

ASSIST TEIGNBRIDGE

England & Wales · Charity number 1154936

Details

Other names	DAWLISH VOLUNTEER BUREAU
Status	Registered
Legal form	CIO
Registered	2013-12-09
Register	View on the Charity Commission register

Contact

Address	Assist Teignbridge Manor House Old Town Street Dawlish EX7 9AW
Phone	01626889288
Email	info@assist-teignbridge.co.uk
Website	www.assist-teignbridge.co.uk

Activities

Objects: 1.TO PROMOTE ANY CHARITABLE PURPOSE(CHARITABLE UNDER ENGLISH LAW)FOR THE BENEFIT OF THE COMMUNITY IN THE TEIGNBRIDGE AREA OF DEVON AS THE TRUSTEES SEE FIT,IN PARTICULAR,BUT NOT EXCLUSIVELY BY THE FOLLOWING MEANS:(A)PROMOTING,ENCOURAGING AND SUPPORTING VOLUNTEERING;(B)PROVIDING OPPORTUNITIES FOR INDIVIDUALS TO VOLUNTEER;(C)PROVIDING ASSISTANCE AND TRAINING FOR VOLUNTEERS.2.THE RELIEF OF THOSE IN NEED IN THE TEIGNBRIDGE AREA OF DEVON BY REASON OF AGE,ILL-HEALTH,DISABILITY,OR CARING RESPONSIBILITIES BY THE PROVISION OF ADVICE AND SERVICES CALCULATED TO RELIEVE SUCH NEEDS

Activities: The charity was formed to continue the activities of Dawlish & East Teignbridge Volunteer Bureau (Charity no. 1051265) in the Teignbridge area. It runs a Volunteer Centre, a sitting service, a nail trimming service, a home help service. It also offers a range of free community support services such as befriending, gardening, & enabling, and help identifying and accessing welfare benefits.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£212,166	£243,999	-	-
2024-03-31	£185,444	£214,037	-	-
2023-03-31	£204,482	£216,341	-	-
2022-03-31	£253,200	£246,120	-	-
2021-03-31	£220,736	£208,577	-	-

Trustees

Name	Role	Appointed
Rev Russell Chamberlain	Chair	2021-12-08
Anne-Marie Henderson		2026-04-22
ROBIN GEORGE YAIR BUCHANAN		2014-12-02
Rev Georgina Vye		2025-10-15
Yvonne Valerie Whiteley		2026-04-22

Accounts



ANNUAL REPORT

2024 - 2025

Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2025. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

CHAIR'S FOREWORD

I became chairman of Assist Teignbridge's Trustees last autumn taking over the baton from Robin Buchanan to whom we are grateful for his wise and encouraging leadership over the past few years.

The last 12 months has seen some changes: our manager Shirley Fewings decided to step back from her role and after a brief period when Zoë Vooght took the reins, we have now transformed the Manager's role into a job share welcoming Dawn Rivers as manager alongside Shirley Fewings. The new management pattern will see Dawn working 3 days a week and Shirley working 2 days. Under this new working arrangement Shirley will continue to oversee our charged-for *Care Quality Commission* regulated services while Dawn will lead our volunteer services, fundraising and day to day oversight (or in short "all the rest.")

As I have already alluded to, Assist Teignbridge operates in two ways: the Charged-for services as a not-for-profit company and the Volunteer Centre which is a charity. Without our volunteers and workforce Assist Teignbridge could not be the success it is and we owe a great deal of gratitude to all who work with us, especially we welcome all who have joined us in the last 12 months both as our employees, carers and volunteers.

Balancing the books is always a challenge: we aim to provide a high-quality responsive service which means having good capacity in our Charged-for Services so that we can respond quickly to need, but the downside is that where a client no longer requires our services and withdraws at short notice, our overcapacity leads us to a financial loss. Although there is an inherent risk in keeping ample capacity, Trustees think it important to maintain this. Increases to the minimum wage and inflation effects have also added to our overheads which impact on this year's accounts.

The Volunteer Centre is dependent on grant income and fundraising. Again this year we are grateful to Dawlish Town Council and Devon County Council, Teignbridge Community Lottery, Rotary Club of Dawlish Water and local Councillors for their grants towards our work as well as other donations. Our benefit advice is free of charge but being dependent on fundraising we have taken to asking people who have been successfully helped if they would remember Assist Teignbridge and make a donation to us.

During the last year Anne-Marie Henderson retired from the Trustees and we are very grateful for the contribution she made to Assist Teignbridge in her time as Trustee. We are always looking to recruit new trustees to help with our oversight and direction of Assist and if you feel that you would like to become a Trustee or know someone who might make a good Trustee, please let the office know. Training and guidance will be given so it's not a matter of being thrown in at the deep end.

Trustees are very grateful for the dedication our staff have shown in maintaining the high standards we have come to expect and we can be justifiably proud of all they have achieved during a period of change.

I also wish to express my personal thanks to fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

In commending this report to you I would emphasise that, despite the challenges the charity has faced, there have been considerable achievements. As in previous years, Assist Teignbridge has continued to engage in a wide range of activities for the benefit of local people and the community. We are very proud of the assistance given through our Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services.

Russell Chamberlain, Chair

OBJECTIVES & ACTIVITIES

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

Free services:

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

Charged-for services:

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good". The CQC's routine inspection programme was suspended in March 2020 due to the pandemic. They have now developed a new regulatory model based on a revised assessment framework, with reduced emphasis on site inspections. During the year, the CQC has not had any cause for concern.

ACHIEVEMENTS & PERFORMANCE

In 2023, it was announced that Assist Teignbridge had been awarded the **King's Award for Voluntary Service**, an outstanding achievement in recognition of the wonderful work undertaken by our volunteers in the community. HM Lord-Lieutenant of Devon presented the award to the charity on **Monday 8th July 2024**, and we shall present volunteers with individual KAVS badges and certificates at this year's AGM.

We are also very proud of the charity's performance this year:

- Over **4,300 recorded hours of volunteering** by our Community Volunteers;

- Almost **2,500 hours** support provided for carers and individuals by our trained sitting staff;
- Almost **4,800 hours** of practical help provided by our home helps;
- Over **1,000 nail treatments** provided by our qualified nail practitioners.

Our Volunteer support hours are at a similar level to last year's. Overall, charged-for provision has seen a small increase, but Assist Caring day hours and nights are down **20%**, whilst Home Help provision has increased by **21%**. Provision for both services had fallen the previous year, due to our own loss of capacity when long-standing care staff left and we were unable to recruit replacements. Although we have now successfully recruited more staff, Assist Caring provision has fallen again. We had to raise our fees in April 2024, and although they were still very competitive when compared with those of commercial providers, there are many more Personal Assistants now offering hours more cheaply. At a time when clients are struggling with financial constraints this may well have suppressed the demand for our service. The Nails service provision is very similar to last year's level, and we hope to increase this next year. We are currently supporting 160 individuals with regular nail trimming.

Despite the continued challenges we have still achieved a great deal this year and we are very grateful to all our care staff and volunteers for their commitment and dedication in supporting their clients.

The care workers that provide our charged-for services are our employees, and we ensure that they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2024/2025 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee, however Dawlish Town Council nominated Cllr. Lisa Mayne as its representative this year. Trustees serving during the year and since the year end were:

Russell Chamberlain (Chair)
Ben Thompson

Robin Buchanan (retires by rotation)
David Pinnell (retires by rotation)

Anne-Marie Henderson retired at the last AGM.

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager, and **Dawn Rivers**, the Charity Manager, who share the full-time manager role.

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils, and have received several smaller grants alongside funding from Teignbridge Community Lottery. Although the level of donations has increased, expenditure has increased significantly too, particularly payroll costs (see below) and overall VC has ended the year with a **deficit of £12,176**.

The Charged-for services recorded a **deficit of £19,657**. This follows a significant deficit in the previous year, after which we had hoped that action taken then would remedy the situation going forward, but that has not proved to be the case. We increased care staff pay to make it more competitive, and fee levels were raised to enable the charity to cover its costs, but we have suffered another year of reduced demand for Assist Caring hours. In addition, and this has affected VC too, expenditure on office staff pay was much higher than expected. This was due to staff sickness and the cover that that necessitated, and the cost of having 2 full-time managers in post during what was intended to be the new manager handover period in February/March.

Pay levels have been increased again in April 2025, and we will have further payroll costs in 25/26 due to the changes in National Insurance. As a result, we have taken the difficult decision to raise our fees again. We will continue to build on our Home Help provision, and aim to improve the level of Assist Caring's provision next year. Our care fees are still competitive when compared with those of commercial providers. We will continue to offer our professional, regulated, and reliable caring provision to help meet the community's care needs.

Overall, the Charity funds have decreased by **£31,833** this year. We have been able to reduce the level of earmarked funds in our Redundancy Reserve, required to provide for the costs of statutory redundancy should the charity cease to trade, and there have also been movements between Restricted and Unrestricted funds. These factors mean that the reduction in the charity's free reserves has been lessened, and they now stand at **£87,560**. These reserves can be applied by the Trustees to any of the charity's activities, and this continues to meet our aim of maintaining free reserves to cover a year's activity in all services.

The total reserves of the organisation now stand at **£117,675** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>	<u>23/24</u>
Restricted Funds	£ 0	£ 0	£ 0	£ 1,279
Designated Funds	£ 4,781	£ 25,334	£ 30,115	£ 40,781
Free Reserves	£ 0	£ 87,560	£ 87,560	£107,448
Total Funds	£ 4,781	£112,894	£117,675	£149,508

Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services were still provided to support our most vulnerable clients. We are very grateful for all their hard work.

Assist Teignbridge worked with other local organisations and Dawlish Town Council in the Helping Dawlish initiative, set up during the first lockdown of 2020. This collaboration has continued, and will continue going forward to meet the needs of the community.

There have been challenges dealing with recruitment and staff absences, and with overall charged-for provision remaining almost static, the financial effect has been a further significant reduction in our reserves. But with our new Manager roles in place, and with plans to secure increased grant aid for VC and provision levels for CS, we look forward to the future with renewed confidence.

The Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. We will continue to build on raising our profile in the town, to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

Signed on behalf of the Board of Trustees

Russell Chamberlain

Russell Chamberlain
Chair

June 2025

Assist Teignbridge Manager's Report

On Monday, 8th July 2024, we were honoured to welcome His Majesty's Lord-Lieutenant of Devon to the Manor House for the presentation of the King's Award for Voluntary Service. This prestigious award, announced in the King's 2023 birthday honours list, was eagerly anticipated and celebrated with a special cake and buffet shared by volunteers, trustees, and staff. In the coming year, we look forward to a second ceremony where our volunteers will receive their individual KAVS badges and certificates.

Our Mission at Assist Teignbridge

Assist Teignbridge is committed to providing affordable—and, in some cases, free—support for elderly individuals, those living with dementia, other vulnerable people, and their carers. Our services are designed to promote independence, reduce isolation, and support carers with respite options. These include:

- Practical assistance around the home
- Daytime and overnight respite care for carers
- Personal care services, such as nail trimming
- Companionship and social engagement
- Transport to appointments and community events
- Information, advice, and signposting to relevant resources
- Fundraising to supplement grants, ensuring we can assist as many people as possible
- Volunteer recruitment, training, and promotion

How We Provide Support

Our services are tailored to the needs of each individual, ensuring dignity, independence, and respect. Every service user undergoes a home assessment to receive a personalised care plan. We believe in seeing the individual beyond any disability, involving them in decisions related to their care and daily routines. Many of our services are free, delivered by dedicated volunteers through our Community Support Scheme. Further details on our Volunteer Centre's activities can be found in the Volunteer Centre Report.

Professional Care Services & Staffing Challenges

Our charged-for services—Assist Caring, Assist Home Help, and Assist Nail Trimming—are provided by our trained, paid care staff. Recruitment has been a major focus this year as we rebuild capacity following the departure of long-standing staff. Like many organisations, we faced recruitment challenges, and while not all new staff found care work suited to them, we deeply appreciate our existing team, who stepped up to meet growing demand.

As of March 2025, we have 21 care staff on payroll. Through regular communication and supervision, staff know they have a reliable point of contact for concerns. Two staff meetings were held during the year, one in June 2024 at the Claremont Manor, and the other in February 2025 at the Riverside Centre in the Manor Gardens. We were very grateful to the Claremont for their hospitality in making us so welcome. The meetings aim to foster team cohesion, alongside social events such as this year's Christmas celebration at Passage House Hotel in Kingsteignton.

Training & Regulatory Standards

Staff have accessed training through Social Care TV on the following topics:

*Anxiety, Assessing Needs, Care Planning, Communicating Effectively
Consent, COSHH, Dementia Care, Develop as a Worker, Diversity, Equality and Inclusion,
First Aid Awareness, Food Safety, Health and Safety, Infection Control, Information Governance,
Safe Administration of Medicines, Safeguarding Adults*

As a provider of personal care and nail trimming services, we are registered with the Care Quality Commission (CQC). While inspections were paused during the pandemic, CQC has since introduced a revised assessment model focusing on broader data collection rather than solely on-site inspections. We remain informed through ongoing communication, and no concerns have been raised.

Community Engagement & Helping Dawlish

Helping Dawlish was established in March 2020 as an emergency response to the pandemic, uniting local organisations to support residents. Today, the initiative continues to address challenges such as the cost-of-living crisis, with community groups working together to provide essential assistance.

Signposting remains a key part of our service, ensuring people can access the information and support they need. We are grateful for the opportunity to represent Assist Teignbridge at community meetings and events to promote our services and stay informed.

Governance

We are fortunate to have the guidance of four trustees who bring invaluable knowledge and expertise to Assist Teignbridge. Their advice and support ensure the smooth running of our charity, and I appreciate their trust in my role as manager.

Office Staff

Our small but dedicated office team of four, along with one remote staff member, has worked tirelessly through the year to support service users, volunteers, and care staff. I am continually impressed by their resilience in challenging circumstances and deeply grateful for their efforts.

At the last AGM I announced my retirement, and after an extensive recruitment process, we appointed a new manager. However, with my retirement planned for the end of February, it was unfortunate that the newly recruited manager decided during their probationary period that the role was not the right fit. Following discussions and negotiations, I returned to work as the Registered Manager for two days a week and we were pleased to welcome Dawn Rivers as Charity Manager in March this year. Dawn is working the alternate three days to support the organisation. Her focus includes fundraising, community development, and overseeing the work of the volunteer centre. As we continue through this period of transition, I remain deeply impressed by the resilience and dedication of our staff in navigating the challenges, and I am incredibly grateful for their commitment.

