

## **Annual Report for the year 1<sup>st</sup> April 2024– 31<sup>st</sup> March 2025**

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)
Christopher Highnam	(Trustee)
David Charles Gurney	(Trustee)
Paul Shingler	(Trustee)
Susan Bint	(Trustee)
Sarah Hughes	(Trustee)

Trustees are elected on an annual basis, with the officers being elected from the membership of the Trustees. The AGM was held on 10<sup>th</sup> July 2024. 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 six members of office staff (Chief Officer, Deputy Chief Officer, Finance Assistant,

Community Connector and Admin Assistant). OHS also employs 4 Home Services Assistants to deliver the Home Help service.

## **Volunteers**

We support 130 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 11 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 20 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**

The new Music Group has been very popular and around 20 people attend 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 2026.

### *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 2026.

### *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 clients this year, for a total of £10,000.

## **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 are very grateful for the fundraising that our volunteers and others do on our behalf.

## **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 £144,698

The charity banks with Barclays Bank PLC.

The independent Examiners are Easterbrook Eaton Ltd, Chartered Accountants, Cosmopolitan House, Old Fore St, Sidmouth EX10 8LS

Signed on behalf of the Managing Committee

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

.....  
**Mr. Michael Hopkins, Treasurer**

# Ottery Help Scheme

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements

for the Year Ended 31 March 2025



Easterbrook Eaton Limited  
Chartered Accountants  
Easterbrook Eaton Limited  
Old Fore Street  
Sidmouth Devon  
EX10 8LS

# **Ottery Help Scheme**

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## **Ottery Help Scheme**

### **Company Information**

<b>Directors</b>	E A Tapper
	C W Highnam
	P E Shingler
	J D Read-Brown
	J M Reynolds
	D C Gurney
	M J Hopkins
	D J Dudding
	S E Hughes
<b>Registered office</b>	11 Silver Street Ottery St Mary Devon EX11 1DB
<b>Accountants</b>	Easterbrook Eaton Limited Chartered Accountants Easterbrook Eaton Limited Old Fore Street Sidmouth Devon EX10 8LS



## **Ottery Help Scheme**

### **Directors' Report for the Year Ended 31 March 2025**

The directors present their report and the financial statements for the year ended 31 March 2025.

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

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

C W Highnam

P E Shingler

S M Bint (resigned 10 April 2025)

J M Reynolds

D C Gurney

M J Hopkins

D J Dudding

S E Hughes

The following directors were appointed after the year end:

E A Tapper (appointed 12 September 2025)

J D Read-Brown (appointed 10 April 2025)

#### **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:

.....

M J 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 2025**

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 2025 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 loss 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  
Easterbrook Eaton Limited  
Old Fore Street  
Sidmouth Devon  
EX10 8LS  
7 November 2025



## Ottery Help Scheme

### Profit and Loss Account for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Turnover		225,686	265,364
Cost of sales		<u>(201,049)</u>	<u>(179,113)</u>
Gross surplus		24,637	86,251
Administrative expenses		<u>(35,526)</u>	<u>(18,180)</u>
Operating (deficit)/surplus		(10,889)	68,071
Other interest receivable and similar income		<u>4,079</u>	<u>1,905</u>
(Deficit)/surplus before tax	4	<u>(6,810)</u>	<u>69,976</u>
(Deficit)/surplus for the financial year		<u><u>(6,810)</u></u>	<u><u>69,976</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.

**Ottery Help Scheme**  
**(Registration number: 08354771)**  
**Balance Sheet as at 31 March 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	5	128,253	128,894
<b>Current assets</b>			
Cash at bank and in hand		144,698	158,358
<b>Creditors: Amounts falling due within one year</b>	6	<u>(6,785)</u>	<u>(14,276)</u>
<b>Net current assets</b>		<u>137,913</u>	<u>144,082</u>
<b>Net assets</b>		<u>266,166</u>	<u>272,976</u>
<b>Reserves</b>			
Retained earnings		<u>266,166</u>	<u>272,976</u>
Surplus		<u>266,166</u>	<u>272,976</u>

For the financial year ending 31 March 2025 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 provisions applicable to companies subject to the small companies regime and FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland'.

