



Registered Charity No: **1150898**

## Ottery Help Scheme

11 Silver Street  
Ottery St Mary  
Devon,  
EX11 1DB

01404 813041

Email: [info@otteryhelpscheme.org.uk](mailto:info@otteryhelpscheme.org.uk)

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

## Annual Report for the year 1<sup>st</sup> April 2022– 31<sup>st</sup> March 2023

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

11 Silver Street

Ottery St Mary

EX11 1DB

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

Mr. Keith Portlock                      Chair (resigned 5<sup>th</sup> September 2022)

Mrs. Jill Dudding                      Chair from 5<sup>th</sup> September 2022 (Trustee)

Mrs. Judith Reynolds                      Secretary (Trustee)

Mr. Christopher Highnam                      Treasurer (Trustee)

Mr. David Charles Gurney                      (Trustee)

Mr. Andrew Charles Thomas (Trustee)

Mr. Michael Joseph Hopkins (Trustee)

Mrs. Margaret Sylvia Wade (Trustee – resigned 17<sup>th</sup> May 2022)

Trustees are elected on an annual basis, with the officers being elected from the membership of the Trustees. The AGM was held on 3<sup>rd</sup> October 2022. 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 aims of Ottery Help Scheme (OHS) are to unite and mobilise the goodwill of our community, offering support to local residents where it is needed most in times of illness, difficulty or life-changing circumstance. We provide a wide range of services through our dedicated team of volunteers and five members of office staff (Chief Officer, Coordinator, Community Coordinator, Office Manager and Admin Assistant). OHS also employs Home Services Assistants to deliver the Home Help service.

## **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 recent years. Volunteers in all service areas hold enhanced DBS certificates and undertake regular training.

## **People we support**

We have 900 clients on our database. Many of our clients are older, can be vulnerable and frail and therefore often have complex needs. Since the pandemic, we have seen a greater demand for our services from younger people.

# **OUR SERVICES:**

## **Transport**

Our Community Transport service continues to be very much in demand. Our volunteers take people to a wide range of medical appointments, from the local GP surgery through to hospitals across the area (though predominantly the Royal, Devon & Exeter hospital). Across all of our transport services, we averaged around 100 journeys a week, with 45 drivers volunteering during the year.

## **Befriending/Carer Sitting**

Home-based befriending and Carer sitting visits are still very much in demand. We currently support around 25 people with our 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.

## **Nail Cutting**

The nail cutting service takes place twice monthly at Ottery Hospital. This service continues to be in high demand.

## **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 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 or a local musician to do a performance. The Memory Café is attended each month by around 30 people, including carers and local healthcare professionals.

## **Friendship Group**

The monthly Friendship Group provides a friendly place for people to meet and socialise. A wide range of activities and speakers are arranged for each monthly session, supported by volunteers. The Friendship group is attended by around 30 people every month.

## **Prescription deliveries**

We continue to help with prescription collections and delivery, particularly to clients who are vulnerable and socially-isolated.

## **Form Filling**

Many people find form-filling a daunting task, especially if the forms are complex. Our volunteers mainly support people to apply for Attendance Allowance.

## **Seated Exercise groups**

We run two a week, with 15 people attending each group. Our staff member chooses a variety of different music to complement each session and we include social time for teas and coffees at the end of each group.

## **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.

## **Wellbeing checks**

Our office staff engage with regular wellbeing checks on our most vulnerable clients via telephone calls, particularly during times of cold weather, flooding or when weather warnings are in place.

## Volunteers at the local GP surgery

Our volunteers help out every year at the surgery's Flu clinics.

## 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 2023.

### *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 2023.

### *Minibus Management Contract*

This management contract with the Ottery and District Hospital League of Friends means that OHS manages the League of Friends' specially adapted minibus, providing transport to those who have a need through disability, illness and/or vulnerability. Other organisations with a S19 permit can hire the vehicle, with 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, One Devon, Neighbourly and West Hill Parish Council.

## Fundraising

We were pleased to be able to run our annual Family Fun Day fundraising event at Cadhay House again this year.

## 100 Club

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

## Rotary Club Raffle

We were pleased to participate in the Otter Vale Rotary raffle again this year.

## Finances

The attached financial statement shows the current situation of the finances. We ended the year with a balance of £93,381.

