



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

Contents

Trustees' Report.....	3
Independent Auditors' Report to the Trustees and Members.....	31
Consolidated Statement of Financial Activities (including an Income & Expenditure account).....	35
Balance Sheet and Consolidated Balance Sheet	36
Statement of Cash Flows and Consolidated Statement of Cash Flows	38
Notes to the Financial Statements.....	39

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!¹

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



¹ 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



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.

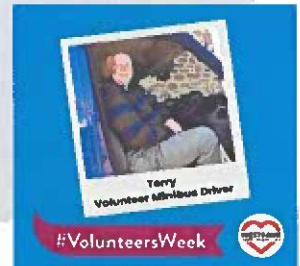
Across our Neighbourhood Friends and Hospital transport service we benefit from the support of over **100 Volunteers**

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 7th 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

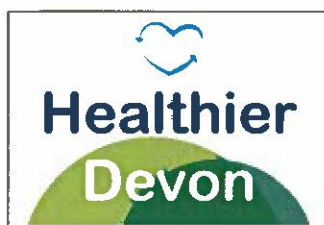
We continued to grow and enhance our portfolio of varied Health and Wellbeing services throughout the year, taking a **holistic** approach to delivery and, where possible, delivering services with a **‘whole family’** methodology.

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

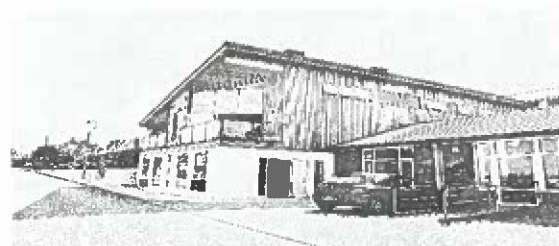
Our Exminster location continues to host a small number of services that both enables and underpins much of our charitable activity. It has been fantastic to see the property come back to life with footfall reaching pre-Covid levels despite a few changes to the property. We were able to carry out some much needed 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

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! ”



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:

16 - 25

9

26 - 35

31

36 - 45

39

46 - 55

44

56 - 65

33

>65

9

Contracts:

Bank
11

Permanent
27

Fixed Term
127

Financial
Year

2022-2023

Income

£4,846,385

Expenditure

£4,808,452



www.westbank.org.uk

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

Registered Charity: 1119541 | Company No: 6243811

@westbankdevonuk

@westbankdevon





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

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 22nd 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 1st of April 2022 the activities of WCE were transferred to a separate CIO (Seachange Devon, Charity number 1196379). On the 19th 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. 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

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 & Expenditure account)
For the Year Ended 31 March 2023

				2023			2022
	Notes	Unres- tricted £	Res- tricted £	Total £	Unres- tricted £	Res- tricted £	Total £
Income from:							
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
Total income		4,566,304	280,081	4,846,385	4,443,530	241,974	4,685,504
Expenditure on:							
Charitable activities	6	4,568,945	239,507	4,808,452	4,614,962	359,365	4,974,327
Other expenditure		-	-	-	634	-	634
Total expenditure		4,568,945	239,507	4,808,452	4,615,596	359,365	4,974,961
Net (loss)/gain on investments	10a	(7,439)	-	(7,439)	12,797	-	12,797
Net income/(expenditure)		(10,080)	40,574	30,494	(159,269)	(117,391)	(276,660)
Transfer between funds		-	-	-	455,919	(455,919)	-
Net movement in funds for the year		(10,080)	40,574	30,494	296,650	(573,310)	(276,660)
Reconciliation of funds							
Total funds brought forward		2,144,241	629,636	2,773,877	1,847,591	1,202,946	3,050,537
Total funds carried forward		2,134,161	670,210	2,804,371	2,144,241	629,636	2,773,877

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

All income and expenditure derive from continuing activities.

