



Registered Charity No: 1150898

Ottery Help Scheme

The Station
Mill Street,
Ottery St Mary
Devon, EX11 1AH

01404 813041

Email: info@otteryhelpscheme.org.uk

www.otteryhelpscheme.org.uk

Annual Report for the year 1st April 2020– 31st March 2021

The Charity is registered with Companies House as a company limited by guarantee and is governed by memorandum and articles of association dated 10.1.2013. The Company registration no. is 8354771.

The Charity is registered with the Charity Commission no. 1150898.

The Charity's registered address is: - Ottery Help Scheme

The Station
Mill Street
Ottery St Mary
EX11 1AH

The members of the Managing Committee during the year were: -

Mr. Keith Anthony Portlock	Chairman (Trustee)
Mrs. Judith Reynolds	Secretary (Trustee)
Mr. Roger Chambers	(Trustee) Resigned 26 th June 2020
Mr. Christopher Highnam	Treasurer (Trustee)
Mrs. Maggie Wade	(Trustee)
Mrs. Jill Dudding	(Trustee)
Mr David Charles Gurney	(Trustee)

Trustees are elected on an annual basis, with the officers being elected from the membership of the Trustees. The AGM was held on 26th June 2020.

The Trustees have complied with their duty to have due regard to the guidance on public benefit published by the Commission in exercising their powers or duties.

Objects and Activities

The Ottery Help Scheme (OHS) exists to provide support and help to any resident in the area served by the Coleridge Medical Centre: Ottery St Mary and its surrounding parishes. A wide range of services are provided through the time and labour given by volunteers, managed by four members of staff (Chief Officer, Co-ordinator, Community Co-ordinator and Office Manager). OHS also employs one Home Services Assistant, who was furloughed for a large part of the year.

Pandemic response

Our office staff adapted throughout the pandemic, with members of staff mainly working from home during the lockdowns. Several of the OHS home-visit based services had to stop, but other services developed and were in great demand during the pandemic eg. shopping and prescription delivery services. Our staff worked very closely with the local Health and Social Care teams to make sure that our services were reaching the most vulnerable.

The Charity's activities through this financial year have been impacted by the Covid 19 Pandemic, as many services had to stop running or be adapted. The Chief Officer has applied for several grants during this period to support the financial stability of the charity.

Volunteers

We support 120 volunteers who offer their time to help where needed, often across two or three of our services. Ottery Help Scheme could not exist without the help from volunteers, their flexibility in assisting others has been very much appreciated during the pandemic. Several long-standing volunteers 'retired' during this year, but we also attracted many new volunteers. Volunteers in all service areas hold enhanced DBS certificates and undertake regular training. All our volunteers also become Dementia Friends as part of their induction.

People we support

We have 900 clients on our database. On the whole, our clients are older, can be vulnerable and frail and therefore often have complex needs. During the pandemic, we have seen more younger people asking for our support.

Transport

Regular GP and Hospital visits using our Community Transport services were adversely affected at certain points, but the majority of transport requests to us were achieved. We became involved with the local vaccine roll-out and took many clients to vaccination sites using our volunteer drivers. Across all of our transport services we averaged around 90 journeys a week, with 60 drivers volunteering during the year.

Befriending/Carer Sitting

Home-based befriending and Carer sitting visits stopped during the year, but telephone befriending expanded greatly and our Community Coordinator kept in regular phone contact with all of our Carers. We currently have 25 Befriending and Carer Sitting volunteers. Referrals come through the Health and Social Care teams, health visitors, community nurses, GPs and through relatives and neighbours, as well as self-referrals.

Bereavement Support

The Bereavement support home visits stopped but support continued through regular telephone calls. We have 6 Bereavement support volunteers, all of whom are trained by Cruse. We produce our own bereavement booklet which provides advice on how to deal with the death of a loved one in both practical and emotional ways, as well as a list of local support services. The leaflet is distributed to those recently bereaved via the GP surgery and local Funeral Directors.

Nail Cutting

The nail cutting service wasn't able to run during this year.