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

.....  
**Mrs. Jill Dudding, Chair**

.....  
**Mr. Christopher Highnam, Treasurer for the period**

Registration number: 08354771

# Ottery Help Scheme

(A company limited by guarantee)

Unaudited Filleted Financial Statements

for the Year Ended 31 March 2023



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

# **Ottery Help Scheme**

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## **Ottery Help Scheme**

### **Company Information**

**Directors**

Mr Christopher William Highnam  
Mr Paul Edwin Shingler  
Ms Susan Margaret Bint  
Mrs Judith Mary Reynolds  
Mr David Charles Gurney  
Mrs Jill Mary Dudding  
Mr Andrew Charles Thomas  
Mr Michael Joseph Hopkins

**Registered office**

11 Silver Street  
Ottery St Mary  
Devon  
EX11 1DB

**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 2023**

The directors present their report and the financial statements for the year ended 31 March 2023.

#### **Directors of the company**

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

Mr Christopher William Highnam

Mr Keith Anthony Portlock (resigned 5 September 2022)

Mrs Judith Mary Reynolds

Mrs Margaret Sylvia Wade (resigned 17 May 2022)

Mr David Charles Gurney

Mrs Jill Mary Dudding

Mr Andrew Charles Thomas

Mr Michael Joseph Hopkins

The following directors were appointed after the year end:

Mr Paul Edwin Shingler (appointed 19 April 2023)

Ms Susan Margaret Bint (appointed 19 April 2023)

#### **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 28 June 2023 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 2023**

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 2023 as set out on pages 4 to 8 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  
7 July 2023



## Ottery Help Scheme

### Profit and Loss Account for the Year Ended 31 March 2023

|  | Note | 2023<br>£        | 2022<br>£        |
|--|------|------------------|------------------|
| Turnover                                     |      | 189,872          | 146,653          |
| Cost of sales                                |      | <u>(134,849)</u> | <u>(113,432)</u> |
| Gross surplus                                |      | 55,023           | 33,221           |
| Administrative expenses                      |      | <u>(19,679)</u>  | <u>(17,410)</u>  |
| Operating surplus                            |      | 35,344           | 15,811           |
| Other interest receivable and similar income |      | <u>1,858</u>     | <u>2,178</u>     |
| Surplus before tax                           |      | <u>37,202</u>    | <u>17,989</u>    |
| Surplus for the financial year               |      | <u>37,202</u>    | <u>17,989</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.

**Ottery Help Scheme**  
**(Registration number: 08354771)**  
**Balance Sheet as at 31 March 2023**

|   | Note | 2023<br>£       | 2022<br>£       |
|---|------|-----------------|-----------------|
| <b>Fixed assets</b>                                   |      |                 |                 |
| Tangible assets                                       | 4    | 128,894         | 1,666           |
| <b>Current assets</b>                                 |      |                 |                 |
| Cash at bank and in hand                              |      | 93,381          | 210,339         |
| <b>Creditors: Amounts falling due within one year</b> | 5    | <u>(19,275)</u> | <u>(46,207)</u> |
| <b>Net current assets</b>                             |      | <u>74,106</u>   | <u>164,132</u>  |
| <b>Net assets</b>                                     |      | <u>203,000</u>  | <u>165,798</u>  |
| <b>Reserves</b>                                       |      |                 |                 |
| Retained earnings                                     |      | <u>203,000</u>  | <u>165,798</u>  |
| Surplus   |      | <u>203,000</u>  | <u>165,798</u>  |

For the financial year ending 31 March 2023 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.

These financial statements have been delivered in accordance with the provisions applicable to companies subject to the small companies regime. As permitted by section 444 (5A) of the Companies Act 2006, the directors have not delivered to the registrar a copy of the Profit and Loss Account.

Approved and authorised by the Board on 28 June 2023 and signed on its behalf by:

.....  
Mr Christopher William Highnam  
Director

.....  
Mrs Judith Mary Reynolds  
Director

# Ottery Help Scheme

## Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

### 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:

11 Silver Street  
Ottery St Mary  
Devon  
EX11 1DB

### 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 smaller entities - 'The Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland' and the Companies Act 2006 (as applicable to companies subject to the small companies' regime).

#### 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      | Depreciation method and rate |
|------------------|------------------------------|
| Office equipment | 20% reducing balance basis   |

## Ottery Help Scheme

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023

#### 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.

### 3 Staff numbers

The average number of persons employed by the company (including directors) during the year, was 12 (2022 - 4).

### 4 Tangible assets

|                          | Land and<br>buildings<br>£ | Furniture,<br>fittings and<br>equipment<br>£ | Total<br>£ |
|--------------------------|----------------------------|--|------------|
| <b>Cost or valuation</b> |                            |  |            |
| At 1 April 2022          | -                          | 2,082  | 2,082      |
| Additions                | 125,688                    | 2,341  | 128,029    |
| At 31 March 2023         | 125,688                    | 4,423  | 130,111    |
| <b>Depreciation</b>      |                            |  |            |
| At 1 April 2022          | -                          | 416  | 416        |
| Charge for the year      | -                          | 801  | 801        |
| At 31 March 2023         | -                          | 1,217  | 1,217      |
| <b>Carrying amount</b>   |                            |  |            |
| At 31 March 2023         | 125,688                    | 3,206  | 128,894    |
| At 31 March 2022         | -                          | 1,666  | 1,666      |

Included within the net book value of land and buildings above is £125,688 (2022 - £Nil) in respect of freehold land and buildings.