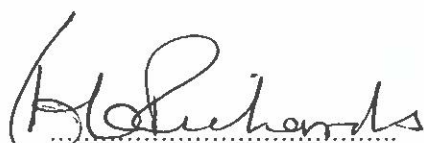
Westbank Community Health and Care – Company Registration Number: 06243811
Balance Sheet and Consolidated Balance Sheet
As at 31 March 2023

		2023 £	2023 £	2022 £	2022 £
	Notes	Group	Charity	Group	Charity
Fixed assets					
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>
Non-current assets					
Debtors	11	3,000	3,000	-	-
Current assets					
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>
Liabilities:					
Creditors: amounts falling due within one year	12	(766,936)	(766,936)	(554,536)	(437,718)
Net current assets		<u>1,382,284</u>	<u>1,382,284</u>	<u>1,211,340</u>	<u>1,238,659</u>
Total assets less current liabilities		<u>2,804,371</u>	<u>2,804,372</u>	<u>2,773,877</u>	<u>2,794,537</u>
The funds of the charity:					
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	2,134,161	2,134,162	2,144,241	2,207,108
Restricted funds	13	670,210	670,210	629,636	587,429
Total charity funds		<u>2,804,371</u>	<u>2,804,372</u>	<u>2,773,877</u>	<u>2,794,537</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:

A handwritten signature in black ink, appearing to read 'K Richards', written over a dotted line.

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

		2023	2022
		£	£
	Notes	Group	Group
Cash flows from operating activities			
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)
		88,275	(209,050)
(Increase) / decrease in debtors	11	(577,137)	231,996
Increase / (decrease) in creditors	12	212,400	(20,950)
Net cash flow from operations		(276,462)	1,996
Cash flows from investing activities			
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	-
		85,669	(8,248)
Net increase in cash and cash equivalents		(190,793)	(6,252)
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		961,573	1,152,366
Cash & Cash equivalents reconciliation:			
Cash at bank		961,573	1,152,366
Total cash & cash equivalents at the end of the reporting period		961,573	1,152,366

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.

2 Donations and legacies

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
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
	32,619	138	32,757	57,276	8,047	65,323

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
	4,506,288	279,943	4,786,231	4,378,442	233,927	4,612,369

4 Other trading activities

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Starcross shop and meeting place	-	-	-	2,437	-	2,437
Fundraising and functions	18,478	-	18,478	4,868	-	4,868
	18,478	-	18,478	7,305	-	7,305

5 Investment income

	Unres- tricted funds £	Res- tricted funds £	2023 Total £	Unres- tricted funds £	Res- tricted funds £	2022 Total £
Bank interest	8,919	-	8,919	507	-	507

6 Expenditure

Split by fund:

	Unres- tricted £	Res- tricted £	2023 Total £	Unres- tricted £	Res- tricted £	2022 Total £
Charitable activities						
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
	<u>4,568,945</u>	<u>239,507</u>	<u>4,808,452</u>	<u>4,614,962</u>	<u>359,365</u>	<u>4,974,327</u>

Split by cost:

	Volunteering £	Physical & Emotional Wellbeing £	Carers £	Children & Family Services £	Central Support £	2023 Total £
Charitable activities						
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
	<u>918,115</u>	<u>191,849</u>	<u>2,889,433</u>	<u>431,874</u>	<u>377,181</u>	<u>4,808,452</u>

Westbank Community Health and Care
Notes to the Financial Statements
For the Year Ended 31 March 2023

Split by cost (prior year):

	Volunteering	Physical & Emotional Wellbeing	Carers	Children & Family Services	Central Support	2022 Total
	£	£	£	£	£	£
Charitable activities						
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
	<u>950,056</u>	<u>714,999</u>	<u>2,796,702</u>	<u>487,012</u>	<u>25,558</u>	<u>4,974,327</u>

6 Expenditure (continued)

	2023	Charity	2023	Subsidiary	Total	Total
	£	2022	£	2022	2023	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.

Employment costs	2023	2022
	£	£
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:

	2023	2022
	number	number
£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.

9 Tangible fixed assets

Group

	Freehold property £	Equipment £	Computers £	Motor Vehicles £	Total £
Cost					
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)
At 31 March 2023	1,764,669	391,636	89,547	63,722	2,309,574
Depreciation					
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)
At 31 March 2023	547,161	352,636	84,869	63,722	1,048,388
Net book value					
At 31 March 2023	1,217,508	39,000	4,678	-	1,261,186
At 31 March 2022	1,220,244	20,183	5,051	5,436	1,250,914

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 £
Cost					
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
Depreciation					
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
Net book value					
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.