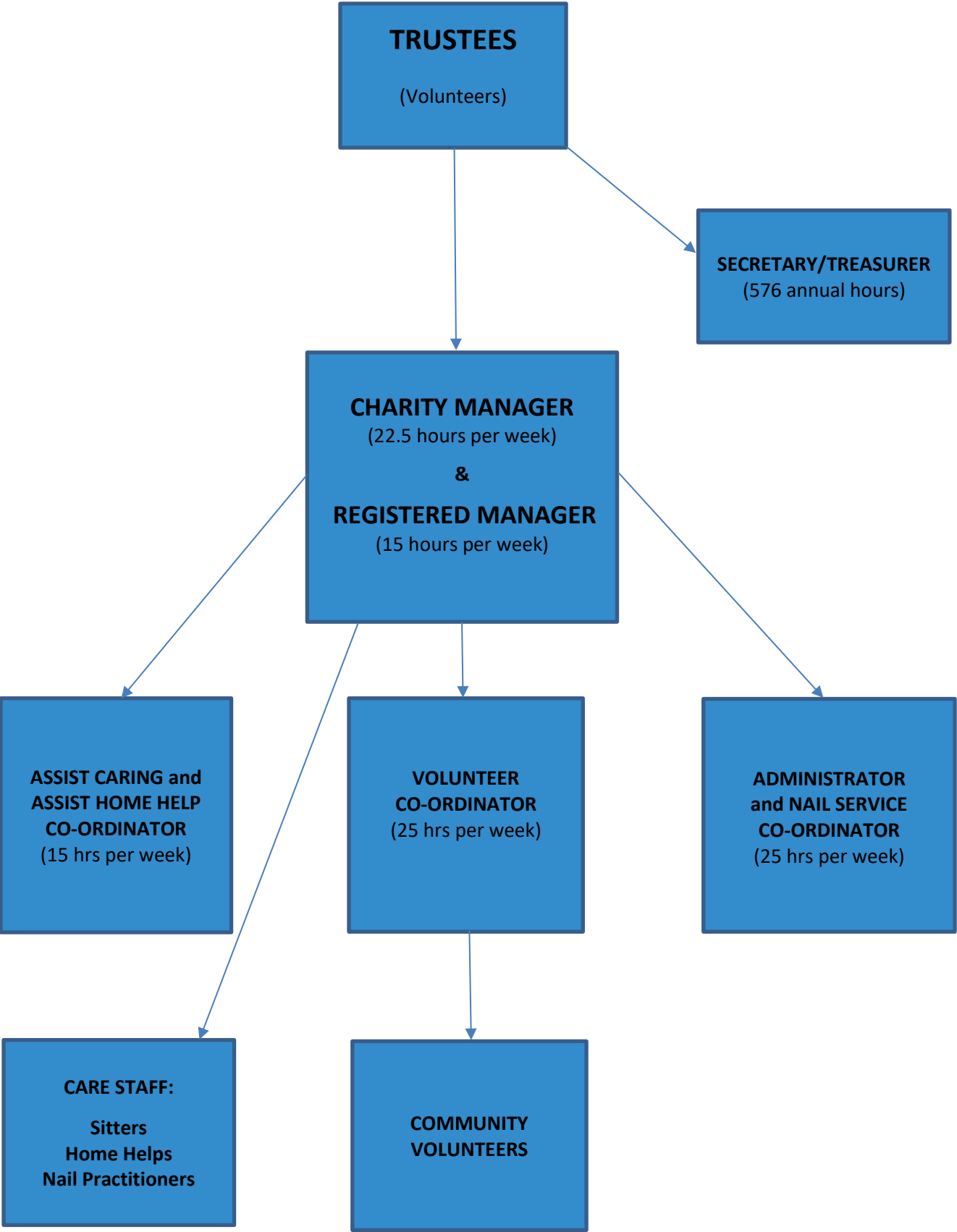
Dawn has quickly become a valued member of our team, and we look forward to building on our strengths as we move forward.

Gratitude & Acknowledgement

I want to express my deepest gratitude to everyone who contributes to Assist Teignbridge. Our staff and volunteers consistently go above and beyond, showing unwavering dedication to supporting those in need within our community. Year after year, I am reminded just how exceptional this team is. Their willingness to go the extra mile truly makes a difference in the lives of those they serve.

Shirley Fewings MBE
Registered Manager

Assist Teignbridge Organisational Structure at 31 March 2025



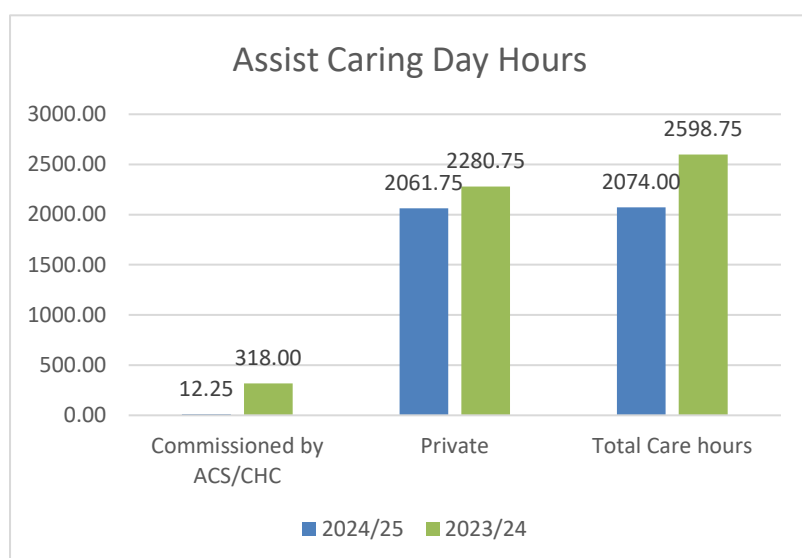
Charged-for services: Assist Caring & Assist Home Help

Our provision

Many people turn to our services due to declining health, increasing challenges in daily life, or taking on a caregiving role. The majority of our service users live alone, often with limited support networks. As families frequently reside outside the Devon area, they deeply value our regular contact with loved ones and our ability to promptly address any concerns.

Accepting help can be difficult, but once a service begins, it becomes clear that receiving support does not mean losing independence. We assist not only individuals but also their families, helping them navigate their caregiving responsibilities. We consider it a privilege to support service users throughout their life's journey, striving to enhance their quality of life.

Financial concerns can sometimes be a barrier to accessing services. To help, we offer a free benefit check through our Assist Volunteer Service, which often leads to an increase in income to cover care costs. Additionally, we continue to build relationships with local personal assistants (PAs), allowing us to signpost alternative support when our services are unavailable.

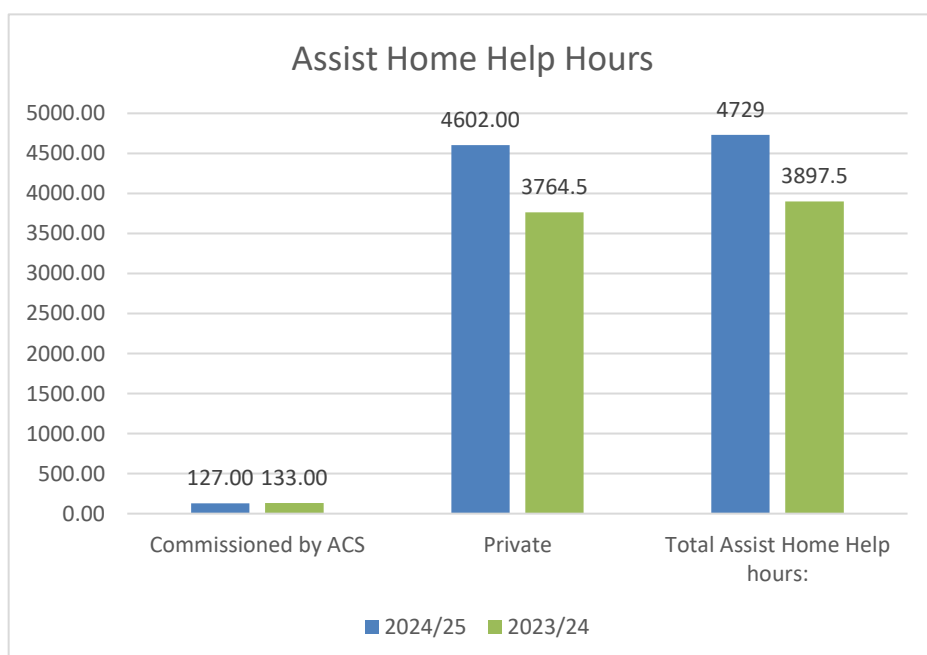


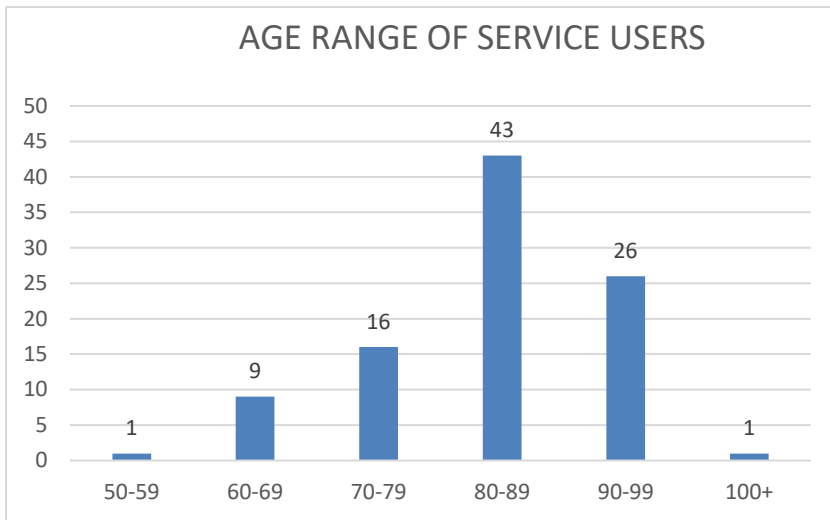
Our role extends beyond immediate care—we can connect people with a wide range of services and support.

This year we have continued to see a decline in our Assist Care provision whilst experiencing an increase in our Assist Home Help service. For Assist Caring, our main provision has been through privately commissioned hours this year with very few commissioned care hours by Adult Social Care (ACS).

The average number of hours of care being delivered each week was **40** compared with **50** in 23/24. We have also continued to see a reduction in night care (waking and sleeping) with only **42** nights provided compared with **48** last year. On a more positive note, we have seen an overall **increase of 21%** with our home help provision.

Taking all care and home help provision hours together, we have provided **7,181 hours**, which is a **4% increase overall**.



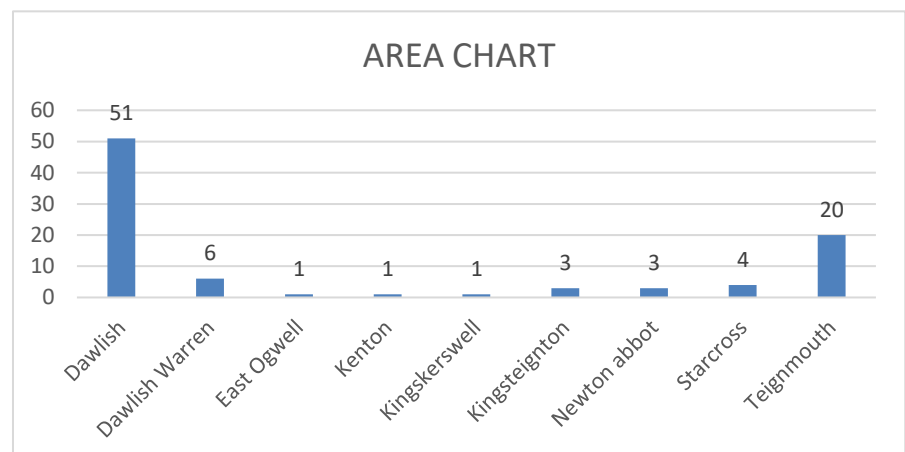


Our oldest client is a remarkable 102 years old, and our youngest is 53. Our longest-standing service user has been with us since 2014.

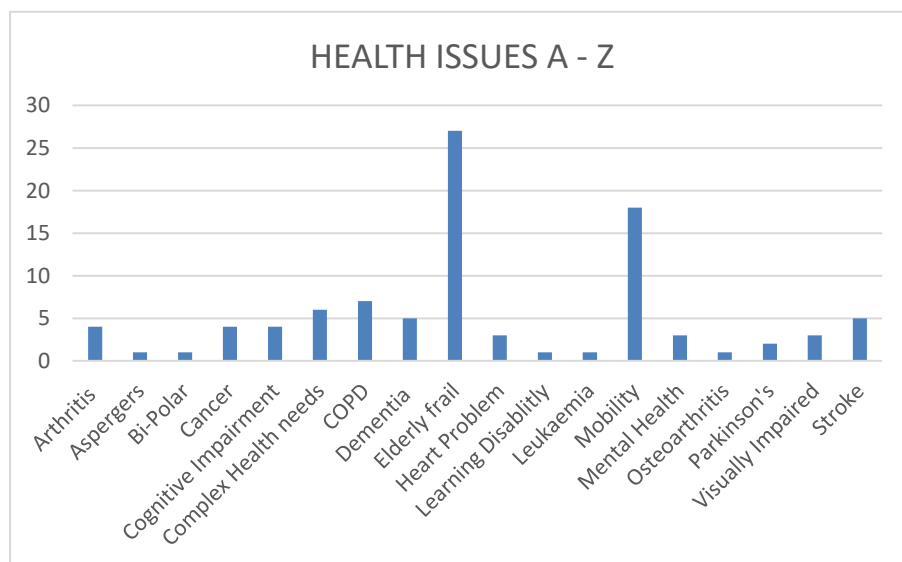
We are honoured to be part of each person's journey, offering services tailored to evolving needs—whether mobility aids, medical intervention, or the reassurance of dedicated staff acting in their best interests.

The majority of our service users live more locally in Dawlish and Teignmouth, as indicated in the **Area Chart**, although we do have service users in more outlying rural areas where we have dedicated staff providing regular support. The majority live alone, but we also support **30 couples**, with **22 identifying as carers for their partners**. We also recognise that some couples care for each other without formally identifying as carers. 13 service users also received the services of our nail trimming service.

We are continually working to expand our reach across the wider Teignbridge area by promoting our services through leaflets and posters in doctors' surgeries and in partnership with other organisations that have access to our target client groups. Our goal is to connect with hidden carers and older individuals who could benefit from our support but may not be aware of the help available to them.



Many of our enquiries come from families who have found us online or heard about us through word of mouth. To further raise awareness, we are always happy to give talks and presentations about our services to local groups, professionals, and community organisations.



Our health chart provides valuable insights into the challenges faced by our service users.

Many experience complex health issues that significantly impact their ability to manage daily tasks, often affecting their mental well-being. While accepting help can be difficult, they soon realise that support preserves independence rather than diminishes it.

Quality Assurance

We strongly encourage all service users and their families to raise any concerns or issues—no matter how small—as early as possible. Addressing matters promptly helps prevent them from progressing into a formal complaint. Open and proactive communication is essential to ensuring that everyone's needs are being met effectively.

As part of our quality assurance processes, we conduct telephone evaluations shortly after services begin. These help us confirm that both the service user and the staff providing support are satisfied with the arrangement. Additionally, we carry out an annual evaluation, which includes the option for service users to submit feedback anonymously to encourage honesty.

Telephone evaluations

Mrs C was really pleased with Assist Teignbridge. Her home helps supports her regularly and she has received the nail trimming service from Assist. She stated XXXX was really kind and hardworking and she felt she was very caring. She was also highly complimentary of the Nail Practitioner, saying she was brilliant when doing her nails as she doesn't like her feet touched and the nail practitioner made her feel at ease. She stated she has recommended our services to others.

Mr M felt we were a unique service and that he was lucky to be in the area that we cover.

Mrs R has been supported since 2017 and she feels she has developed a good relationship with her care worker. She only has a visit for an hour but it was surprising what she can managed to fit in during that hour! She was very complimentary and said that there were no areas she felt we could improve.