Approved and authorised by the Board on ..... and signed on its behalf by:

.....  
J M Reynolds  
Director

.....  
M J Hopkins  
Director

# **Ottery Help Scheme**

## **Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025**

### **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:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Office equipment	20% reducing balance basis

## Ottery Help Scheme

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 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 9 (2024 - 12).

#### 4 Loss/profit before tax

Arrived at after charging/(crediting)

	2025	2024
	£	£
Depreciation expense	641	-

## Ottery Help Scheme

### Notes to the Unaudited Financial Statements for the Year Ended 31 March 2025

#### 5 Tangible assets

	Land and buildings £	Furniture, fittings and equipment £	Total £
<b>Cost or valuation</b>			
At 1 April 2024	125,688	4,423	130,111
At 31 March 2025	125,688	4,423	130,111
<b>Depreciation</b>			
At 1 April 2024	-	1,217	1,217
Charge for the year	-	641	641
At 31 March 2025	-	1,858	1,858
<b>Carrying amount</b>			
At 31 March 2025	125,688	2,565	128,253
At 31 March 2024	125,688	3,206	128,894

Included within the net book value of land and buildings above is £125,688 (2024 - £125,688) in respect of freehold land and buildings.

#### 6 Creditors

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

	2025 £	2024 £
<b>Due within one year</b>		
Other creditors	6,785	14,276

## Ottery Help Scheme

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

	2025 £	2024 £
Turnover (analysed below)	225,686	265,364
Cost of sales (analysed below)	<u>(201,049)</u>	<u>(179,113)</u>
Gross surplus	<u>24,637</u>	<u>86,251</u>
Gross surplus (%)	10.92%	32.5%
<b>Administrative expenses</b>		
Employment costs (analysed below)	(2,046)	(1,629)
Establishment costs (analysed below)	(9,849)	(3,958)
General administrative expenses (analysed below)	(22,990)	(12,593)
Depreciation costs (analysed below)	<u>(641)</u>	<u>-</u>
	<u>(35,526)</u>	<u>(18,180)</u>
Operating (deficit)/surplus	(10,889)	68,071
Other interest receivable and similar income (analysed below)	<u>4,079</u>	<u>1,905</u>
(Deficit)/surplus before tax	<u><u>(6,810)</u></u>	<u><u>69,976</u></u>



## Ottery Help Scheme

### Detailed Profit and Loss Account for the Year Ended 31 March 2025

	2025 £	2024 £
<b>Turnover</b>		
Donations	26,683	94,998
Tax repayment	4,913	4,545
Grant applications	94,358	49,260
Volunteer services and shopping	45,901	43,780
Fundraising	2,253	5,926
Ambulance management fees	5,000	5,000
Home service	46,578	61,855
	<u>225,686</u>	<u>265,364</u>
<b>Cost of sales</b>		
Wages, salaries and pensions	(138,912)	(110,819)
Volunteer costs and shopping	(28,053)	(25,205)
Home service expenses	(31,691)	(42,190)
Insurance	(2,393)	(899)
	<u>(201,049)</u>	<u>(179,113)</u>
<b>Employment costs</b>		
Staff training	<u>(2,046)</u>	<u>(1,629)</u>
<b>Establishment costs</b>		
Rent	-	(280)
Water rates	(211)	(244)
Light, heat and power	(1,736)	(2,144)
Repairs and maintenance	(7,902)	(1,290)
	<u>(9,849)</u>	<u>(3,958)</u>
<b>General administrative expenses</b>		
Telephone and internet	(2,743)	(2,377)
Computer software and maintenance costs	(10,101)	(913)
Printing, postage and stationery	(536)	(1,865)
Sundry expenses	(5,112)	(2,496)
Advertising	(598)	(522)
Accountancy fees	(3,900)	(3,160)
Legal and professional fees	-	(1,260)
	<u>(22,990)</u>	<u>(12,593)</u>
<b>Depreciation costs</b>		
Depreciation of office equipment (owned)	<u>(641)</u>	<u>-</u>
<b>Other interest receivable and similar income</b>		
Bank interest receivable	<u>4,079</u>	<u>1,905</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 2025, 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  
7<sup>th</sup> November 2025