10a Investments – UK Listed (Group and Charity)

	Total 2023 £	Total 2022 £
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
	<hr/>	<hr/>
Market value at 31 March 2023	157,901	311,623
	<hr/>	<hr/>

Historical cost at 31 March 2023 was £106,639 (2022: £200,000).

10b Investments

	Charity £	Group £
Cost		
At 1 April 2022	190,001	634
Disposal of joint venture	(190,000)	(634)
	<hr/>	<hr/>
At 31 March 2023	1	-
	<hr/>	<hr/>
Provision		
At 1 April 2022	(190,000)	(634)
Disposal of joint venture	190,000	634
	<hr/>	<hr/>
At 31 March 2023	-	-
	<hr/>	<hr/>
Carrying amount		
At 1 April 2022	1	-
	<hr/>	<hr/>
At 31 March 2023	1	-
	<hr/>	<hr/>

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

	2023	2022
	£	£
Turnover	-	278,462
Cost of sales	-	(133,436)
Gross profit	-	145,026
Administrative expenses	-	(202,958)
Operating profit	-	(57,932)
Exceptional items - write off of assets	70,659	-
Profit before tax & profit for the financial year	70,659	(57,932)
Retained earnings brought forward in subsidiary	(70,660)	(12,728)
Retained earnings carried forward in subsidiary	(1)	(70,660)
The assets and liabilities were:		
Tangible assets	-	6,660
Current assets	-	196,281
Current liabilities	-	(273,600)
Total net assets	-	(70,659)
Called up share capital	1	1
Profit and loss reserve	(1)	(70,660)
	-	(70,659)

11 Debtors

Current assets - Debtors

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
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>

Non current assets - Debtors

Other debtors	<u>3,000</u>	<u>3,000</u>	<u>-</u>	<u>-</u>
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The above debt is due in less than 5 years.

12 Creditors: Amounts falling due within one year

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
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

	2023		2022	
	Group	Charity	Group	Charity
	£	£	£	£
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
Deferred Income at 31 March 2023	<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.

13 Summary of movement in funds- Group

	Opening balance £	Income £	Expenditure £	Transfers & losses £	Closing balance £
Unrestricted funds - Group					
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>
Designated funds - Group					
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
Total designated funds	<u>429,385</u>	<u>28,491</u>	<u>(194,326)</u>	<u>-</u>	<u>263,550</u>
Total unrestricted	<u>2,144,241</u>	<u>4,566,304</u>	<u>(4,568,945)</u>	<u>(7,439)</u>	<u>2,134,161</u>
Restricted funds - Group					
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
Total restricted	<u>629,636</u>	<u>280,081</u>	<u>(239,507)</u>	<u>-</u>	<u>670,210</u>
Total funds	<u>2,773,877</u>	<u>4,846,385</u>	<u>(4,808,452)</u>	<u>(7,439)</u>	<u>2,804,371</u>

Summary of movement in funds – Group (2022)

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
Unrestricted funds - Group					
General fund	1,337,025	4,390,362	(4,481,247)	468,716	1,714,856
	1,337,025	4,390,362	(4,481,247)	468,716	1,714,856
Designated funds - Group					
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)	-	-
Total designated funds	510,566	53,168	(134,349)	-	429,385
Total unrestricted	1,847,591	4,443,530	(4,615,596)	468,716	2,144,241

Summary of movement in funds – Group (2022) (continued)

	Opening balance £	Income £	Expenditure £	Transfers & gains £	Closing balance £
Restricted funds - Group					
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)	-
Total restricted	1,202,946	241,974	(359,365)	(455,919)	629,636
Total funds	3,050,537	4,685,504	(4,974,961)	12,797	2,773,877

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
As at 31 March 2023	1,261,186	157,901	961,573	420,711	3,000	2,804,371

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
As at 31 March 2022	1,250,914	311,623	1,152,366	58,974	2,773,877

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 £
Land and Buildings		
Expiry date:		
Within one year	17,244	63,268
Within two and five years	25,164	-
More than five years	-	-
Other		
Expiry date:		
Within one year	4,560	4,188
Within two and five years	-	1,916
	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 £
2023				
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>
2022				
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 1st of April 2022 the activities of Westbank Community Enterprises (WCE) were transferred to a separate CIO (Seachange Devon, Charity number 1196379). On the 19th of September 2023 the company was dissolved via voluntary strike off.

