 31 March 2021</b>	<b>477,383</b>	<b>397,187</b>	<b>99,580</b>	<b>74,594</b>	<b>1,048,744</b>
<b>Net book value</b>					
<b>At 31 March 2021</b>	<b>1,254,890</b>	<b>47,757</b>	<b>8,920</b>	<b>10,872</b>	<b>1,322,439</b>
At 31 March 2020	1,303,150	90,514	25,490	21,508	1,440,662

16a. Investments – UK listed (Group & Charity)	2021 £	2020 £
Market value at 1 April 2020	239,331	264,939
Unrealised gain arising in year	59,495	(25,608)
Market value at 31 March 2021	298,826	239,331

The Historical cost of the investments was: £200,000.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 16b. Investments

	Charity £	Group £
<b>Cost</b>		
At 1 April 2020	190,001	194,150
Share of net result	-	(193,516)
<b>At 31 March 2021</b>	<b>190,001</b>	<b>634</b>
<b>Provision</b>		
At 1 April 2020	-	-
Impairment in the year	(190,000)	-
<b>At 31 March 2021</b>	<b>-</b>	<b>-</b>
<b>Carrying amount</b>		
At 1 April 2020	190,001	194,150
<b>At 31 March 2021</b>	<b>1</b>	<b>634</b>

The investment in Living Well Taking Control LLP was acquired on 1 April 2016, the cost of investment was £190,000.

The investment in Westbank Community Enterprises Limited was acquired on 23 June 2017, the cost of investment was £1.

#### Details of undertakings

Details of investments in which the company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	
			2020	2020
<b>Subsidiary</b>				
Westbank Community Enterprises Limited	England and Wales	Ordinary Shares	100%	100%
<b>Joint Venture</b>				
Living Well Taking Control LLP	England and Wales	LLP member	50%	50%

The company's interest as a partner of Living Well Taking Control LLP is accounted for as a joint venture. Its principal activity is to run the Living Well Taking Control Programme which offers a diabetes support group. The registered company number is OC407449 and the registered office is Avoca Court, 27 Moseley Road, Birmingham, B12 0HJ.

The profit / (loss) for the financial period of Living Well Taking Control LLP was £ (387,032) and the aggregate amount of capital and reserves at the end of the period was £1,268.

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 17. Debtors

	2021		2020	
	Group £	Charity £	Group £	Charity £
Trade debtors	151,673	149,222	239,108	235,977
Prepayments	157,408	148,683	133,984	126,838
Other debtors	49,315	3,343	53,809	5,298
Amounts due by LWTC	486,398	486,398	763,396	763,396
Amounts owed by WCE	-	8,181	-	19,291
	<u>844,794</u>	<u>795,827</u>	<u>1,190,297</u>	<u>1,150,800</u>

## 18. Creditors: amounts falling due within one year

	2021		2020	
	Group £	Charity £	Group £	Charity £
Trade creditors	215,242	73,584	82,477	69,101
Accruals and deferred income	167,131	143,268	229,488	179,310
Social security and other taxes	193,113	193,113	174,321	174,321
	<u>575,486</u>	<u>409,965</u>	<u>486,286</u>	<u>422,732</u>

Income received in advance (deferred income) comprises grant income which relates to the following financial year.

	£
Balance at 1 April 2020	55,227
Amount released to income earned from charitable activities	(51,227)
Amount deferred in year	60,518
<b>Balance at 31 March 2021</b>	<u><u>64,518</u></u>

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 19. Other Financial Commitments

At 31 March 2021 the charity had total commitments under non-cancellable operating leases as set out below:

	<b>Land &amp; buildings 2021 £</b>	Land & buildings 2020 £	<b>Plant &amp; machinery 2021 £</b>	Plant & machinery 2020 £
Operating leases which expire:				
In less than 1 year	<b>63,333</b>	101,333	<b>4,188</b>	4,188
Within 2 to 5 years	<b>87,130</b>	188,463	<b>6,105</b>	10,293
	<b>150,463</b>	289,796	<b>10,293</b>	14,481