Mr L stated he was really happy with the support he receives from his home help and felt they got on like "a house on fire". He also has a nail practitioner from Assist who he has a good relationship with and he enjoys their company. He said we could write in big letters that he was a VERY HAPPY MAN.

Evaluation Forms

This year, we received a total of 30 completed evaluation forms from clients. The results are detailed below:

Please ✓ accordingly.	YES	MOSTLY	NO
Are the office staff polite and friendly?	30		
At the time of the home visit and assessment did you feel listened to and able to ask questions?	29 (1 not completed)		
If applicable , did you feel the cared-for person was encouraged to be involved in the planning of their care?	19 x N/A 11 YES		
Care Staff			
Did staff arrive on time?	28	2	
Did staff behave in a professional manner?	30		
Did you have trust and confidence in the staff?	29		
Did you feel the staff were adequately trained for the tasks they had to undertake?	29	1*	

When evaluation forms are submitted anonymously, it can be challenging to understand the reasoning behind the feedback. However, we actively learn from these responses. For instance, *1 service user stated that a duvet left hanging over the edge of the bed can be a trip hazard so we will include this in our risk assessment. In staff meetings, we will emphasise the importance of punctuality and encourage timely communication regarding any delays.

Above all, we remain committed to ensuring that our staff receive thorough training to meet the needs of service users effectively.

Here are just a few of the many comments we have received from clients on the benefits of receiving our Home Help and Care services:

"I have benefited greatly as the support they give is good, doing things for me which I cannot do now"

"The home help has taken the load of cleaning tasks off my husband as he was already doing all the cooking and laundry. It's nice to know that the kitchen and bathroom has been cleaned to a much higher standard of hygiene than my husband could manage. It has taken a load off his shoulders"

"Helps with tasks that cannot be completed on my own. Also having a friendly conversation which boosts my wellbeing and mood"

"It benefits my peace of mind – my confidences and my outlook on life"

"I feel like a friend has come to help me. Nothing is too much trouble"

"It has been wonderful to be able to go out and fulfil my commitments with having to worry about Philip's welfare. The sitters are all so kind and gentle towards him and also seem to care about me"

"It enables me to have a shower in a safe and supportive environment"

Unsolicited comments received from family members:

"Your team are amazing and have given mum so much joy"

"Shopping with XXXX on a Friday is one of Mum's highlights! She is so kind and good with Mum"

"I wanted to say what a credit XXXX is to your company! She has been a delight to deal with, is really lovely with Peter (and he loves her) and a great help to me to with regards to advice"

As always, I am very grateful to all our care staff for their commitment to our organisation, and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. I am pleased to share below 2 comments that reference this explicitly:

Going above and beyond

"I want to ask you to pass on to XXXX how touched we were by her kindness to YYYY during the recent power cut in the area – she went above and beyond – YYYY was surprised but so grateful that she went out of her way to think of her. It was genuinely such a lovely thing to do and we just wanted her to know we appreciated her for thinking of YYYY"

"I have 3 words to describe my home help; kind, caring and conscientious. She goes above and beyond and I am so grateful".

**Shirley Fewings MBE
Registered Manager**



Charged-for service: Assist Nail Trimming



Assist Nail Trimming service offers a basic nail trimming service for people living in their own homes. Many of the people that use our service are elderly and housebound and no longer able to maintain their own foot care due to many different factors such as mobility issues, access to transport or having a caring role. We know that as flexibility and mobility declines nail trimming can be one of the first aspects of personal care to be neglected, and this can then have a very negative impact on the individual. This is why this service has been so valued by those that use it.

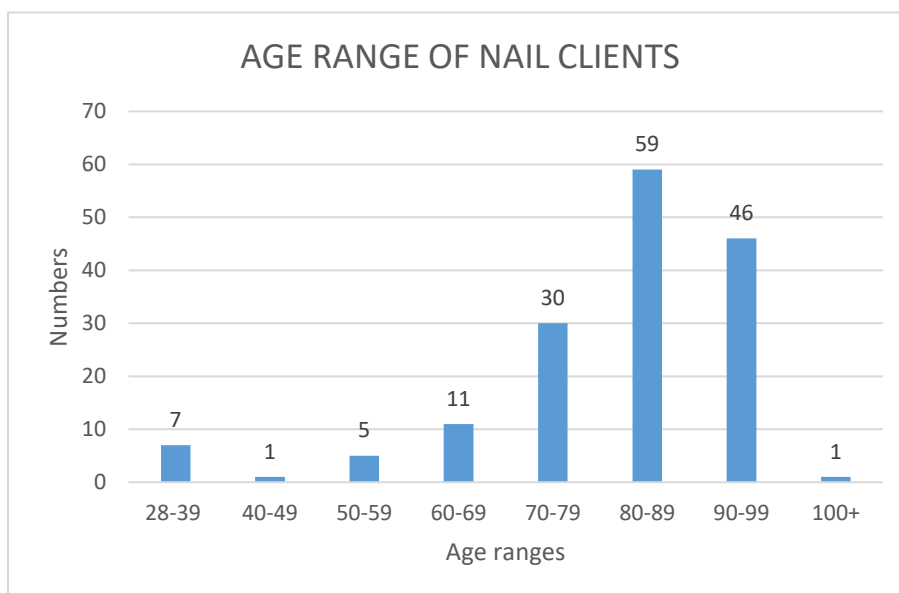
We also provide our service to people who have:

- **Visual Impairment**
- **Learning or physical disability**
- **Cognitive impairment**
- **Chronic breathing problems**

Service users:

Our current database comprises **160** active clients, **105 females** and **55 males**, all living in the Teignbridge area. This number is lower than the previous year; some clients have moved in to residential care, and many have passed away over the year. Whilst this is very sad, we take comfort in knowing that our service has contributed to their wellbeing in the past and helped them maintain independent living.

Feedback has shown that our nail trimming service is not only valued for its practical benefits but also for the companionship it provides. For many housebound individuals, the visit itself is a cherished social interaction, offering warmth and connection beyond the service itself.



Referrals:

We have taken on **41 new clients** in the last 12 months.

The nail service is available to all Teignbridge residents, subject to the completion of a triage sheet to rule out any contra-indications. We cannot provide the service to anyone who has been diagnosed with diabetes. This is due to the effect diabetes can have on circulation, damaging the sensation in the feet and causing serious problems with cuts and sores healing.

Each practitioner holds their own client list and they are responsible for booking appointments with clients directly. With each client they can keep a continuity of care and are able to identify any changes or problems before things deteriorate. There are times when a nail practitioner may not be available for their regular client and in these circumstances, we try to offer an alternative nail practitioner in the short term. We are grateful to the staff who are able to help to cover for holiday and sickness.

Where our Service users live:

Dawlish still remains the highest area for client coverage followed by Teignmouth, Dawlish Warren and Newton Abbot. The remainder of our client base are mostly in the areas surrounding these towns, with some in more outlying areas, see below:

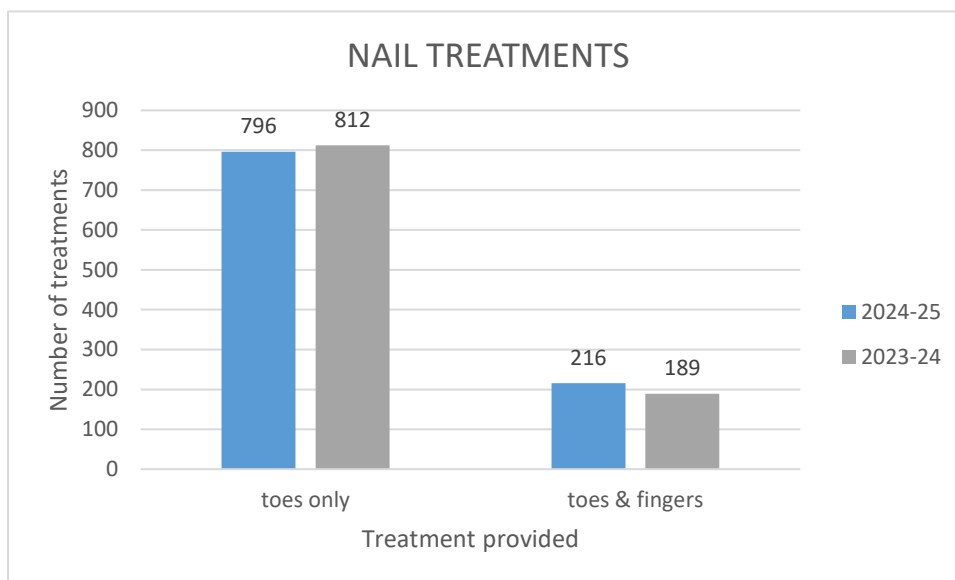
Dawlish	80	Dawlish Warren	10	Starcross	4	Cockwood	1
Teignmouth	29	Bishopsteignton	3	Shaldon	5	Ogwell	2
Newton Abbot	9	Kingsteignton	7	E.Ogwell	1	Ipplepen	2
Bovey Tracey	2	Stokeinteignhead	1	Kingskerswell	1	Chudleigh	3

Referred on to NHS podiatry:

We have made **3** referrals to NHS podiatry within the last 12-month period. These are due to the client needing further treatment that we were unable to provide. This does not always mean they are discharged from our service. For example, we had a client who had some toe nails they could not bear to be touched, which indicated there was an underlying issue. A referral to NHS Podiatry resulted in a telephone consultation and a following home visit where appropriate treatment was provided and the issue resolved. We continue to provide a nail trimming service and they have been discharged from NHS Podiatry services.

Nail Treatments:

A total of **1,012 nail treatments** were provided in the year, an increase of 2% over last year. We provide an average of 19 treatments every week.



We do have clients who reach out for a short-term nail trimming service. This may be because their regular service provider is on holiday, or cannot meet the required date.

For others, they choose to ring in as and when they feel they need a nail trimming service. The majority though prefer to have a regular treatment which can range from between 6 to 8 weeks.

Service Evaluation

We use multiple methods to assess the quality of our nail trimming service, ensuring accessibility for all clients. Recognising that written evaluations may be challenging for some, we greatly appreciate our office volunteer, Nicola, who has reached out to clients for telephone evaluations. However, we also acknowledge that hearing impairments can make phone calls difficult, so we conduct face-to-face evaluations alongside staff observations. Additionally, we receive feedback via email and from families.

This year, we received 18 completed evaluation forms by post. Every client contacted confirmed they fully understood the service costs beforehand and found our office staff polite and friendly. All evaluations highlighted the punctuality, professionalism, and expertise of the nail practitioner. When asked if the service met their expectations, one client remarked it was “even better” than anticipated, while another simply described it as “excellent.” Notably, there were no negative comments about our staff’s professionalism. Some of the comments received include:

"It is wonderful to have one's feet looked after and kept in good condition. The nail practitioner is wonderful and only compliments are necessary"

"The nail practitioner who does my nails is prompt, polite and explains what she is doing, answering any questions I have"

"Excellent service – XXXXXX is always friendly and professional"

Clients seek our service for a variety of reasons, including limited mobility, being housebound, or for one client, having the use of only one hand, making nail trimming difficult! Our home visit service is designed to address these needs, providing an accessible and convenient solution. We also provide a service to a local residential care home for those with mental health and learning difficulties. When staff there were asked what difference it made to their residents the reply was *"all residents will ask, "when will I have my nails done again?" Before they would try and avoid."*

On the negative side, some clients and families felt they shouldn't be charged if the nail practitioner turned up and no one was home, especially if it was as a result of a sudden hospital admission. Charges made are in accordance with our terms and conditions, which are fully explained at the time of accessing our service. If a treatment has been booked and the practitioner attends then a fee is due, as staff have given their time and still need to be paid. But there may be exceptions to the rule in certain circumstances and these are at the discretion of the charity.

We are always grateful to those who take the time to share kind words about our service and we were very pleased to receive the follow comment:

"The nail practitioner has been great. I met her once and she was so lovely with mum. Mum is 95 and lives alone with dementia. The nail practitioner once called me as she visited and was concerned that mum was very sleepy. I feel safe with her going in and that is really important when the person receiving the care is so vulnerable. XXXXX is a star!"

Many of the clients we support are vulnerable, and our staff are fully committed to safeguarding their wellbeing. They understand their responsibility and would never hesitate to raise a concern when necessary. The continuity of our service also allows staff to recognise when something isn't right. Their familiarity with clients means they can identify subtle changes, ensuring concerns are raised promptly so the appropriate support can be provided.

Beyond their professional duties, our staff consistently go the extra mile—whether it's making a cup of tea and sharing a conversation, posting a letter, making a phone call, or reading correspondence. These seemingly small gestures can make a profound difference to someone's mental wellbeing, especially when everyday tasks become difficult to manage.

We have a wonderful team of practitioners. Looking ahead, we now have a new nail practitioner who has completed her training and mentoring, enabling us to have capacity to take on more nail clients. We will be actively promoting our service through a variety of networks, and are very grateful to those who take the time to signpost to our service.

Sophie Airey
Nail Service Co-ordinator

Assist Volunteer Centre & Community Support



The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities. The Centre also provides a more general service to the community with local information and signposting. We are also part of the 'Cost of living' group, and meet regularly to discuss how we can help those who are struggling. We can refer clients to all the food larders in the local area and put forward clients to HITS foodbank in Newton Abbot.

Brokerage

As well as registering Volunteers for our own Community Support work, we also promote volunteering opportunities for other charities and agencies in the locality on Volunteer recruitment websites and Facebook, and by poster display in the volunteer office. We have 16 local charities that we are helping at the moment and monitoring their online requests for volunteers. This number is expected to increase due to the regular meetings taking place with Chloe Myers as Volunteer Development Worker with CVS.

Some charities may struggle at times with using the internet and websites to call out for volunteers. We can post on several websites, and other media sites to help them to increase their volunteer numbers. We monitor these sites and signpost prospective volunteers on to registered charities.

Community Volunteers

People of all ages choose to volunteer; whether they are retired or not, currently in employment, or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable placement. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer. We advertise on several websites and media, but 'word of mouth' seems to be popular and many friends or family members of our volunteers have stepped forward. We have lost several volunteers who have developed illnesses or age-related problems.

We are very fortunate to have a wonderful and active group of volunteers with a wide range of skills and backgrounds with the willingness to make themselves available for the benefit of others. In total, we have had **91** volunteers registered over the year including our trustees who are also volunteers.

Supporting Volunteers

We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to all volunteers to keep them in the loop. This is being developed into a PDF regular newsletter. Regular phone calls or emails to touch base with volunteers has helped with communication.

Celebrating Volunteers

We are very thankful for the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration in the New Year, to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service. This year, our celebration will take place as part of the AGM and will include the presentation of KAVS certificates and badges.

Our Volunteer Services		
Our Befriending service. Face-to-face or by telephone		To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.
Fundraising and events		Our events team work extremely hard on event days to run our stalls and events. This involves from wrapping prizes to helping on the stall on the day. We have also run the refreshment stall during carnival week, when volunteers will make cakes to sell, to raise funds for us.
Dog walking		Walking dogs for those who are not capable of walking the animals themselves. The service is provided as a temporary service if the client is not able to walk their dogs due to illness. It is not a substitute for paid dog walking services.
Enablers		Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.
Outreach Benefits		Helping clients fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers. We also offer a benefit check service to clients who are unsure if they are on the correct benefits, or could claim new ones.
Gardeners		Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those in short term need following illness.