Memory Café

Our Memory Café is a place where those affected by memory loss can go, together with their Carers, to meet others and socialise. Activities will take place that aim at stimulating the mind and memory, or we may invite a guest speaker to come and give a talk on a relevant topic. The Memory Café was unable to take place during this year.

Friendship Group

The monthly Friendship Group provides a friendly place for people to meet and socialise. Activities are arranged for each monthly session, supported by volunteers. Trips out are planned during the Summer, as well as the annual Christmas meal. The monthly Friendship Group was unable to take place, but the volunteer coordinator kept in regular phone contact with all the clients.

Shopping and Prescription deliveries

Volunteers provided many hours of help with shopping and prescription collections and delivery, particularly to clients who were self-isolating/extremely vulnerable. This service was managed by our Coordinator and Office Manager.

Form Filling

Many people find form-filling a daunting task, especially if the forms are complex. Our volunteers stopped doing home visits, but continued to offer this service over the phone. Volunteers mainly support people to apply for Carer Allowance.

Wheelchairs

We have 5 wheelchairs available for hire and for use with volunteers transporting clients to medical appointments.

Contracts /Regular grants

Voluntary Sector Representative

OHS provides a voluntary sector representative for local Complex Care teams, ensuring that there is a voice for the voluntary services across the Ottery St Mary and Honiton areas. Funding received for this service until March 2021.

Devon County Council (DCC) Contract

This grant has supported OHS to provide greater access to services that enhance service user's independence and which assists in developing and maintaining their social relationships and individual needs. Funding was received up to the end of March 2021.

Minibus Management Contract

This management contract with the Ottery and District Hospital League of Friends means that OHS manages the League of Friend's specially adapted minibus, providing transport to those who have a need through disability, illness and/or vulnerability. The contract provides OHS with an important income. Other organisations with a S19 permit can hire the vehicle, bookings managed by the OHS Coordinator and Office Manager.

Donations

We are very fortunate to receive regular donations from individuals and from local organisations, who collect and fundraise on our behalf. We are extremely grateful to all of these individuals and groups who give financial support so generously to OHS.

Legacy Gifts

We have not received any legacy gifts this year.

Grants

This financial year we received grants from Devon County Council, Ottery St Mary Town Council, Newton Poppleford Parish council, West Hill Parish Council, the National Lottery, Groundwork UK, the Norman Family Charitable Trust and Devon Community Foundation.

Fundraising

Fundraising was severely impacted with no events achieved during the year.

100 Club

The OHS 100 Club continues to be run, with winners pulled out of the hat every month.

Rotary Club Raffle

We participated in this raffle, though ticket sales were very low.

Home Services

OHS provides a paid-for Home Help Service which benefits the local community, and which will help us to develop as a sustainable organisation. Home Services includes cleaning, shopping, meal planning, help to access medical and wellbeing appointments as well as support with general household tasks and paperwork.

Headlight in Ottery

Ottery Help Scheme has worked in partnership with Action East Devon to bring mental health support sessions for young people to Ottery St Mary. OHS has committed half the cost of funding the project for a period of three years, alongside Ottery and District Hospital League of Friends who have funded the remaining half. Financial support for Headlight ceased at the end of March 2021, at the end of our 3-year commitment.

Finances

The attached financial statement shows the current situation of the finances. We ended the year with a balance of £191,934.

The charity banks with Barclays Bank PLC.

The independent Examiners are Easterbrook Eaton Ltd, Chartered Accountants, 8 Jesu Street, Ottery St Mary, EX11 1EU.