## **Ottery Help Scheme**

### **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2023**

#### **5 Creditors**

**Creditors: amounts falling due within one year**

|                            | <b>2023</b>   | <b>2022</b>   |
|----------------------------|---------------|---------------|
|                            | <b>£</b>      | <b>£</b>      |
| <b>Due within one year</b> |               |               |
| Other creditors            | <u>19,275</u> | <u>46,207</u> |

## Ottery Help Scheme

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|   | 2023<br>£            | 2022<br>£            |
|---|----------------------|----------------------|
| Turnover (analysed below)                                     | 189,872              | 146,653              |
| Cost of sales (analysed below)                                | <u>(134,849)</u>     | <u>(113,432)</u>     |
| Gross surplus   | <u>55,023</u>        | <u>33,221</u>        |
| Gross surplus (%)   | 28.98%               | 22.65%               |
| <b>Administrative expenses</b>                                |                      |                      |
| Employment costs (analysed below)                             | (1,106)              | (724)                |
| Establishment costs (analysed below)                          | (6,108)              | (5,280)              |
| General administrative expenses (analysed below)              | (11,664)             | (10,990)             |
| Depreciation costs (analysed below)                           | <u>(801)</u>         | <u>(416)</u>         |
|   | <u>(19,679)</u>      | <u>(17,410)</u>      |
| Operating surplus   | 35,344               | 15,811               |
| Other interest receivable and similar income (analysed below) | <u>1,858</u>         | <u>2,178</u>         |
| Surplus before tax  | <u><u>37,202</u></u> | <u><u>17,989</u></u> |



## Ottery Help Scheme

### Detailed Profit and Loss Account for the Year Ended 31 March 2023

|   | 2023<br>£        | 2022<br>£        |
|---|------------------|------------------|
| <b>Turnover</b>                                     |                  |                  |
| Donations   | 26,614           | 9,181            |
| Tax repayment                                       | 5,102            | 4,954            |
| Grant applications                                  | 70,502           | 45,470           |
| Volunteer services and shopping                     | 35,322           | 38,646           |
| Fundraising   | 5,796            | 3,314            |
| Ambulance management fees                           | 5,000            | 5,000            |
| Legacies  | -                | 20,042           |
| Home service  | 41,536           | 20,046           |
|   | <u>189,872</u>   | <u>146,653</u>   |
| <b>Cost of sales</b>                                |                  |                  |
| Wages, salaries and pensions                        | (115,572)        | (81,440)         |
| Volunteer costs and shopping                        | (20,775)         | (18,464)         |
| Home service expenses                               | (22,499)         | (12,505)         |
| Insurance   | (1,253)          | (1,023)          |
| The Project credit                                  | 25,250           | -                |
|   | <u>(134,849)</u> | <u>(113,432)</u> |
| <b>Employment costs</b>                             |                  |                  |
| Staff training                                      | <u>(1,106)</u>   | <u>(724)</u>     |
| <b>Establishment costs</b>                          |                  |                  |
| Rent  | (2,983)          | (4,697)          |
| Water rates   | (244)            | -                |
| Light, heat and power                               | (2,491)          | (568)            |
| Repairs and maintenance                             | (390)            | (15)             |
|   | <u>(6,108)</u>   | <u>(5,280)</u>   |
| <b>General administrative expenses</b>              |                  |                  |
| Telephone and internet                              | (3,085)          | (2,362)          |
| Computer software and maintenance costs             | (2,967)          | (1,228)          |
| Printing, postage and stationery                    | (2,797)          | (1,491)          |
| Sundry expenses                                     | (1,690)          | (3,533)          |
| Motor expenses                                      | -                | (1,547)          |
| Advertising   | (585)            | (217)            |
| Accountancy fees                                    | (540)            | (540)            |
| Legal and professional fees                         | -                | (72)             |
|   | <u>(11,664)</u>  | <u>(10,990)</u>  |
| <b>Depreciation costs</b>                           |                  |                  |
| Depreciation of office equipment (owned)            | <u>(801)</u>     | <u>(416)</u>     |
| <b>Other interest receivable and similar income</b> |                  |                  |
| Bank interest receivable                            | <u>1,858</u>     | <u>2,178</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 2023, which are set out on pages 4 to 10.

**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.

*Gordon Lee*



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

Chartered Accountants  
7<sup>th</sup> July 2023