Telephone befriending

Our telephone befriending service was popular during lockdowns when face to face meetings were not taking place. We are hoping to develop this and offer it as a temporary measure, if a face-to-face befriender is not available.

Community Support Scheme

There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities. Volunteers can be placed for just one occasion or on a more regular basis.

Our volunteers gave **4,358 hours** of their time freely in this year to the community. As an estimate of the monetary value, using the National Minimum Wage Rate, these hours represent over **£53,000** of paid support. The majority of these hours were spent befriending, see the pie-chart analysis below.

Objectives of the Community Support Scheme

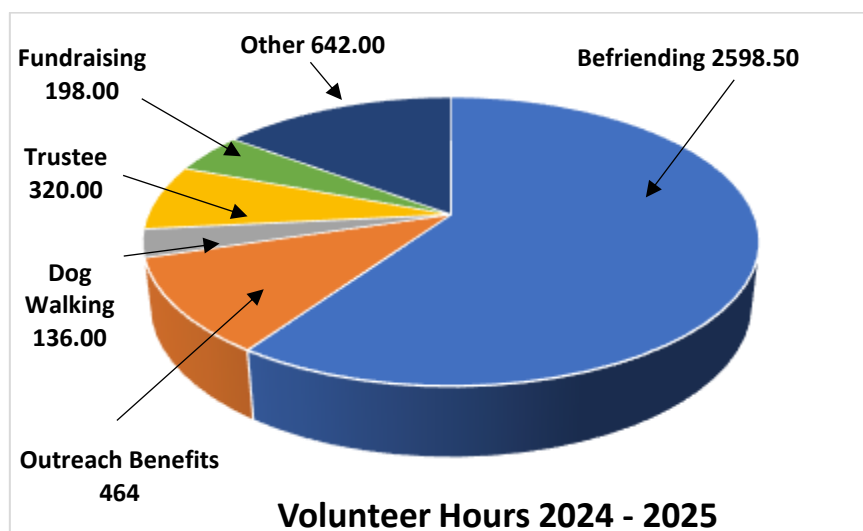
- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

Community Volunteer hours

The chart below analyses how those **4,358 hours** provided this year were spent:



“Other” includes our enabling service, this covers activities such as:

- Helping sort out paperwork;
- Accompanying to a hospital appointment;
- Shopping for the client;
- Helping with a declutter;
- Disposing of rubbish to the tip;
- Contacting another agent for help on behalf of the client;
- Supporting with an activity.

Befriending

Our volunteers enjoy their roles and build up a good strong relationship with their clients.

- Some of our befrienders have more than one client that they visit on a weekly basis.
- Some befrienders support their clients out of the home situation, and will meet in a café. This enables the client to get out and about, and builds up their confidence to go out on their own occasionally.
- We allocated **22** clients to befrienders in this year.

What clients say about their Befrienders:



“I was very down 18 months ago, nobody passes my window, and I am unable to get out. The Social prescriber suggested a befriender to visit me once a week. What a difference it has made to me to have somebody to talk to, we are great friends and sometimes she calls me for an extra chat during the week too”

“My wife passed away and most of her friends were mine too, but stopped visiting me. I was very lonely. I now see my befriender for 2 hours every week. I look forward to the visits and we go out if the weather is nice. I am looking forward to coffee and cake in the sunshine this year”



“My daughter only visits once a month as she lives away. My befriender visits me every weekend. A time when I miss my family the most. She is so cheerful. We have a good giggle and a chat about all sorts It really perks me up!”

Dog Walking

We have two clients who have their dogs walked once a week.



“I pay a dog walker for 5 days a week, but she doesn’t work on Fridays. My dogwalkers come every week to take my pooch for a walk. It helps us both out as I only have a small garden and not able to walk my pooch very far myself”

Gardening

We currently do not have any regular gardening clients, and only 1 gardener who volunteers for us.



Events and activities

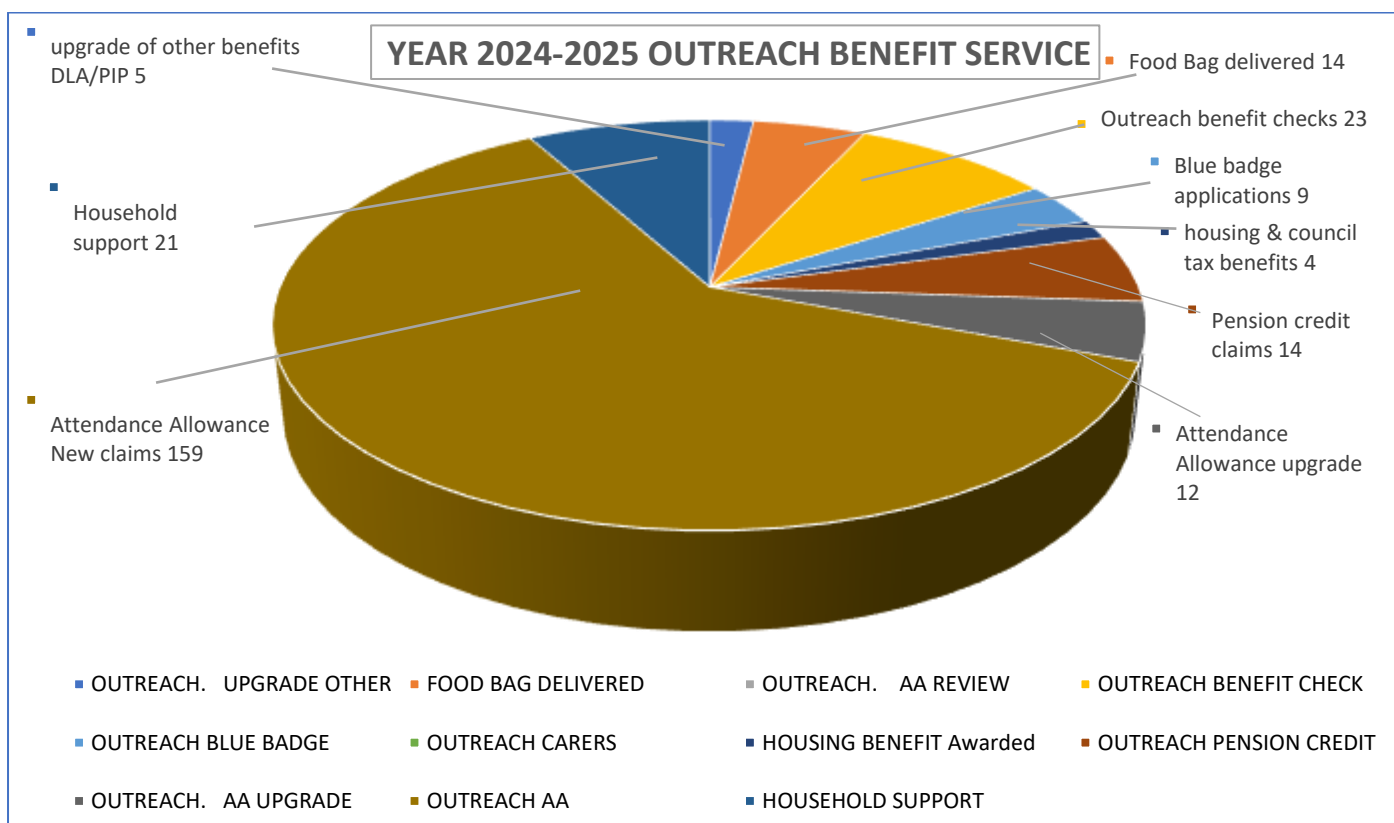


Our Tom-Ball-La stall was up and running for the first time at the Turn the Tide event in June. It proved very popular and the prizes ran out mid-afternoon. Unfortunately, the Christmas Market was cancelled due to bad weather. We did host a Bingo, with thanks to Sue Thompson for facilitating, at The Strand Centre in December. Despite the weather, there was a good number of people who attended. It was great fun when all the mobile phone alarms went off with a 'severe weather warning'. Confusion reigned as they all went off together, despite being switched off at the time!

Outreach Benefit Service

With the introduction of our benefits assessment service, this has reduced time-wasting by applying for benefits that are already being claimed, and given more specific areas to be looked at. Our knowledgeable volunteers have completed **23** benefit checks this year, with many advisory chats in between.

This past year has seen a 9% increase in clients seeking help to claim benefits, mainly due to the continuing struggle of day to day living in the current financial climate. We have had **270 benefits enquiries** this year.



Many people need support to access benefits as the system is confusing and also many of the forms are now on-line. We can advise clients of benefits they may be able to claim, through our benefit check service, then go on to order the forms for them, help fill them in and in some cases post them off. The clients are also advised of any paperwork that would need to be sent with their claim form.

We have a team of 10 highly trained Outreach Benefit Volunteers, plus myself, who go out to clients' houses and help to fill in Benefit forms like Attendance Allowance and Pension Credit. We very much appreciate the time given by our benefits volunteers. It takes approximately 2 hours to complete forms so it is quite a commitment.

Household Support

This includes shopping for those who are not able to shop themselves on a temporary basis, and ordering food bags for **13** clients. We have referred **21** clients to The Household Support scheme, which is run by Teignbridge CVS. The allocation of vouchers for food and other essentials has to be agreed by them, through us.

Monetary Value

We are pleased to advise that a confirmed total of **£445,000** has been claimed in **Attendance Allowance** for clients in the last year, with **13** clients still to receive their results. Other successful applications have been made, for **Carers Allowance, Housing Benefit and Pension Credit**. As each client receives a different amount, we do not log the monetary value. We have also helped clients to fill out applications for a **Blue Badge**.

Unfortunately, due to lack of funding we can no longer help clients with housing or council tax benefits.

What our clients say about our Outreach Benefit service



"I was struggling to pay my bills, and I had never heard of Attendance Allowance. I asked for a benefit check and found out I could also claim Pension Credit and help with my housing costs. The Team are amazing and so clever. I can't thank them enough. It has made a huge difference to me"

"I have managed to purchase a mobility scooter with my money. It has made such a huge difference to my life. I can do my own shopping and go out to meet friends now. The volunteer was very helpful and helped me with my Council Tax Benefit and Attendance Allowance"



"I needed help to get a Blue Badge, but was told to apply online. I don't have a computer; I wouldn't know how to work it if I did. I called in at the office and Chrisi applied for me on her computer. Took my picture too! I got my badge and now I can park nearer to the shops"

Enabling Service comments



"I had just come out of hospital and needed my prescription picked up. I was also provided with a food bag and a shopping voucher so the volunteer could pick some shopping up for me. She was lovely and such a huge help to me"

"I have just been diagnosed with Parkinsons and didn't know which way to turn. I am not of retirement age but was guided to Assist Teignbridge by Mark Jones from The Hub. They have allocated me a befriender, sorted out shopping vouchers for me, are helping me to obtain a bus pass, and helping me sort out all my paperwork. They have been a great support to me"



Community Referrals 2024/2025

The vast majority of referrals are from the individuals themselves, or their friends or family, but referrals from other community sources have increased as our reputation has heightened, with numbers shown in the tables overleaf. We have good relationships with outside agencies and regularly attend meetings to discuss how we can help.

Social Prescriber	75
Assist Teignbridge	49
Churches	1
Coastal Team	5
GP Surgery	1
Hospital Discharge	10
Independent Living	1
Information Days	8

Intermediate care	3
Kingscare	2
Other Agency	11
Reaching for Independence	5
TCVS	2
Teign Housing	7
Volunteering in Health	7

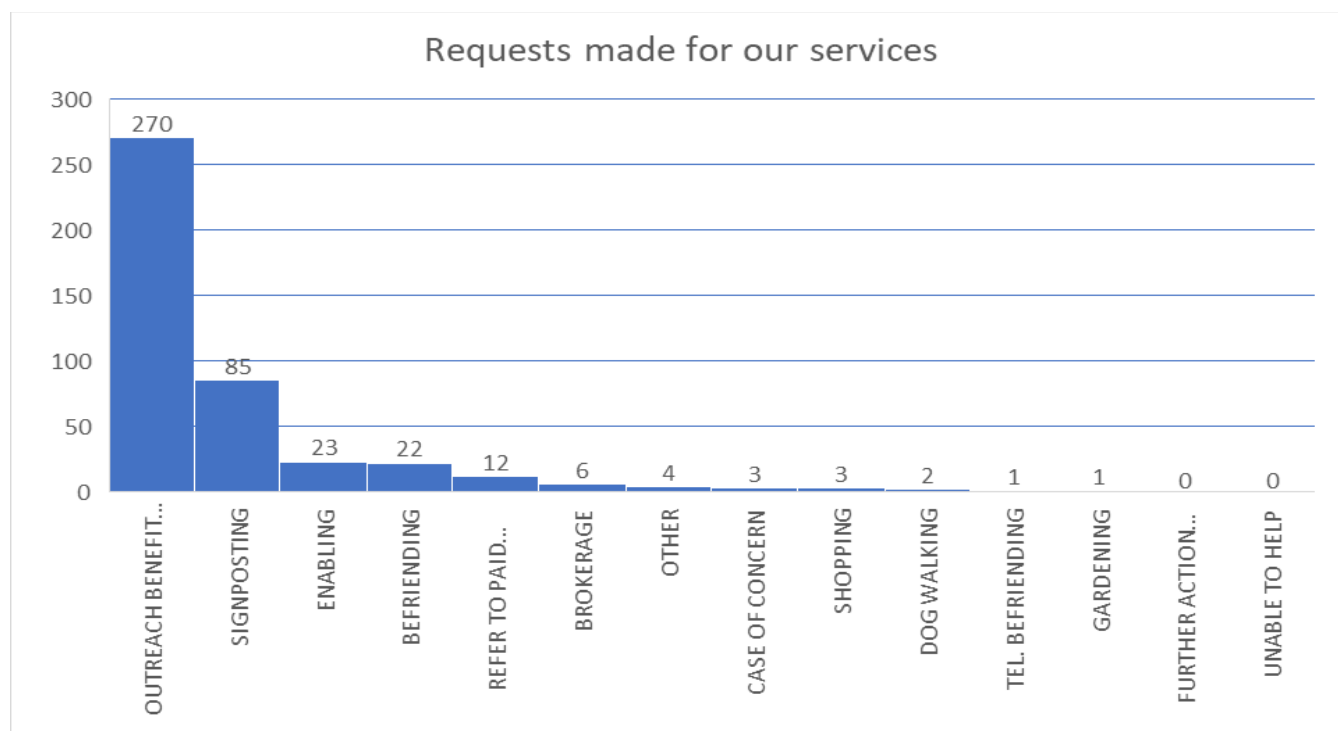
Where our clients live

The table below shows the breakdown of where this year's **432** enquiries came from and the numbers of clients from each location in Teignbridge. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

Bishopsteignton	5	Kingskerswell	2	Bovey Tracey	17
Holcombe	7	Chudleigh	4	Chudleigh Knighton	1
Shaldon	9	Starcross	4	Newton Abbot	23
Dawlish	234	Teignmouth	123	Other	3

Client enquiries

The chart below shows that the vast majority of enquiries is about benefits and the support we can give in accessing entitlements.



General Service for the community – information and signposting

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries from carers, members of the public and other organisations on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year, we have signposted **85** clients to a huge range of organisations and sources of information.

Our clients' eligibility for services

Our clients come from all walks of life and as part of our monitoring and reporting processes we record their eligibility to services.