Signed on behalf of the Managing Committee

.....
Mr. Keith Portlock, Chairman

.....
Mr. Christopher Highnam, Treasurer

Registration number: 08354771

Ottery Help Scheme

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2021



Easterbrook Eaton Limited
Chartered Accountants
8 Jesu Street
Ottery St Mary
Devon
EX11 1EU

Ottery Help Scheme

Contents

Company Information	1
Directors' Report	2
Accountants' Report	3
Profit and Loss Account	4
Statement of Comprehensive Income	5
Balance Sheet	6
Statement of Changes in Equity	7
Notes to the Unaudited Financial Statements	8 to 10
Detailed Profit and Loss Account	11 to 14

Ottery Help Scheme

Company Information

Directors

Mr Christopher William Highnam
Mr Keith Anthony Portlock
Mrs Judith Mary Reynolds
Mr David Charles Gurney
Mrs Margaret Sylvia Wade
Mrs Jill Mary Dudding
Mr Andrew Charles Thomas

Registered office

The Station
Mill Street
Ottery St Mary
Devon
EX11 1AH

Accountants

Easterbrook Eaton Limited
Chartered Accountants
8 Jesu Street
Ottery St Mary
Devon
EX11 1EU

Ottery Help Scheme

Directors' Report for the Year Ended 31 March 2021

The directors present their report and the financial statements for the year ended 31 March 2021.

Directors of the company

The directors who held office during the year were as follows:

Mr Christopher William Highnam

Mr Martin Roger Chambers (resigned 26 June 2020)

Mr Keith Anthony Portlock

Mrs Judith Mary Reynolds

Mr David Charles Gurney (appointed 6 April 2020)

Mrs Margaret Sylvia Wade

Mrs Jill Mary Dudding

The following director was appointed after the year end:

Mr Andrew Charles Thomas (appointed 20 April 2021)

Principal activity

The principal activity of the company is Other human health activities

Small companies provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved by the Board on 31 August 2021 and signed on its behalf by:

.....
Mr Christopher William Highnam
Director

**Chartered Accountants' Report to the Board of Directors on the Preparation of the
Unaudited Statutory Accounts of
Ottery Help Scheme
for the Year Ended 31 March 2021**

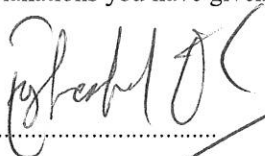
In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the accounts of Ottery Help Scheme for the year ended 31 March 2021 as set out on pages 4 to 10 from the company's accounting records and from information and explanations you have given us.

As a practising member firm of the Institute of Chartered Accountants in England and Wales (ICAEW), we are subject to its ethical and other professional requirements which are detailed at <http://www.icaew.com/regulation>.

This report is made solely to the Board of Directors of Ottery Help Scheme, as a body, in accordance with the terms of our engagement letter. Our work has been undertaken solely to prepare for your approval the accounts of Ottery Help Scheme and state those matters that we have agreed to state to the Board of Directors of Ottery Help Scheme, as a body, in this report in accordance with ICAEW Technical Release 07/16 AAF. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Ottery Help Scheme and its Board of Directors as a body for our work or for this report.

It is your duty to ensure that Ottery Help Scheme has kept adequate accounting records and to prepare statutory accounts that give a true and fair view of the assets, liabilities, financial position and profit of Ottery Help Scheme. You consider that Ottery Help Scheme is exempt from the statutory audit requirement for the year.

We have not been instructed to carry out an audit or a review of the accounts of Ottery Help Scheme. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the statutory accounts.



Easterbrook Eaton Limited
Chartered Accountants
8 Jesu Street
Ottery St Mary
Devon
EX11 1EU

31 August 2021



Ottery Help Scheme

Profit and Loss Account for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Turnover		102,168	123,992
Cost of sales		<u>(76,974)</u>	<u>(111,091)</u>
Gross surplus		25,194	12,901
Administrative expenses		<u>(15,288)</u>	<u>(17,440)</u>
Operating surplus/(deficit)		9,906	(4,539)
Other interest receivable and similar income		<u>3,011</u>	<u>3,222</u>
Surplus/(deficit) before tax	4	<u>12,917</u>	<u>(1,317)</u>
Surplus/(deficit) for the financial year		<u><u>12,917</u></u>	<u><u>(1,317)</u></u>

The above results were derived from continuing operations.

The company has no recognised gains or losses for the year other than the results above.

The notes on pages 8 to 10 form an integral part of these financial statements.

