

Annual Report for the year 1st April 2023– 31st March 2024

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: -

Jill Dudding	Chair (Trustee)
Judith Reynolds	Secretary (Trustee)
Michael Joseph Hopkins	Treasurer (Trustee) from 28 th June 2023
Christopher Highnam	(Trustee) Relinquished Treasurer post 28 th June 2023
David Charles Gurney	(Trustee)
Andrew Charles Thomas	(Trustee) Resigned 28 th June 2023
Paul Shingler	(Trustee) From 19 th April 2023
Susan Bint	(Trustee) From 19 th April 2023
Sarah Hughes	(Trustee) From 11 th October 2023

Trustees are elected on an annual basis, with the officers being elected from the membership of the Trustees. The AGM was held on 28th June 2023. 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, Wellbeing Coordinator, Office Manager and Admin Assistant). OHS also employs 6 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 (predominantly to hospitals in Exeter). Across all of our transport services, we averaged around 100 journeys a week, with 40 drivers volunteering during the year. We also manage a wheelchair-adapted minibus for Ottery and District Hospital League of Friends which we use to take people to medical appointments and on wellbeing outings.

Befriending/Carer Sitting

Home-based befriending and Carer sitting visits are still very much in demand. We currently support around 20 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. Our volunteers are trained by NHS Podiatry.

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 and Blue Badges.

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.

Music for Wellbeing group

We ran a pilot music group this year, which was very successful. Around 20 people have attended each week. The group is delivered by a local music teacher who chooses a different theme each week, supported by an OHS staff member and volunteer.

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.

Activity/craft groups

We run a monthly boardgames group and a variety of craft workshops during the year.

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.

Signposting

We have strong links with a variety of other organisations and we regularly signpost people to other services.

Legal Clinics

We run monthly free legal clinics, with sessions kindly provided by a local lawyer from East Devon Law.

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 2024.

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 2024.

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 are very grateful to have received a legacy from one of our former volunteers this year, for a total of £84,270.

Grants

This financial year we received grants from Devon County Council, the Norman Family Charitable Trust, Devon Community Foundation (Thrive with Five grant), Ottery St Mary and District Hospital League of Friends, the Hendy Foundation, Newton Poppleford Parish council 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, thanks to the owners who run a local Charity Week in May.

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 £158,358.

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. Michael Hopkins, Treasurer (from 28th June 2023)

Registration number: 08354771

Ottery Help Scheme

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2024



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 Michael Joseph Hopkins
Mrs Sarah Elizabeth Hughes

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 2024

The directors present their report and the financial statements for the year ended 31 March 2024.

Directors of the company

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

Mr Christopher William Highnam

Mr Paul Edwin Shingler (appointed 19 April 2023)

Ms Susan Margaret Bint (appointed 19 April 2023)

Mrs Judith Mary Reynolds

Mr David Charles Gurney

Mrs Jill Mary Dudding

Mr Andrew Charles Thomas (resigned 28 June 2023)

Mr Michael Joseph Hopkins

Mrs Sarah Elizabeth Hughes (appointed 11 October 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 and signed on its behalf by:

.....
Mr Michael Joseph Hopkins
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 2024**

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 2024 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
Date:.....



Ottery Help Scheme

Profit and Loss Account for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Turnover		265,364	189,872
Cost of sales		<u>(179,113)</u>	<u>(134,849)</u>
Gross surplus		86,251	55,023
Administrative expenses		<u>(18,180)</u>	<u>(19,679)</u>
Operating surplus		68,071	35,344
Other interest receivable and similar income		<u>1,905</u>	<u>1,858</u>
Surplus before tax	4	<u>69,976</u>	<u>37,202</u>
Surplus for the financial year		<u>69,976</u>	<u>37,202</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 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	5	128,894	128,894
Current assets			
Cash at bank and in hand		158,358	93,381
Creditors: Amounts falling due within one year	6	<u>(14,276)</u>	<u>(19,275)</u>
Net current assets		<u>144,082</u>	<u>74,106</u>
Net assets		<u><u>272,976</u></u>	<u><u>203,000</u></u>
Reserves			
Retained earnings		<u>272,976</u>	<u>203,000</u>
Surplus		<u><u>272,976</u></u>	<u><u>203,000</u></u>

For the financial year ending 31 March 2024 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 and signed on its behalf by:

.....
Mrs Judith Mary Reynolds
Director

.....
Mr Michael Joseph Hopkins
Director

Ottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

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

These financial statements were authorised for issue by the Board on

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

Office equipment

Depreciation method and rate

20% reducing balance basis

Lottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

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 (2023 - 12).