Living alone with an eligible adult	333
Vulnerable	53
Carer	13
Caring for each other	16
Limited or no informal supported network	17

Success Stories – 1.

A gentleman had been discharged from hospital and we were asked by the hospital discharge team to help with benefit advice. He could not leave the house for several weeks following his hospital stay. The gentleman lives in Bishopsteignton, on a very isolated farm.

The volunteer arranged an appointment to visit, to fill in an Attendance Allowance form, amongst others. It was difficult to find, as his home was obscured from view by trees and there were no farm signs on his gate. They finally found his house and knocked on the door. The gentleman didn't answer, and knowing he was house bound, the volunteer entered the property.

They found him in the kitchen, struggling to breathe, and blue around the mouth. He wasn't near a chair to sit down and was not able to leave the support of the kitchen worktop. The volunteer grabbed a chair and sat him down, and dialled 999. She supported him, waiting for the ambulance to arrive, keeping a check on his wellbeing.

Unfortunately, the ambulance could not find his property either, so the volunteer was relaying directions through the controller to the paramedics. Eventually, the ambulance found the track but could not access it fully, down to the client's house with the ambulance.

Between the volunteer's vehicle and the paramedics, the client made it into the ambulance and was blue lighted with sirens to hospital. He was found to have a 3% oxygen level on admission and was very poorly.

She contacted the next of kin, sorted his dog out and locked the property up for him.

A visit that should have taken an hour to an hour and a half took over 3 hours. But the client survived, and the volunteer called back at a later date to find him looking very well and eventually filled his forms in.

Success Stories – 2.

A gentleman in his early 50s was in a desperate situation. He was living in a holiday chalet, with a broken freezer and just a fan heater to keep warm. The accommodation was damp and mould was growing on the walls. The accommodation was not at all suitable for him, it was cramped, and he described it as 'his prison cell'. He had just been diagnosed with Parkinsons disease, and his landlord was less than sympathetic about his plight.

We contacted The Household Support Team, and they purchased a new fridge freezer, arranged delivery and took the old one away. They also purchased an oil-filled radiator so he could heat his chalet constantly day and night. We allocated a befriender to him, and he gets on very well with them and an enabler to support him with his paperwork sorting and form filling. We also signposted him to alternative accommodation more suited to his needs.

A final word about Volunteers ...

The extensive support we provide in the community just could not happen without our wonderful volunteers. They are informed of all our policies during induction, and have a copy of them in their induction file to refer back to when needed. We provide ongoing support and supervision, but the magic that happens in the community is down to them.

Feedback comments from our volunteers show that:

- ❖ They are aware of all contact numbers and liaise with their clients about other sources of support as necessary;
- ❖ They feel that we are approachable and will deal with any concerns immediately;
- ❖ They feel supported in their volunteer rôles and often pop into the office for a chat; and
- ❖ They enjoy their volunteering and supporting the community.

We are so grateful for all their time, and for their support with the Charity's fundraising events. They always respond to our appeals for help, whether it be wrapping up prizes, baking cakes, or helping on the day. We have a fabulous team of volunteers, but there is always room for more!



Chrisi Marshall
Volunteer Coordinator

ASSIST TEIGNBRIDGE

(Registered Charity No. 1154936)

REPORT & ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

	<u>Pages</u>
Report of the Independent Examiner	1
Statement of Financial Activities	2
Balance Sheet	3
Notes to the Accounts	4 – 7

The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS

Independent Examiner's Report to the Trustees of :-

ASSIST TEIGNBRIDGE

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed

G Adams

Date

11th June 2025

Mr Garry Adams ACIB (Ret'd)

Cranbrook,
Ash Court,
Crediton
EX17 2JZ

ASSIST TEIGNBRIDGE

Statement of Financial Activities for the year ended 31 March 2025

		VC Funds		CS Funds		TOTAL FUNDS	
Note		Restricted	Unrestricted	Restricted	Unrestricted	2025	2024
		£	£	£	£	£	£
Income & Endowment from:							
Donations & legacies	3	13640	7264	0	3880	24784	26522
Charitable activities	4	0	274	0	178628	178902	149819
Other trading activities	5	0	3266	0	0	3266	3658
Investments - bank interest		0	502	0	4712	5214	5445
TOTAL INCOME:		13640	11306	0	187220	212166	185444
Expenditure on:							
Raising funds		0	69	0	0	69	41
Charitable activities	6	13640	23413	0	206877	243930	213996
TOTAL EXPENDITURE:		13640	23482	0	206877	243999	214037
NET INCOME/(EXPENDITURE):		0	-12,176	0	-19,657	-31,833	-28593
Transfers between funds:		0	3112	-1279	-1833	0	0
NET MOVEMENT IN FUNDS:		0	-9,064	-1,279	-21,490	-31,833	-28593
<u>Reconciliation of funds:</u>							
Total funds brought forward:		0	13,845	1,279	134,384	149,508	178101
Net movement in funds:		0	-9064	-1279	-21490	-31,833	-28593
Total funds carried forward:		0	4,781	0	112,894	117,675	149508

ASSIST TEIGNBRIDGE

Balance Sheet at 31 March 2025

		VC Funds		CS Funds		TOTAL FUNDS	
		2025	2024	2025	2024	2025	2024
		£	£	£	£	£	£
Current assets:							
Debtors	10	794	977	12951	9556	13745	10533
Investments (bank deposits)	11	7300	13725	92700	116275	100000	130000
Cash at bank & in hand	11	-2609	-686	26173	30892	23564	30206
TOTAL CURRENT ASSETS		5485	14016	131824	156723	137309	170739
Current Liabilities:							
Creditors (due within 1yr)	12	-704	-171	-18930	-21060	-19634	-21231
NET CURRENT ASSETS		4781	13845	112894	135663	117675	149508
TOTAL NET ASSETS	£	4,781	13,845	112,894	135,663	117,675	149,508
The funds of the charity:							
Restricted funds	9.1	0	0	0	1279	0	1279
Unrestricted funds:	9.2						
Designated funds	9.3	4781	7116	25334	33665	30115	40781
General reserves		0	6729	87560	100719	87560	107448
TOTAL CHARITY FUNDS	£	4,781	13,845	112,894	135,663	117,675	149,508

These accounts were approved by the Trustees at the Management Committee meeting held on 11 June 2025.

Signed: *Russell Chamberlain*

Russell Chamberlain (Chairman of Trustees)

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2025

1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention.

They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

3 DONATIONS & LEGACIES

2025: £24,784 (2024: £26,522)

3.1 **Restricted Funds:** **2025: £13,640** (2024: £16,211)

For VC

Devon County Council - Social Services
 Dawlish Town Council
 Teignbridge Community Lottery
 Rotary Club of Dawlish Water
 Grants from Councillors
 New Park Community Association
 Bank of England Community Fund
 Teignbridge CVS Cost of Living grant

2025	2024
£	£
6924	6924
3296	5000
2500	2500
500	500
420	0
0	637
0	500
0	150
13640	16211

Total VC:

All the restricted funds have been spent in full during the year.

3.2 **Unrestricted Funds:** **2025: £11,144** (2024: £10,311)

	VC		CS	
	2025	2024	2025	2024
	£	£	£	£
General Donations including Gift Aid	5939	5085	0	1
HMRC - Employment Allowance	1120	992	3880	4008
Membership fees	205	225	0	0
	7264	6302	3880	4009

Donations for VC include **£1,570** from a client for enabling services, over **£2,000** from benefits clients grateful for their volunteer support, and gift aid of **£491** (2024: £357).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2025 (cont'd)

4 INCOME FROM CHARITABLE ACTIVITIES **2025: £178,902** (2024: £149,819)

All unrestricted funds, analysed by Department:

Income from charged-for services (see note 7.1)
Client & charity expenses re-imbursed

VC	
2025	2024
£	£
0	0
274	293
274	293

CS	
2025	2024
£	£
177556	148734
1072	792
178628	149526

5 INCOME FROM OTHER TRADING ACTIVITIES **2025: £3,266** (2024: £3,658)

This **Unrestricted Fund** income is from fund-raising activities, including a stall at the Lawn fête, sales of quiz sheets, and a bingo evening. We also have **£996** from ticket sales for the Teignbridge Community Lottery, and **£1,735** from our association with the Co-op.

6 EXPENDITURE ON CHARITABLE ACTIVITIES **2025: £243,930** (2024: £213,996)

For **VC**, Restricted Funds totalling **£13,640** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Department:

6.1 **Direct costs:** **£151,939** (2024: £133,907)

Office staff pay & expenses
Care staff pay (see note 7.2)
Care staff expenses (see note 7.2)
Spent for clients and charities (re-imbursed)
Training costs
Volunteer expenses
Consumables

VC	
2025	2024
£	£
19194	16732
0	0
0	0
274	293
249	26
843	132
0	0
20560	17183

CS	
2025	2024
£	£
11626	11637
110614	98205
5155	5101
1072	792
2354	369
0	0
558	620
131379	116724

6.2 **Support costs:** **£91,991** (2024: £80,089)

Rent, insurance & registration fees
Staff salaries
Governance costs (see note 6.3)
Office running costs

VC	
2025	2024
£	£
2348	2304
10047	8643
1731	1559
2367	2281
16493	14787

CS	
2025	2024
£	£
8226	8088
60055	51283
1923	1725
5294	4206
75498	65302

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2025 (cont'd)

- 6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£240** (2024: £240) split equally between the Funds.

No Trustee has received any payment other than re-imbursement of expenses incurred (2024: Nil) and there have been no related party transactions.

7 CHARGED-FOR SERVICES ANALYSIS

7.1 **Income:**

Analysis by Service:

Sitting & Home Care service
Nail Trimming service
Home Help service
Assessment fees

Total 2025 £	Total 2024 £
55387	59502
22489	22020
98820	67052
860	160
177556	148734

7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service
Nail Trimming service
Home Help service

Total 2025 £	Total 2024 £
34897	40614
13877	13429
66995	49263
115769	103306

8 STAFFING

Analysis by Department:

Gross Taxable Pay
National Insurance costs
Pension costs

VC	
2025 £	2024 £
28111	24513
1929	1612
542	468
30582	26593

CS	
2025 £	2024 £
175216	155227
6621	5548
2001	1754
183838	162529

Head count at 31 March:

		2025	2024
Office staff:	Full-time	0	1
	Part-time	6	4
Care staff:	Part-time	21	15

2 members of care staff work exclusively for the Home Help service, 1 for the Sitting & Home Care service, and 1 for the Nails service. The other 17 members of care staff work for more than one service, and 3 of them are trained nail practitioners. Two of the office staff are also trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2024: none).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2025 (cont'd)

9 CHARITY FUNDS

9.1 **Restricted Funds** have been given to the charity for a specific purpose.

	b/f	new	spent	transfer	c/f
DCC Recruitment & Workforce Resilience	1279	0	0	-1279	0
Restricted Funds - CS	1,279	0	0	-1279	£0
All grants & restricted income	0	13640	-13640	0	0
Restricted Funds - VC	0	13640	-13640	0	£0

9.2 **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes. When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

9.3 The Trustees **have designated £30,115 (2024: £40,781)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

10 DEBTORS

2025: £13,745 (2024: £10,533)

Analysis by Department:

Amounts due for charged-for services
Bank interest receivable
Gift Aid due from HMRC
Other debtors & prepayments

VC		CS	
2025	2024	2025	2024
£	£	£	£
0	0	11693	6728
181	490	1242	2731
479	333	0	0
134	154	16	97
794	977	12951	9556

11 BANK & CASH

Investments are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

Cash at bank & in hand comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£355** petty cash (2024: £140) and **£542** in postage stamps (2024: £1,478).

12 CREDITORS

2025: £19,634 (2024: £21,231)

Analysis by Department:

Payroll deductions (HMRC & NEST)
Accrued holiday pay
Owed to staff
Other creditors & accruals
Advance payment received

VC		CS	
2025	2024	2025	2024
£	£	£	£
0	0	2008	2225
149	0	4150	6556
295	0	660	108
237	171	135	171
0	0	12000	12000
681	171	18953	21060

THANKS AND ACKNOWLEDGEMENTS

At Assist Teignbridge, we are deeply grateful for the incredible support we receive throughout the year from individuals and organisations alike. There are far too many to name individually, but please know that *every* contribution—big or small—helps us make a real and lasting difference in our local community.

We'd like to offer a special thank you to our wonderful care staff and tireless community volunteers. Your compassion and dedication ensure that vulnerable people receive the support they need year-round. We truly couldn't do it without you.

GRANTS AND FINANCIAL SUPPORT

We are incredibly thankful to the following for their generous financial support:

- Devon County Council
- Dawlish Town Council
- Teignbridge Community Lottery Community Fund
- Rotary Club of Dawlish Water
- Co-op Good Causes Fund
- Individual Councillor Grants
- The Cosens Institute

FUNDRAISING AND EVENTS

We've had the pleasure of taking part in some fantastic events and initiatives this year, including:

- *Turn the Tide* event
- Sale of our Christmas Quiz Sheets
- Teignbridge Community Lottery tickets
- Christmas Tree Festival at St Gregory's
- Christmas Bingo—facilitated by Sue Thompson from the Sunflower Bunch, hosted at the Strand Centre

A big thank-you to all the volunteers who helped prepare for and run the events. We had the honour of visiting Westcliff School to speak about our charity and the King's Award, and we had representation at the Co-op Good Causes *Let's Celebrate* event at Trago Mills. We were also proud to be represented at the *Laying of the Memorial Wreath* in Dawlish.

ONGOING WORK AND PARTNERSHIPS

Our work would not be possible without the guidance and collaboration of many partner organisations. We are particularly grateful to The Helping Dawlish collaboration, The Teignbridge Cost of Living Network events and the NHS Coastal Engagement Group, to name a few. We also thank all who support us through donations, raffle and draw prizes — with special thanks to IKEA — and everyone who supports us behind the scenes.

A FINAL WORD OF THANKS

To our trustees, our office staff, and the Members of Assist Teignbridge:
thank you for your continued support and belief in our mission.



THANK YOU ALL



Accounts

ANNUAL REPORT



2023 - 2024



Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2024. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

CHAIR'S FOREWORD

This past year has again been a difficult one and both parts of the business have faced challenges. It is of little comfort that the challenges we have faced have been similar to those experienced by other comparable organisations within the voluntary sector. Fortunately, for reasons outlined in the Trustees' Report, I believe we can look towards the coming year now with some confidence. I am therefore optimistic about a steady improvement.

With the Volunteer Centre, the charity has continued to receive grant support from Devon County and Dawlish Town Councils, for which we are very grateful. We have also been fortunate to receive funding from a number of other sources. However, despite efforts from staff and volunteers to raise funds, as expenditure has also risen, this side of the business has again faced a deficit.

With regard to our Charged-for services, we continued to experience problems in recruiting staff in a difficult market, which reduced our capacity to provide services. Lower provision, and keeping most of our fees at the previous year's level in recognition of the cost-of-living crisis, resulted in a significant deficit this year. We have had to raise fees in April 2024 so that our costs are better covered going forward. Staff pay has also been increased, and I am pleased to report that recruitment has recently become easier.

Despite the difficulties, I am delighted to say that our staff have continued to respond with both fortitude and good humour. The Trustees are very grateful for the dedication they have shown in maintaining the high standards that we have come to expect. All those concerned can, therefore, be justifiably proud of what they have achieved during this difficult period.