Ottery Help Scheme

Statement of Comprehensive Income for the Year Ended 31 March 2021

	2021 £	2020 £
Surplus/(deficit) for the year	<u>12,917</u>	<u>(1,317)</u>
Total comprehensive income for the year	<u><u>12,917</u></u>	<u><u>(1,317)</u></u>

The notes on pages 8 to 10 form an integral part of these financial statements.

Ottery Help Scheme

(Registration number: 08354771)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	5	2,082	2,303
Current assets			
Cash at bank and in hand		191,934	181,046
Creditors: Amounts falling due within one year	6	<u>(46,207)</u>	<u>(48,457)</u>
Net current assets		<u>145,727</u>	<u>132,589</u>
Net assets		<u>147,809</u>	<u>134,892</u>
Capital and reserves			
Profit and loss account		<u>147,809</u>	<u>134,892</u>
Shareholders' funds		<u>147,809</u>	<u>134,892</u>

For the financial year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and authorised by the Board on 31 August 2021 and signed on its behalf by:

.....
Mr Christopher William Highnam
Director

.....
Mrs Judith Mary Reynolds
Director

Ottery Help Scheme

Statement of Changes in Equity for the Year Ended 31 March 2021

	Profit and loss account £	Total £
At 1 April 2020	134,892	134,892
Surplus for the year	<u>12,917</u>	<u>12,917</u>
Total comprehensive income	<u>12,917</u>	<u>12,917</u>
At 31 March 2021	<u><u>147,809</u></u>	<u><u>147,809</u></u>
	Profit and loss account £	Total £
At 1 April 2019	<u>136,209</u>	<u>136,209</u>
Deficit for the year	<u>(1,317)</u>	<u>(1,317)</u>
Total comprehensive income	<u>(1,317)</u>	<u>(1,317)</u>
At 31 March 2020	<u><u>134,892</u></u>	<u><u>134,892</u></u>

Ottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

1 General information

The company is a company limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

The address of its registered office is:

The Station
Mill Street
Ottery St Mary
Devon
EX11 1AH

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

These financial statements have been prepared in accordance with Financial Reporting Standard 102 Section 1A - 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

Basis of preparation

These financial statements have been prepared using the historical cost convention except that as disclosed in the accounting policies certain items are shown at fair value.

Revenue recognition

Turnover comprises the fair value of the consideration received or receivable for the sale of goods and provision of services in the ordinary course of the company's activities. Turnover is shown net of sales/value added tax, returns, rebates and discounts.

The company recognises revenue when:

The amount of revenue can be reliably measured;

it is probable that future economic benefits will flow to the entity;

and specific criteria have been met for each of the company's activities.

Tangible assets

Tangible assets are stated in the balance sheet at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

The cost of tangible assets includes directly attributable incremental costs incurred in their acquisition and installation.

Depreciation

Depreciation is charged so as to write off the cost of assets, other than land and properties under construction over their estimated useful lives, as follows:

Asset class

Office equipment

Depreciation method and rate

20% reducing balance basis

Ottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Defined contribution pension obligation

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 employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 4 (2020 - 5).

4 Profit/loss before tax

Arrived at after charging/(crediting)

	2021	2020
	£	£
Depreciation expense	521	576

Ottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2021

5 Tangible assets

	Furniture, fittings and equipment £	Total £
Cost or valuation		
At 1 April 2020	2,303	2,303
Additions	<u>300</u>	<u>300</u>
At 31 March 2021	<u>2,603</u>	<u>2,603</u>
Depreciation		
Charge for the year	<u>521</u>	<u>521</u>
At 31 March 2021	<u>521</u>	<u>521</u>
Carrying amount		
At 31 March 2021	<u><u>2,082</u></u>	<u><u>2,082</u></u>
At 31 March 2020	<u><u>2,303</u></u>	<u><u>2,303</u></u>

6 Creditors

Creditors: amounts falling due within one year

	2021 £	2020 £
Due within one year		
Other creditors	<u><u>46,207</u></u>	<u><u>48,457</u></u>