## 20. Analysis of net assets between funds – Group

	<b>Designated £</b>	<b>General £</b>	<b>Restricted £</b>	<b>Total £</b>
<i>Fixed assets</i>				
Tangible fixed assets	-	669,942	652,497	<b>1,322,439</b>
Investments	-	298,826	-	<b>298,826</b>
Investment in Joint Venture	634	-	-	<b>634</b>
	<b>634</b>	<b>968,768</b>	<b>652,497</b>	<b>1,621,899</b>
<i>Current assets</i>				
Stock	-	712	-	<b>712</b>
Debtors	-	218,941	625,853	<b>844,794</b>
Cash at bank and in hand	509,932	517,131	131,555	<b>1,158,618</b>
	<b>509,932</b>	<b>736,784</b>	<b>757,408</b>	<b>2,004,124</b>
<i>Liabilities</i>				
Creditors due within one year	-	(368,527)	(206,959)	<b>(575,486)</b>
<b>Net assets at 31 March 2021</b>	<b>510,566</b>	<b>1,337,025</b>	<b>1,202,946</b>	<b>3,050,537</b>

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 20. Analysis of net assets between funds – Group (continued) – Prior year comparative

	Designated £	General £	Restricted £	Total £
<i>Fixed assets</i>				
Tangible fixed assets	-	714,024	726,638	<b>1,440,662</b>
Investments	-	239,331	-	<b>239,331</b>
Investment in Joint Venture	194,150	-	-	<b>194,150</b>
	<u>194,150</u>	<u>953,355</u>	<u>726,638</u>	<u>1,874,143</u>
<i>Current assets</i>				
Stock	-	712	-	<b>712</b>
Debtors	-	987,308	202,989	<b>1,190,297</b>
Cash at bank and in hand	752,200	(246,020)	399,050	<b>905,230</b>
	<u>752,200</u>	<u>742,000</u>	<u>602,039</u>	<u>2,096,239</u>
<i>Liabilities</i>				
Creditors due within one year	-	(435,485)	(50,801)	<b>(486,286)</b>
<b>Net assets at 31 March 2020</b>	<u><b>946,350</b></u>	<u><b>1,259,870</b></u>	<u><b>1,277,876</b></u>	<u><b>3,484,096</b></u>

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 21. Restricted funds

Restricted Funds - Group	Balance 1	Incoming	Outgoing	Transfer	Balance 31
	April				March
	2020				2021
	£	£	£	£	£
Westbank Building Capital	114,121	-	(17,203)	-	96,918
Healthy Living Centre Capital	466,067	-	(13,706)	-	452,361
Devon Carers Centre	218,410	2,353,601	(2,333,830)	12,699	250,880
SEIF Capital Grant	66,744	-	(10,531)	-	56,213
Bright Futures	24,086	10,878	(34,964)	-	-
Memory Cafes	4,372	110	(532)	-	3,950
Healthy Neighbourhoods	15,806	85,847	(81,157)	-	20,496
Neighbourhood Health Watch	9,341	-	(6)	-	9,335
Budleigh Hospital Wellbeing Hub					
- Capital	102,207	-	-	(60,000)	42,207
Neighbourhood Friends	26,797	202,920	(224,095)	4,000	9,622
Wellbeing Exeter	-	238,242	(233,460)	-	4,782
Wellbeing Crediton	2,699	-	(1,296)	-	1,403
Community Support	(3,550)	26,191	(25,955)	3,200	(114)
Volunteering Representation on -					
Health and Social Care Teams	13,467	200,743	(202,701)	5,200	16,709
Devon Diabetes SIB Dev Fund	(56,321)	224,755	(199,375)	-	(30,941)
Young Carers	17,037	242,533	(244,261)	-	15,309
Time for You	101,569	20,846	(57,414)	-	65,001
Schedule Q – Hospital Discharge	102,450	371,686	(342,984)	-	131,152
Diabetes Westbank	(9,791)	639,130	(632,228)	-	(2,889)
Exeter Living Well at Home	44,387	-	(7,302)	-	37,085
WEB Area	17,978	8,500	(3,980)	-	22,498
Global Funding	-	49,500	(48,531)	-	969
	<b>1,277,876</b>	<b>4,675,482</b>	<b>(4,715,511)</b>	<b>(34,901)</b>	<b>1,202,946</b>

Transfers between funds represent the reallocation of core overhead and management costs from the underlying books and records to the correct restricted fund from unrestricted funds.