I am very pleased to report once again that our overall financial situation remains sound, with our reserves more than covering our ongoing needs. While the Volunteer Centre shows a deficit, it is nevertheless hoped that opportunities will open up for more fund-raising initiatives, enabling us to build on the high profile and good name we have within the community.

During the year, we were very sorry to lose two of our trustees. **John Petherick** and **Sue Hill**, who retired at the last AGM. They had served for 11 and 12 years respectively. We thank them both for their years of service and support and wish them well for the future. In November 2023 we were very pleased to co-opt **Ben Thompson**. As required by the constitution, he will retire at the AGM and then be eligible for election.

As regards care staff, we welcomed two new ones this year but also had to say goodbye to three. **Sarah Curran** and **Sally Fraser** had 7 years of service each. We wish Sarah well with her gardening business and Sally a long and happy retirement. Changing circumstances also meant we said goodbye to **Kim Rysdale**, whom we thank for her service.

I also wish to express my warm thanks to my fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and, not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

What has been particularly significant for us during the year, and announced in November 2023, was the news that Assist Teignbridge had been awarded the **King's Award for Voluntary Service**. This is a

magnificent achievement for which all volunteers, and the staff who support them, can be justifiably proud. The award ceremony, conducted by the Lord-Lieutenant of Devon, will take place in July 2024.

We will face new challenges and, no doubt, a heavy workload in the year ahead. I am sure that, as in the past, we will be able to demonstrate flexibility in the way these challenges are tackled and that we will continue to do so with good humour, enthusiasm and commitment.

While we rely very heavily on the commitment and professionalism of our staff, there is still much we could not do without the valuable assistance of our volunteers. I am therefore very pleased to report that this year we are combining our Annual Reception with that of the presentation of the King's Award for Voluntary Service. We see this as a suitable opportunity to recognise those volunteers who have provided outstanding service, which includes the presentation of certificates.

In commending this report to you, I would just like to emphasise that, despite the challenges the charity has faced, and as the Trustees' Report highlights, there have been considerable achievements. As in previous years, Assist Teignbridge has continued to engage in a wide range of activities for the benefit of local people. We are very proud of the assistance given to the community through the Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services.

Robin Buchanan, Chair

OBJECTIVES & ACTIVITIES

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

Free services:

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

Charged-for services:

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good". The CQC's routine inspection programme was suspended in March 2020 due to the pandemic. They have now developed a new regulatory model based on a single assessment framework, with reduced emphasis on site inspections. During the year, the CQC has not had any cause for concern.

ACHIEVEMENTS & PERFORMANCE

In November 2023, it was announced that Assist Teignbridge had been awarded the **King's Award for Voluntary Service**. This is an outstanding achievement, in recognition of the wonderful work undertaken by our volunteers in the community. The award ceremony will take place in 2024.

We are also very proud of the charity's performance this year:

- Over **4,300 recorded hours of volunteering** by our Community Volunteers;
- Over **3,000 hours** support provided for carers and individuals by our trained sitting staff;
- Almost **4,000 hours** of practical help provided by our home helps;
- Over **1,000 nail treatments** provided by our qualified nail practitioners.

Our Volunteer support hours are at a similar level to last year's, but our charged-for provision has seen reductions in levels of provision for all services. Assist Caring day hours and nights are down **13%**, and Home Help provision is down **20%**. This is due mainly to the loss of long-standing care staff at the end of the previous year, significantly reducing our capacity, and ongoing problems we have faced in recruiting replacement staff. The Nails service also experienced a fall, of **13%** from last year's total, although we continue to support 200 individuals with regular nail trimming. Throughout the year we were not able to access NHS Podiatry training to increase our team of practitioners, but training will be available in 2024.

Despite these challenges we have still achieved a great deal this year and we are very grateful to all our care staff and volunteers for their commitment and dedication in supporting their clients.

We employ care workers to provide our charged-for services and ensure they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2023/2024 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee, however Dawlish Town Council nominated Cllr. Lisa Mayne as its representative this year. Trustees serving during the year and since the year end were:

Robin Buchanan (Chair)

David Pinnell

Russell Chamberlain (retires by rotation)

Anne-Marie Henderson (retires by rotation)

Ben Thompson (appointed by the Trustees in the year, retires at the AGM)

Sue Hill & John Petherick retired at the last AGM.

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager.

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils, and have received several smaller grants alongside funding from Teignbridge Community Lottery. Although the levels of donations and fund-raising income have increased, expenditure has too, and overall VC has ended the year with a **deficit of £5,023.**

The Charged-for services recorded a **deficit of £23,570.** This is due primarily to the difficulties encountered in recruiting staff, leading to the reduction in provision suffered by all the services. A further factor was that hourly fees were kept at their 2022 levels, causing margins to be even more stretched when all costs, but in particular staff pay, rose significantly. Whilst our level of reserves means that we can absorb this current loss, we cannot allow this to continue. Steps have now been taken to remedy the situation going forward; care staff pay has been increased to make it more competitive, and fee levels have risen to enable the charity to cover its costs.

Overall, the Charity funds have decreased by **£28,593** this year. We have had to increase the level of earmarked funds in our Redundancy Reserve, required to provide for the costs of statutory redundancy should the charity cease to trade, and there have also been movements between Restricted and Unrestricted funds. Overall, the charity's free reserves now total **£107,448** and these can be applied by the Trustees to any of the charity's activities. This continues to meet our aim of maintaining reserves to cover a year's activity in all services.

The total reserves of the organisation now stand at **£149,508** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>	<u>22/23</u>
Restricted Funds	£ 0	£ 1,279	£ 1,279	£ 5,674
Designated Funds	£ 7,116	£ 33,665	£ 40,781	£ 34,935
Free Reserves	£ 6,729	£100,719	£107,448	£137,492
	-----	-----	-----	-----
Total Funds	£13,845	£135,663	£149,508	£178,101
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Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services could still be provided to support our most vulnerable clients. We are very grateful for all their hard work.

It has been challenging to operate with a reduced workforce, and the financial effect has been a significant reduction in our reserves. But actions have now been taken to remedy the situation and we look forward with renewed confidence.

Assist Teignbridge worked with other local organisations and Dawlish Town Council in the Helping Dawlish initiative, set up during the first lockdown of 2020. This collaboration has continued, and will continue going forward to meet the needs of the community.

For 2024/25, the Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. We will continue to build on raising our profile in the town, to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

Signed on behalf of the Board of Trustees

Robin Buchanan

Robin Buchanan
Chair

June 2024

Assist Teignbridge Manager's Report

As much as there have been challenges during the year there have also been celebrations, one being the announcement in November that Assist Teignbridge had been awarded The King's Award for Voluntary Service! This is a fantastic achievement that recognises the work of our Voluntary Service; it is like an MBE for voluntary organisations. We look forward to the presentation of the Award in 2024 when we can celebrate together with our wonderful volunteers.

Our aim at **Assist Teignbridge** is to provide affordable (and some free) support at home to the elderly, those living with dementia, other vulnerable people, and their carers. This is achieved by providing a range of support to include:

- Practical help around the home
- Giving carers a break – during the day and overnight
- Providing some personal care services, including nail trimming
- Providing companionship
- Helping people get to and from appointments and social meetings
- Providing information and advice
- Raising funds to supplement the grants we receive, to enable us to help as many people as possible
- Promoting volunteering, and recruiting and training volunteers

How we do it:

All our services are designed to support independent living, reduce isolation and where appropriate, give the carer a break from their role. We provide a personal service whilst promoting independence, which is essential for maintaining the dignity and wellbeing of the individual involved. Whether it is befriending, or care and home help services, all service users are assessed in their own home to ensure they receive a personalised service to meet their needs. It is important to see the individual and not just the disability and to respect their preferences, involving them in the decisions related to their care and daily routines.

As we now learn to live with Covid, our priority, as always, is to protect the vulnerable and ensure we continue to provide a safe service. We follow the latest government guidelines and the continued use of PPE, where appropriate. Limited supplies of PPE have still been available through the Department of Health and Social Care scheme which provided free Covid PPE to health and care providers throughout the pandemic, although this will be phased out in 2024.

Many of our services are free, provided by volunteers through our Community Support Scheme. Full details of the work of our Volunteer Centre and that scheme can be found in the **Volunteer Centre Report**.

Our Charged-for services - Assist Caring, Assist Home Help & Assist Nail Trimming Services - are delivered by our fully trained, paid care staff team. We have been very focussed this year on recruitment, as we try to rebuild capacity following the loss of long-standing staff. We recognised we were not the only organisation facing recruitment challenges so we tried to look at ways to attract people into care work. It is unfortunate that, despite a thorough induction process, some potential staff found care work was not for them and were not retained. As regrettable as this is, we remain extremely appreciative of the existing staff who responded to our calls for help and took on more hours so we could try and meet a growing demand.

Our Care Staff Team:

At the end of March we had **15 care staff** on the payroll; since then 3 more have commenced work, and another is waiting to complete her practical Nail Practitioner training, having successfully completed the theory training. But during the year we sadly said goodbye to three more staff, two of them being long-

standing members of the team. One moved to other paid work, one retired, and the other left to devote more time to her gardening business. We wish them all well for the future.

Through our supervision processes we have established that the staff feel supported in their role, which is crucial as working on their own, without colleagues, can lead to feelings of loneliness and isolation. Regular communication is imperative. Staff know they have a contact they can reach out to at any time, and that any matters raised will be dealt with promptly. We aim to facilitate face-to-face staff meetings twice yearly so new staff can meet existing staff and names can be put to faces. Staff are invited to help set the agenda with the knowledge that we focus on what is important to them and the issues they are facing. Aside from meetings, we also try to arrange one or two social events over the year. This year the staff enjoyed a Christmas celebration at the Cockhaven Arms in Bishopsteignton.

Training:

We were pleased to be given free access to Devon County Council's **Grey Matters** learning during the year and as a consequence staff have had access to training through both Grey Matters and Social Care TV learning. During the course of the year training has been accessed on the following topics:

<i>Information Governance</i>	<i>Dementia Care</i>	<i>Health and Safety</i>	<i>Consent</i>
<i>Food Hygiene</i>	<i>Pain Management</i>	<i>First Aid Awareness</i>	<i>Risk Assessment</i>
<i>Safeguarding Adults</i>	<i>Mental Capacity Act</i>	<i>Safe Administration of Medication</i>	

I was also very fortunate to be given the opportunity to attend a *Virtual Dementia Tour* through the Health and Social Care Skills Accelerator Programme, which is part-funded by the European Social Fund (ESF). HSSAP aims to provide opportunities and pathways for individuals who are considering a career in the health and social care sector. The *Virtual Dementia Tour* is a simulation experience to see what it is like to have dementia and to understand how dementia changes not just memory but also thinking and behaviour.

Care Quality Commission (CQC):

Personal care, and providing nail trimming in people's homes, constitute regulated activities that require us to be registered with the CQC. In the past we have been inspected, the last inspection being in 2018. Inspections were paused during the Covid years, and following that, in response to the changes in Health and Social Care, CQC developed a new regulatory model based on a single assessment framework.

The new framework started being implemented during 2023 and continues to evolve. They now have increased flexibility as to how often they assess a service and they will make much more use of information, including gathering people's experiences of services, to support their judgements. On-site inspections will no longer be their primary way to collect evidence. It is through other pathways or information received that an assessment can be triggered. We receive regular communication to keep us informed and no concerns have been raised over the year.

Helping Dawlish:

Helping Dawlish was formed in March 2020 as an initial emergency response during the Pandemic. It brought several local organisations together to help local people to cope and to support each other. It has continued to operate, now focusing on the cost-of-living crisis. Organisations within Helping Dawlish carry out their own activities in the community but also work together to support other community initiatives.

It is important we continue to network with other organisations in the community of Teignbridge so we can signpost people appropriately to the information and support they seek. Signposting is a big part of our service and I'm grateful for the opportunity for representatives of Assist Teignbridge to attend the many meetings and events to promote services and to be kept up to date on the activities available.

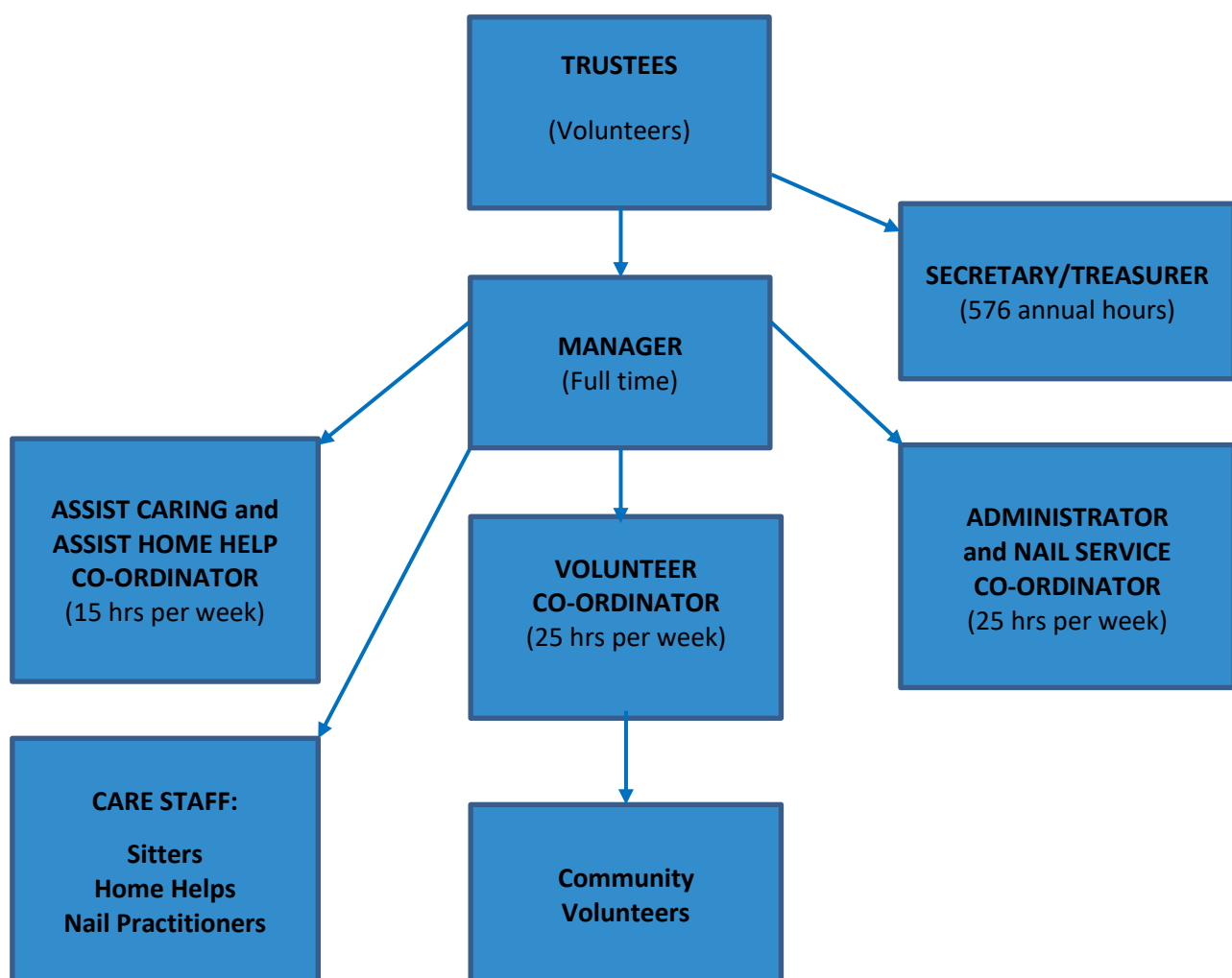
Trustees:

I am very appreciative of the support of the Trustees of Assist Teignbridge, of which we have 5. They bring a wealth of knowledge and experience and offer wise counsel to ensure the smooth running of the charity. I know they are on the end of the phone should support and advice be needed. I am grateful to them for their support, guidance, and trust in my role as manager.