4 Profit before tax

Arrived at after charging/(crediting)

	2024	2023
	£	£
Depreciation expense	-	801

Ottery Help Scheme

Notes to the Unaudited Financial Statements for the Year Ended 31 March 2024

5 Tangible assets

	Land and buildings £	Furniture, fittings and equipment £	Total £
Cost or valuation			
At 1 April 2023	125,688	4,423	130,111
At 31 March 2024	125,688	4,423	130,111
Depreciation			
At 1 April 2023	-	1,217	1,217
At 31 March 2024	-	1,217	1,217
Carrying amount			
At 31 March 2024	125,688	3,206	128,894
At 31 March 2023	125,688	3,206	128,894

Included within the net book value of land and buildings above is £125,688 (2023 - £125,688) in respect of freehold land and buildings.

6 Creditors

Creditors: amounts falling due within one year

	2024 £	2023 £
Due within one year		
Other creditors	14,276	19,275

Ottery Help Scheme

Detailed Profit and Loss Account for the Year Ended 31 March 2024

	2024 £	2023 £
Turnover (analysed below)	265,364	189,872
Cost of sales (analysed below)	<u>(179,113)</u>	<u>(134,849)</u>
Gross surplus	<u>86,251</u>	<u>55,023</u>
Gross surplus (%)	32.5%	28.98%
Administrative expenses		
Employment costs (analysed below)	(1,629)	(1,106)
Establishment costs (analysed below)	(3,958)	(6,108)
General administrative expenses (analysed below)	(12,593)	(11,664)
Depreciation costs (analysed below)	<u>-</u>	<u>(801)</u>
	<u>(18,180)</u>	<u>(19,679)</u>
Operating surplus	68,071	35,344
Other interest receivable and similar income (analysed below)	<u>1,905</u>	<u>1,858</u>
Surplus before tax	<u><u>69,976</u></u>	<u><u>37,202</u></u>

Ottery Help Scheme

Detailed Profit and Loss Account for the Year Ended 31 March 2024

	2024 £	2023 £
Turnover		
Donations	94,998	26,614
Tax repayment	4,545	5,102
Grant applications	49,260	70,502
Volunteer services and shopping	43,780	35,322
Fundraising	5,926	5,796
Ambulance management fees	5,000	5,000
Home service	61,855	41,536
	<u>265,364</u>	<u>189,872</u>
Cost of sales		
Wages, salaries and pensions	(110,819)	(115,572)
Volunteer costs and shopping	(25,205)	(20,775)
Home service expenses	(42,190)	(22,499)
Insurance	(899)	(1,253)
The Project credit	-	25,250
	<u>(179,113)</u>	<u>(134,849)</u>
Employment costs		
Staff training	<u>(1,629)</u>	<u>(1,106)</u>
Establishment costs		
Rent	(280)	(2,983)
Water rates	(244)	(244)
Light, heat and power	(2,144)	(2,491)
Repairs and maintenance	<u>(1,290)</u>	<u>(390)</u>
	<u>(3,958)</u>	<u>(6,108)</u>
General administrative expenses		
Telephone and internet	(2,377)	(3,085)
Computer software and maintenance costs	(913)	(2,967)
Printing, postage and stationery	(1,865)	(2,797)
Sundry expenses	(2,496)	(1,690)
Advertising	(522)	(585)
Accountancy fees	(3,160)	(540)
Legal and professional fees	<u>(1,260)</u>	<u>-</u>
	<u>(12,593)</u>	<u>(11,664)</u>
Depreciation costs		
Depreciation of office equipment (owned)	<u>-</u>	<u>(801)</u>
Other interest receivable and similar income		
Bank interest receivable	<u>1,905</u>	<u>1,858</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 2024, 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.



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

Chartered Accountants
1st July 2024