### Restricted Funds

**Westbank Building Capital** - provision of the Community Care Centre in Exminster.

**HLC Building Capital** - provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'.

**Devon Care Centre** – Westbank are contracted by Devon County Council to lead this service which supports all carers (both Adult and Young carers) through a telephone helpline, carers support workers, and Devon Carers alert card system.

**SEIF Capital Fund** – The grant made by the Social Enterprise Investment Fund solely for the purpose of contributing towards the purchase of a new building (Extension Project) at Westbank Health and Care Centre. These funds were used within the financial year.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 21. Restricted funds (continued)

**Bright Futures (Big Lottery Fund YIF/1/010386560)** - This is a Big Lottery Funded project. Working in conjunction with a number of other organisations, Westbank employs a Young Carers Transitions worker to support young carers (14-25) in Devon to get the skills, confidence and help they need to manage periods of transition and change in order to build their resilience and improve their future life chances.

**Time for Life** – leadership of the consortium providing mentoring services across the county and community mentoring in Teignbridge. (contract now ceased)

**Memory Cafe** – Provision of Support to those suffering memory loss and to their carers.

**Healthy Neighbourhoods** - Funded by the National Lottery Community Fund, enables the development and roll-out of a range of community-led health and wellbeing activities. Focused on preventative approaches, it is led by what matters to people in their communities, complements existing provision and is facilitated, further developed and sustained by the involvement of volunteers. Its aim is to enable people to live happy, healthy and meaningful lives where they feel part of a community and connected to those around them.

**Peer Support** - Devon County Council funded and is primarily about carers giving mutual support to each other both individually and in groups. Carers have the opportunity to form networks and friendships with other carers so they don't feel so isolated and their wellbeing is improved.

**Neighbourhood Health Watch** – Community based scheme empowering communities to support one another.

**Budleigh Salterton Hospital Wellbeing Hub** – the development of a community hospital site into a health and wellbeing hub providing NHS and community services to the local population.

**Neighbourhood Friends** – a project to support adults and reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.

**Wellbeing Exeter** - A Social prescribing project for adults covering all GP practices in Exeter. This is grant funded via Devon Community Foundation.

**Volunteering Representation on – Health & Social Care Teams** - programme management of this contract across Devon - providing a robust link into the voluntary and community sector for people referred in to Community Health & Social Care Teams.

**Devon Diabetes SIB Dev Fund** - Expenditure for the new Healthier Devon Programme which will be funded through a social investment bond. The fund is negative at the year-end as the expenditure is occurring ahead of income receipts.

**Young Carers** - identifies and supports young carers across the whole of Devon, giving them access to a needs-led assessment and services as a result of this from Getting Advice to Getting More Help. Young carers can have the opportunity to meet others in similar situations, have respite from their caring role or meet 1:1 with a worker for targeted interventions.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 21. Restricted funds (continued)

**Time for You** - is a pilot sitting service for carers run by Devon Carers and funded by Devon County Council. The pilot will test if there is a demand for the service to support unpaid carers and whether voluntary sector organisations can meet that demand at lower costs by providing volunteers to deliver the sitting. There are currently 5 providers delivering the sitting service in these areas; Barnstaple, Exeter, Ottery St Mary, Totnes, Dawlish, Teignmouth and Chudleigh.

**Devon Carers Hospital Discharge Service** - offers carers additional support in coping with an unexpected admission into hospital. It addresses concerns arising from the possible increase in caring responsibilities following the discharge to home of the looked after person as well as providing support for the carer where the hospital stay has limited their ability to provide care in a safe manner or a return to the caring role could hinder their recuperation.