Office Personnel:

The charity has 4 members of staff who are office-based and although it is a small office team, it is very effective, with everyone working together and striving to do their best for the service users, care staff and volunteers. In addition, we have one member of office staff who works from home, and provides tremendous support. My colleagues have all shown great resilience when working under extreme pressures, and I am very grateful to them all for their dedication and support.

Assist Teignbridge Organisational Structure



And finally, I would like to re-iterate my thanks to everyone, and pay tribute to all the staff and volunteers for their commitment to our organisation and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. I say it year after year and I hope to keep on saying it, Assist Teignbridge has an amazing team who are willing go the extra mile to enhance the lives of those they support.

Shirley Fewings MBE
Registered Manager

Charged-for services: Assist Caring & Assist Home Help

Our provision

Assist Caring Day hours

This year we have seen a reduction in day hours of **11%** compared to 22/23. The average number of hours of care delivered each week was **50** compared with **56** in 22/23.

We have also seen a drop in night care (waking and sleeping) with only **48** nights provided compared with **63** last year.

Assist Home Help Day hours

These have reduced by **20%** compared to 22/23 with the average number of hours of home help delivered each week being **74** compared with **94** in 22/23.

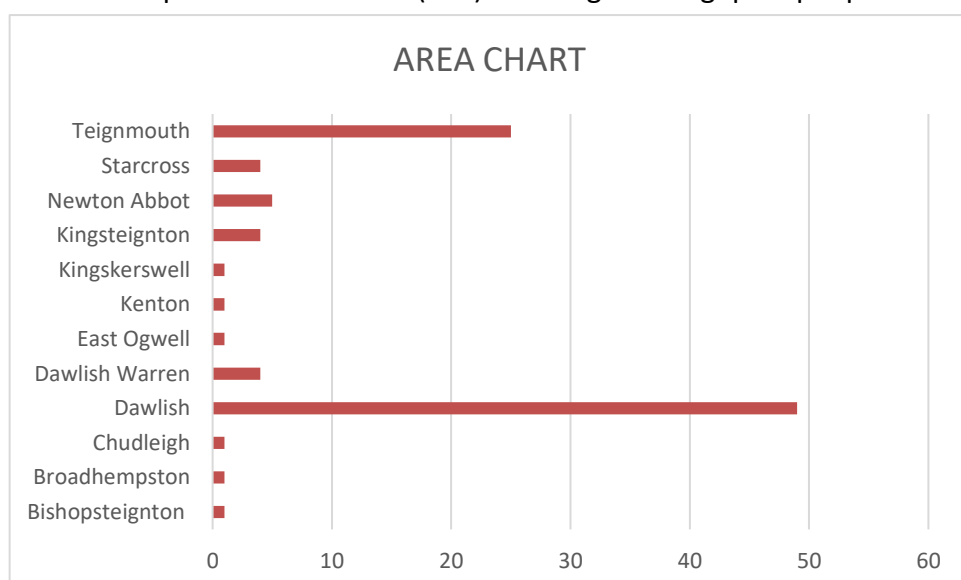
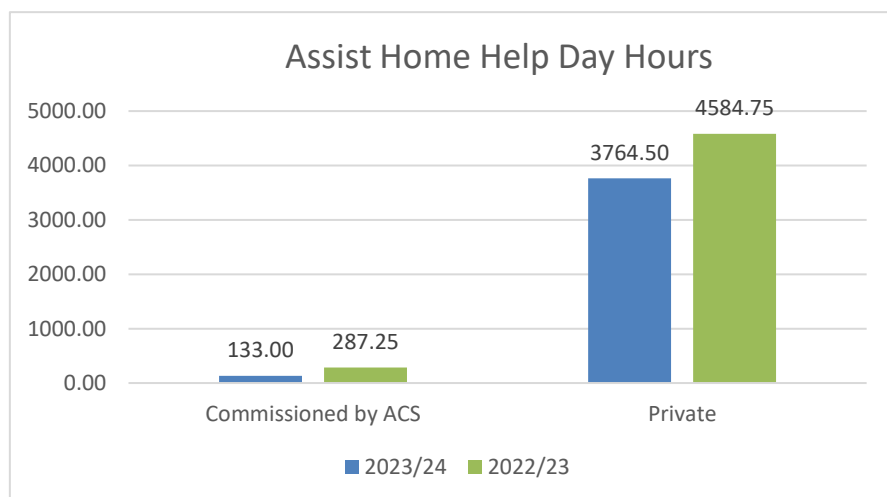
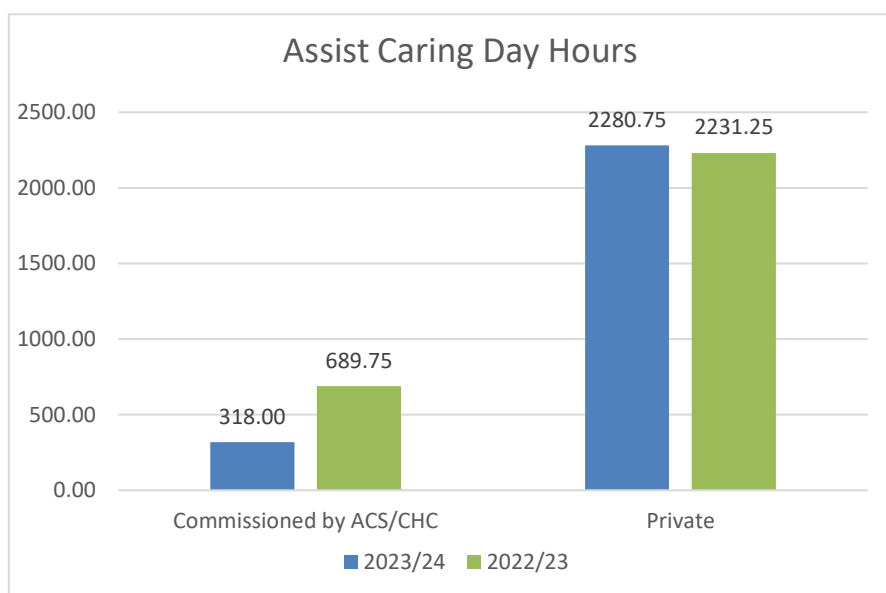
This continuing downward trend for our paid-for services has been influenced by several factors, not least our reduced capacity following the loss of long-standing staff last year, and difficulties recruiting suitable replacements. But also with the ongoing financial challenges of the current economic climate, people are reluctant to commit to a regular financial outlay.

One way we aim to help is to offer a **free benefit check** through our Assist Volunteer Service. This can often result in a boost in income to support with the costs of meeting care needs.

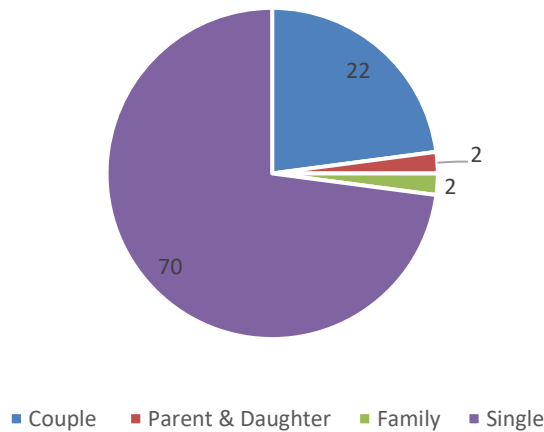
We continue to build relationships with local personal assistants (PAs) enabling us to signpost people as an alternative when we are unable to help.

The majority of our service users live more locally in Dawlish and Teignmouth, as indicated in the **Area Chart**, although we do have service users in more outlying rural areas where we have dedicated staff providing regular support.

Our oldest client is a fantastic 101 years old and the youngest is 53 years old.



HOUSEHOLDS



The majority of our service users are in single households, many with limited support networks. Often families live outside of the Devon area and appreciate our staff having regular contact with loved ones and being able to raise any concerns promptly.

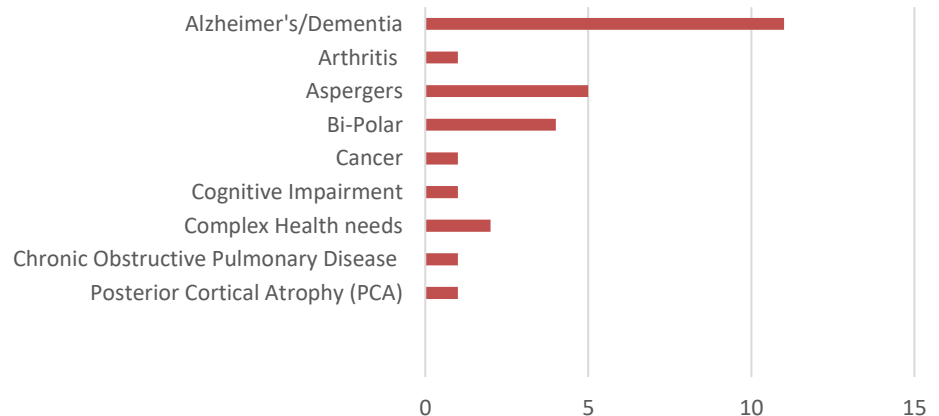
We have 22 couples, of which 16 identify as being a carer for their partner. We are aware that some couples care for each other but do not identify themselves as carers.

The main reason people access our services is due to a decline in health, making life more challenging, or finding themselves in a caring role.

Recognising the need and accepting help can be difficult but once a service has commenced, there is an understanding that receiving help does not mean giving up independence. Not only are we supporting individuals, we are also supporting families in their caring role.

HEALTH CATEGORY

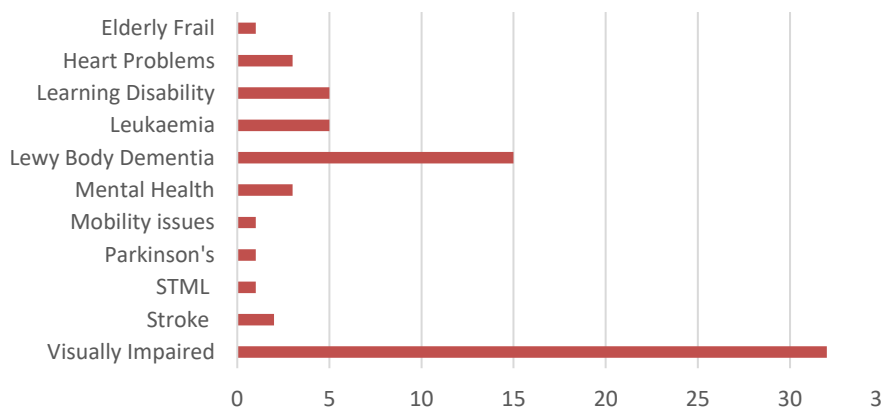
A - D



The health charts give a good indication of the types of challenges and health conditions service users are living with.

HEALTH CATEGORY

E - Z



Our longest standing service user has been with us since 2014. We consider it a privilege to support service users during their life's journey and hopefully enhance their quality of life.

We help them to access a range of services and support as and when needed. Sometimes it might be mobility aids, or timely medical intervention, or just the reassurance to know that staff are acting in their best interests.

Extracts from an email received from a service user's daughter who lives outside of Devon:

I wanted to write to tell you about XXXXX's care for my mum which is really exceptional. She's so thoughtful in how she engages mum and has made excellent suggestions to me for mum's mental health/social support. She helps me run the house, letting me know what's needed and doing household chores as well as supporting mum. She also gives me support and kindness in this journey with mum. I know mum is in such good hands the days she's there - a big thanks to her, but also wanted to let you see how she goes above and beyond.

Other unsolicited communication from service users and their families:

"Just a big thank you to you and your team, especially XXXXXX who again looked after mum whilst we had a much-needed holiday"

"Thank you so much for all the support you have organised for mum over the past few years. She revelled in telling everyone how independent she was and your team helped facilitate that!"

"Thank you for all your help, it is much appreciated. Your Team are amazing help to Mum and she enjoys their visits"

"XXXXX is lovely, she is very kind and caring and nothing is too much trouble. When I am out in the community with her she makes me feel very safe, she is a credit to you"

"XXXXX has made such a difference in the short space of time she has been visiting. She has helped me so much and I don't know what I would do without her. I'm so happy with everything she does."

Measuring Outcomes through our Quality Assurance processes:

We send out evaluation forms to all new service users with the option of completing them anonymously. We had a total of 29 returned. We are pleased to say that on the whole the results were very encouraging. For existing service users, we have regular reviews to ensure we are meeting their needs and they are satisfied with the service they are receiving.

Please ✓ accordingly.	YES	MOSTLY	NO
Are the office staff polite and friendly?	29		
At the time of the home visit and assessment did you feel listened to and able to ask questions?	28	1	
If applicable , did you feel the cared-for person was encouraged to be involved in the planning of their care?		2	
Staff			
Did staff arrive on time?	26	3	
Did staff behave in a professional manner?	29		
Did you have trust and confidence in the staff?	29		
Did you feel the staff were adequately trained for the tasks they had to undertake?	28	1	

When evaluation forms are completed anonymously it can be difficult to identify the reasoning behind the responses. However, we do take learning from the forms, for example, a review of the home assessment will take place to ensure everyone feels involved in the process. At staff meetings, we will reinforce the importance of being on time and will remind staff to communicate delays in a timely manner. Finally, we do our utmost to ensure staff are fully trained to meet the service user's needs.

Shirley Fewings MBE
Manager

Assist Volunteer Centre & Community Support



The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities both for Assist Teignbridge and for outside agencies. The Centre also provides a more general service to the community with local information and signposting. We are also part of the 'Cost of Living' group, and meet regularly with other organisations to discuss how we can help those who are struggling.

Our Volunteers

We are very fortunate to have such a wonderful and active group of volunteers with a wide range of skills and backgrounds with the willingness to make themselves available for the benefit of others. In total, we had **91** volunteers registered including our trustees who are also volunteers.

Objectives of the Community Support Scheme

- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

Brokerage

As well as registering volunteers for our own Community Support Scheme, we also promote volunteering opportunities for other charities and agencies in the locality on volunteer recruitment websites and Facebook, and by poster display in the volunteer office. We have 16 local charities that we are helping at the moment by monitoring their online requests for volunteers.

Brokerage Case Study

A lady came to us to offer her volunteer services as a befriender. While going through her induction, she also expressed an interest in volunteering behind the scenes for Dawlish Action for Youth. She has been in post for 2 months now and is enjoying both volunteer positions. It gets her out at times that she would normally sit indoors and has boosted her confidence.

Our Clients: There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities. All our services aim to help people remain living in their own homes and to enhance their health and wellbeing, whether this is through signposting or providing volunteer support.