Ottery Help Scheme

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021 £	2020 £
Turnover (analysed below)	102,168	123,992
Cost of sales (analysed below)	<u>(76,974)</u>	<u>(111,091)</u>
Gross surplus	<u>25,194</u>	<u>12,901</u>
Gross surplus (%)	24.66%	10.4%
Administrative expenses		
Employment costs (analysed below)	(826)	(1,513)
Establishment costs (analysed below)	(3,609)	(6,240)
General administrative expenses (analysed below)	(10,332)	(9,111)
Depreciation costs (analysed below)	<u>(521)</u>	<u>(576)</u>
	<u>(15,288)</u>	<u>(17,440)</u>
Operating surplus/(deficit)	9,906	(4,539)
Other interest receivable and similar income (analysed below)	<u>3,011</u>	<u>3,222</u>
Surplus/(deficit) before tax	<u><u>12,917</u></u>	<u><u>(1,317)</u></u>

Ottery Help Scheme

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021 £	2020 £
Turnover		
Donations	11,264	19,127
Tax repayment	4,619	1,755
DCC community support contract	6,797	-
DCC - Miscellaneous	194	-
Grant applications	33,327	16,855
Travel expenses reimbursed - Hospiscare	116	1,774
Travel expenses reimbursed - Ottery Day Care	1,220	10,769
Travel expenses reimbursed and other contributions	15,360	38,176
Fundraising	892	2,894
Equipment hire	170	215
East Devon District Council	10,000	5,560
Westbank Community	7,957	3,848
Ambulance management fees	5,000	5,000
Legacies	-	6,381
Home service	3,750	11,638
Job Retention Scheme Grants	1,502	-
	<u>102,168</u>	<u>123,992</u>
Cost of sales		
Wages and salaries (excluding directors)	(57,388)	(72,205)
Staff pensions (Defined contribution)	(4,465)	(2,584)
Travel expenses	(10,379)	(28,867)
Home service expenses	(3,768)	(6,038)
Insurance	(974)	(935)
Bereavement outings	-	(350)
Tuesday group	-	(112)
	<u>(76,974)</u>	<u>(111,091)</u>
Employment costs		
Staff training	(488)	(1,368)
CRB checks	(338)	(145)
	<u>(826)</u>	<u>(1,513)</u>
Establishment costs		
Rent	(2,396)	(5,290)
Light, heat and power	(813)	(600)
Repairs and maintenance	(400)	(350)
	<u>(3,609)</u>	<u>(6,240)</u>

Ottery Help Scheme

Detailed Profit and Loss Account for the Year Ended 31 March 2021

	2021 £	2020 £
General administrative expenses		
Telephone and internet	(7,914)	(4,968)
Computer software and maintenance costs	(498)	(602)
Printing, postage and stationery	(281)	(529)
Sundry expenses	(741)	(959)
Motor expenses	(358)	(262)
Advertising	-	(111)
Accountancy fees	(540)	(540)
Legal and professional fees	-	(1,140)
	<u>(10,332)</u>	<u>(9,111)</u>
Depreciation costs		
Depreciation of office equipment (owned)	<u>(521)</u>	<u>(576)</u>
Other interest receivable and similar income		
Bank interest receivable	<u>3,011</u>	<u>3,222</u>

INDEPENDENT EXAMINERS' REPORT TO THE BOARD OF
OTTERY HELP SCHEME Charity No: 1150898

We report on the Accounts of the Company for the year ended 31 March 2021, which are set out on pages 4 to 13.

Respective Responsibilities of Trustees and Examiners

The charity's directors are responsible for the preparation of the accounts. The charity's directors consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is our responsibility to examine the Accounts under section 145 of the Charities Act and to follow the procedures laid down in the General Directions given by the Charity Commissioners (under Section 145(5)(b) of the Charities Act), and to state whether particular matters have come to our attention.

Basis of Independent Examiners' Report

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Directors concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent Examiners' Statement

In connection with our examination, no matter has come to our attention:

- 1) which gives us reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with Section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
- 2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Easterbrook Eaton Limited

Easterbrook Eaton Limited
8 Jesu Street
Ottery St Mary
EX11 1EU



Chartered Accountants
31 August 2021