### Restricted Funds – Group – Prior year comparative (restated)

Restricted Funds - Group	Balance 1				Balance 31
	April	Incoming	Outgoing	Transfer	March
	2019				2020
	£	£	£	£	£
Westbank Building Capital	117,710	-	(3,589)	-	114,121
Healthy Living Centre Capital	479,773	-	(13,706)	-	466,067
Devon Carers Centre	138,150	2,135,744	(1,935,661)	(119,823)	218,410
SEIF Capital Grant	77,275	-	-	(10,531)	66,744
Bright Futures	15,506	39,664	(31,084)	-	24,086
Memory Cafes	2,999	3,530	(2,157)	-	4,372
Healthy Neighbourhoods	23,732	90,947	(98,872)	-	15,806
Neighbourhood Health Watch	9,341	-	-	-	9,341
Budleigh Hospital Wellbeing Hub					
- Capital	102,207	-	-	-	102,207
Neighbourhood Friends	31,601	154,181	(119,642)	(39,343)	26,797
Wellbeing Exeter	4,954	192,286	(173,319)	(23,921)	-
Wellbeing Crediton	-	9,299	(6,600)	-	2,699
Community Support	-	-	(3,550)	-	(3,550)
Voluntary Representation on -					
Health and Social Care Teams	44,546	182,138	(174,965)	(38,253)	13,466
Devon Diabetes SIB	(5,834)	148,000	(198,486)	-	(56,320)
Young Carers	19,424	240,295	(225,694)	(16,988)	17,037
Time for You	55,016	177,189	(130,636)	-	101,569
Schedule Q – Hospital Discharge	93,790	182,779	(163,415)	(10,704)	102,450
Diabetes Westbank	-	-	(9,791)	-	(9,791)
Exeter Living Well at Home	-	44,387	-	-	44,387
WEB Community Building	-	18,000	(22)	-	17,978
	<b>1,210,189</b>	<b>3,618,439</b>	<b>(3,291,189)</b>	<b>(259,563)</b>	<b>1,277,876</b>

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 22. Designated and unrestricted funds – Group

	Balance at 1 April 2020 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2021 £
Cyclical maintenance and renewals	13,000	-	-	(13,000)	-
Covid 19 Contingency	350,000	-	-	(100,000)	250,000
Transport fund	24,200	-	-	(6,414)	17,786
Exminster property	-	-	-	-	-
Business development fund	87,000	-	-	(30,710)	56,290
Outreach	150,000	-	-	(75,000)	75,000
Marketing and communications	-	-	-	-	-
Legal advice	-	-	-	-	-
Living well taking control LLP	194,150	-	(193,516)	-	634
Social Action/Volunteering fund	60,000	-	-	-	60,000
Hardship fund	10,000	-	-	-	10,000
Employment fund	-	-	-	-	-
IT upgrades and ongoing renewals	30,000	-	-	(10,000)	20,000
Health and safety	-	-	-	-	-
Fund raising	28,000	-	-	(7,144)	20,856
	<u>946,350</u>	<u>-</u>	<u>(193,516)</u>	<u>(242,268)</u>	<u>510,566</u>
General fund					
- Starcross shop & meeting place	124,529	3,198	-	-	127,727
- Other	1,135,341	660,106	(863,318)	277,169	1,209,298
	<u>2,206,220</u>	<u>663,304</u>	<u>(1,056,516)</u>	<u>34,901</u>	<u>1,847,591</u>

### Designated Funds

In previous years Westbank has been in the fortunate position to be able to build up reserves and set aside for future investment in business development, staff and premises to support the work of the charity.

At the end of the 19/20 Financial Year – designated funds were as shown in the table above.

### Description

- 1 – Cyclical maintenance of property at Farm House Rise.
- 2 – Contingency – to cover unforeseen circumstances.
- 3 – Transport Fund – Minibus and Zaphira are becoming uneconomical in terms of repairs etc. Likely to replace only with car and just hire in minibus when required.
- 4 – Property – To expand facilities at Farm House Rise
- 5 – Salary for Business Development
- 6 – Outreach – to provide greater local presence at the point of delivery across Devon.
- 7 – Quality Assurance – Maintenance of Quality ISO9001, OFSTED, DSP Tool kit. GDPR compliance.
- 8- Marketing and Communications - development of marketing strategy and branding.
- 9 – Legal Fees – for future legal costs.

## Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

### 22. Designated and unrestricted funds (continued)

10 – Living Well Taking Control – This fund is equal to the charity investment in LLP.

11 – Social Action/Volunteering Fund – To support the volunteer department – both in terms of match for lottery funded project and support for social groups in the Teignbridge area which are currently unfunded. Also may be required for bridging funding for Neighbourhood Friends while new funding is negotiated for 2020/21 and beyond.

12 – Hardship Fund – To allow staff to make small grants to individuals.

13 – Employment Fund – To set aside funds for changes in employment contracts which are otherwise unfunded.

14 – IT Upgrades and Ongoing Renewals – Estimated cost of

15- Healthy and Safety – Small budget for health and safety incidentals (new signs, specific repairs).

16 – Fund Raising – Start of Fund Raising strategy for next few years to bring in funds from new sources.

### Designated and unrestricted funds – Group – Prior year comparative (restated)

	Balance at 1 April 2019 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2020 £
Cyclical maintenance and renewals	28,492	-	-	(15,492)	13,000
Covid 19 Contingency	350,000	-	-	-	350,000
Transport fund	24,200	-	-	-	24,200
Property fund – Exminster	50,000	-	-	(50,000)	-
Business development fund	152,483	-	-	(65,483)	87,000
Outreach	150,000	-	-	-	150,000
Marketing and communications	20,000	-	-	(20,000)	-
Legal advice	17,726	-	-	(17,726)	-
Living well taking control LLP	190,000	4,150	-	-	194,150
Social Action/Volunteering fund	120,692	-	-	(60,692)	60,000
Hardship fund	10,000	-	-	-	10,000
Employment fund	22,000	-	-	(22,000)	-
IT upgrades and ongoing renewals	40,000	-	-	(10,000)	30,000
Health and safety	5,000	-	-	(5,000)	-
Fund raising	15,000	-	-	13,000	28,000
	<u>1,195,593</u>	<u>4,150</u>	<u>-</u>	<u>(253,393)</u>	<u>946,350</u>
General fund					
- Starcross shop & meeting place	135,171	35,251	(45,893)	-	124,529
- Other	1,540,626	1,674,632	(2,592,873)	512,956	1,135,341
	<u>2,871,390</u>	<u>1,714,033</u>	<u>(2,638,766)</u>	<u>273,017</u>	<u>2,206,220</u>
Total unrestricted funds	<u>2,871,390</u>	<u>1,714,033</u>	<u>(2,638,766)</u>	<u>273,017</u>	<u>2,206,220</u>

# Westbank Community Health and Care

Notes to the accounts (continued)

For the Year ended 31 March 2021

## 23. Related Party Transactions

Westbank owns a 50% share of Living Well Taking Control LLP, during the year Westbank performed work to the value of £1,487,614 (2020: £1,002,229) for Living Well Taking Control LLP and at the year-end Westbank was owed £486,398 (2020: £763,396).

## 24. Financial Instruments

	2021	2020
	£	£
Financial assets measured at fair value through income and expenditure	<u>298,826</u>	<u>239,331</u>

## 25. Reconciliation of movement in funds to net cash flows from operating activities

	2021	2020
	£	£
<b>Net movements in funds before tax</b>	(433,559)	(597,483)
<b>Adjustments for:</b>		
Depreciation charge	122,493	115,699
(Gains) / Loss on investments	(59,495)	25,608
Investment in joint venture	193,516	(4,150)
Dividends, interest and rents from investment	(1,213)	(1,995)
Increase / (decrease) in creditors	89,200	75,400
(Increase) / decrease in debtors	345,503	(813,606)
(Increase) / decrease in stock	-	1,416
<b>Net cash provided by operating activities</b>	<u>256,445</u>	<u>(1,199,111)</u>