Telephone befriending

This was popular during lockdowns to prevent loneliness and we have continued to provide this facility as an alternative to face-to-face. This is appreciated by those who struggle with anxiety and would prefer not to have a home visitor. This is monitored and they can change their mind at any time and request a face-to-face service.

Community Volunteer Recruitment

People of all ages choose to volunteer; whether they are retired or not, currently in employment, or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable placement. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer. We have lost several volunteers who have developed illnesses or age-related problems.



Community Volunteer Hours

Our volunteers gave **4,353** hours of their time freely in this year to the community. In monetary value, paid at **£12** per hour, this would add up to **£52,236** paid support.



Supporting Volunteers

Volunteers are informed of our policies during induction and have a copy in their handbook to refer back to when needed. They are aware of who to contact in connection with their voluntary role, and support is always available. We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to keep them in the loop. We are gradually seeing people regaining their confidence following the restrictions imposed by Covid and although everyone is still very mindful, it's been lovely to see people calling in the office for a chat and catch up. In addition, there are regular phone calls or emails to touch base with volunteers to ensure we maintain the channels of communication.



We were very proud to receive The Kings Award for Voluntary Service in November 2023.

This is the equivalent of an MBE for charities.

A huge thank-you to all our volunteers for adding their skills and time to achieve this award.

An event will take place later in 2024 for the presentation of the award.

Celebrating Volunteers

We appreciate the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration in the New Year, to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service.

This year, our annual 'Thank You' will take place at the presentation of The Kings Award ceremony later this year.

Type of volunteer role		Description of task
Befrienders		To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.
Fundraising and Events		Our events team works extremely hard on event days to run our tombola stall. This involves wrapping prizes, numbering them up, folding the tombola tickets and helping on the stall on the day. We have also run the refreshment stall during carnival week, when volunteers will make cakes to sell, to raise funds for us.
Dog walkers		Walking pets for those who are not capable of walking the animals themselves. The service is provided as a temporary service if the client is not able to walk their dogs due to illness. It is not a substitute for paid dog walking services.
Enablers		Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.
Outreach Benefits		To help clients fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers. We also offer a benefit check service to clients who are unsure if they are on the correct benefits, or could claim new ones.
Gardeners		Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those in short term need following illness.

What clients say about their befrienders

"What a fab difference my Mum's befriender has made to my Mum. She is the shining star in her life. She has been encouraged to go out on short walks and even out for a coffee. Thank you so much for finding her"

"Just a quick note to say it was great talking to somebody normal at last. When your partner has dementia it is hard to cope, and getting out is nearly impossible at times. The volunteer interacted with us both, and it is a long time since I have seen my husband laugh so much"

"I would like to congratulate you on your wonderful befriending Service you have provided for me. She is lovely, I can have a good moan, but we always end up laughing together over a cup of tea and a chocolate biscuit. She is very well matched with me, and my mindset has had a wonderful boost"

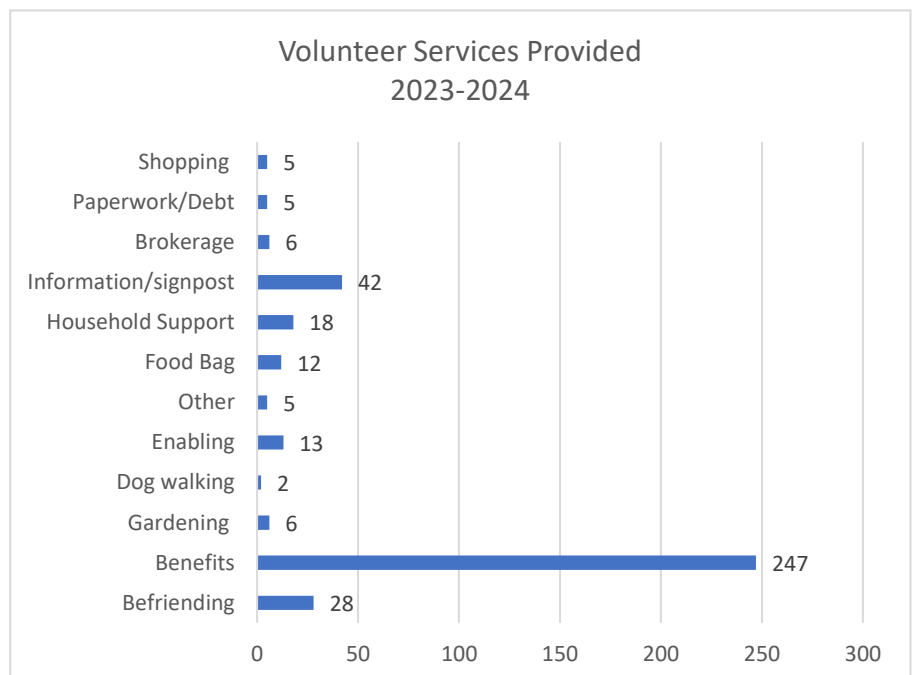
Community Referrals 2023/2024

Word of mouth, advertising, community events, Facebook and good signposting by other organisations mean that we continue to see a high level of referrals. We aim to raise our profile to ensure people are aware of the work we do and to reach out to older, isolated, vulnerable people.

Client requests: We received a total of **389** requests for volunteer services during the year. As you can see from the chart, they were very varied although older people benefit checks and support to complete claim forms remains the most requested service.

Gardening

We received 6 requests for support with gardening and as a consequence provided 4 home assessments, although we could not meet all their expectations through a volunteer service. We had one regular volunteer gardener throughout the year who tended the garden of a lady who was living with dementia.

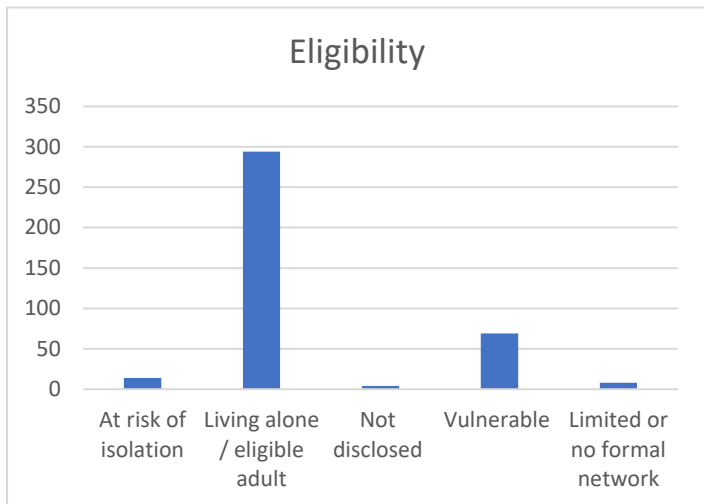


Dog Walking

We had two dog walking requests and were able to support one client for a short period of time until the family were able to make a permanent arrangement for the care of the dog. Unfortunately, our assessment of risk for the second request highlighted there were behavioural issues that would have posed too great a risk for the volunteer. Wherever possible we would engage with the client to try to reduce the risks to achieve a positive outcome but occasionally this isn't possible.

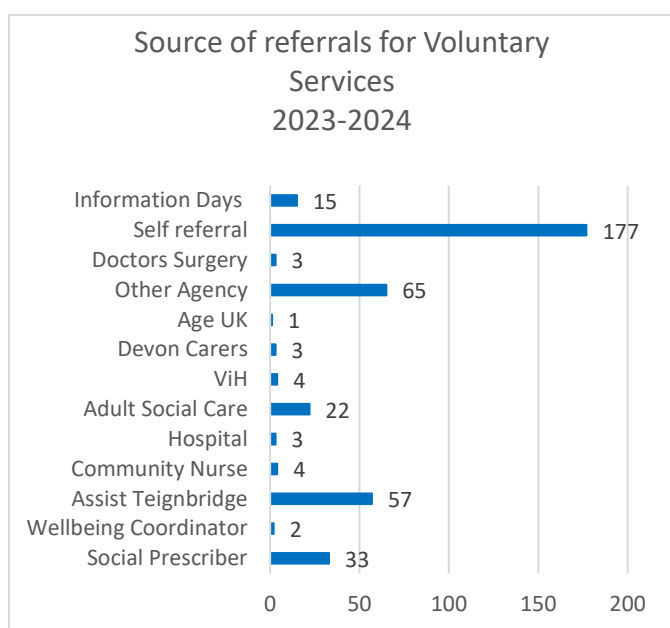
Befrienders:

We had 28 requests for befrienders. We were successful in matching 14 of these clients with a befriender, 1 of which is supported by email and 2 by text befriending due to hearing issues. We were not able to help



everyone as some were quite specific in their requirements and we were unable to find suitable volunteers. For new and existing clients **over 2,500** hours have been logged this year. Our befriending service is aimed at older people who have limited support networks and are housebound for various reasons.

Regrettably, we are not able to help everyone so we do have an eligibility criterion for accessing our free support services. Where we are not able to help, we signpost to other services. There is of course always an exception to the rule and in those cases, discretion is used and if support is provided it is indicated as “not disclosed”.



Referrals:

Provided permission is given for the sharing of information we are happy to receive referrals from any source. Occasionally when we follow up the referral the client will decline services. We recognise they have the right to change their mind and we hope that once the connection has been made they will know who to contact if their circumstances change.

Where our clients live

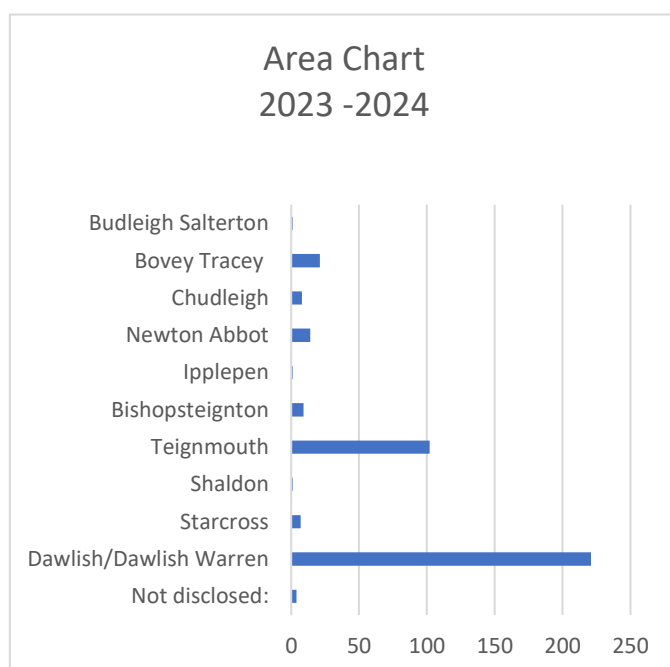
The chart below shows the area in Teignbridge where the enquiries came from. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

Outreach Benefit Service

We know that many older people are not aware of benefits they could claim. To raise awareness, we have been visiting sheltered housing complexes to offer a ‘benefit roadshow.’ One of our trustees, Anne-Marie Henderson has been instrumental in setting this up and it has been a huge success.

Initially, we had 22 referrals from the talks, however, many friends of residents have also called following the initial presentations. We have also attended several Teignbridge Council for Voluntary Service (TCVS) open days, where we took our display board to inform the general public of who we are and what we do, and how we can help older people.

Our trained volunteers have logged **568 hours** supporting clients and raising awareness this year.



What our clients say about our Outreach Benefit service:

"I am able to take my husband out more often now
and to pay for care when needed"

"Thank you so much for all your hard work for me. The
money comes in really handy for all the jobs I can't do"

"I didn't even know about Attendance Allowance"

"I didn't think I was entitled to claim Pension Credit
and would never have understood the form myself
anyway. It would have gone straight in the bin"

Benefits Volunteers

The introduction of our benefit checks has helped in reducing the time wasted by applying for benefits that are already being claimed and has highlighted more specific areas to be looked at. We appreciate the time given by our benefits volunteers. It takes approximately 2 hours to complete forms so it is quite a commitment, and this isn't including any preparation time. We continue to see an increase in clients needing support to claim benefits, mainly due to the struggle of day to day living in the current financial climate.

Monetary Value



We are pleased to advise that a **confirmed** total of **£8,648.75** per week has been claimed in higher rate Attendance Allowance and **£1,307.70** in lower rate this year. This is equivalent to an annual sum of **over half a million pounds** paid to clients who have eligible needs, with the majority of increased income being spent in the local economy.



We have supported in the completion of 19 other forms such as pension credit, carers allowance and housing benefit, the results of which are not included in this total. 13 clients have been supported to fill out Blue Badge forms. One of the challenges moving forward is that more and more forms are changing to 'online only' which makes it difficult for some clients to comprehend.

General Service for the community – information and signposting

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries from carers, members of the public and other organisations on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year, we have signposted 42 clients to a range of organisations and sources of information.

What our clients say about the services we offer:

"Thank you so much for coming to see me yesterday, and introducing my new befriender.
Chrisi, you are an inspiration, I have never laughed so much in years!!"

"Thank you for helping my daughter out in her time of need. She was in tears when she received her
voucher"

"The service is excellent, nothing is too much trouble. If the answer is not already at the office, it
seems like it is no trouble to find it and pass it on."

"Assist Teignbridge is my little ball of miracle."

Household Support

This includes shopping for those who are not able to shop themselves on a temporary basis, ordering food bags, and supporting with a limited number of cost-of-living vouchers. The vouchers are quite specific as to who may or may not be entitled to them. The scheme is run by TCVS and allocation has to be agreed by them, through us. Household support cases are listed under the enabling heading.

Other News

The Knitty Nora's Yarn Bomb Group

This sadly disbanded in June this year due to the heavy workload and the time commitment it took to decorate the town. There will still be small displays outside Co-op Funeral care and by the crazy golf course. We would like to thank all our crochet and knitters who contributed to the displays around the town. We know how much the community enjoyed them.

Noreen Goodchild will be the lead in the smaller displays and also the handing out of favours throughout the summer season. Favours are left dotted around the town, for members of the public to pick up and brighten their day.

Events and Activities

As part of the King's Coronation celebration we were pleased to be one of 20 organisations involved in the Refreshers Fair on the Lawn in Dawlish promoting volunteering opportunities in the local area. In addition, there were over 50 different stalls for people to enjoy.

At the end of May, a retired member of staff, Joyce Wilson, invited us to host a fundraising Bingo event in aid of Assist at Teignmouth Social Club. Together with sale of tickets and a raffle, we raised over **£240**.

On the invitation of Dawlish Community Transport, we had the opportunity to hold a fundraising stall at the beautiful Luscombe Castle Garden event in May.

At the beginning of December we held our Christmas Fundraising Bingo, kindly facilitated by Sue Thompson and the Sunflower Bunch who provided us with free mince pies and Christmas Crackers. What a fabulous start to the Christmas season. Later in the month we had the opportunity to have a stall with the Dawlish Celebrates Christmas Market.



Our volunteers kindly decorated our Christmas tree for the Christmas tree festival at St Gregory's Church. The tree celebrated our King's Award and volunteers Julie and Kate made all the decorations for the tree.

We do love a quiz at Assist and this year was no exception with a "Name the Film" quiz sheet. The prize was a fabulous Christmas hamper filled with lots of donated goodies!

We certainly couldn't involve ourselves in so many activities without the support of the many volunteers who respond to our appeal for help, whether it be wrapping up prizes or helping on the day. We have a fabulous team, but there is always room for more!

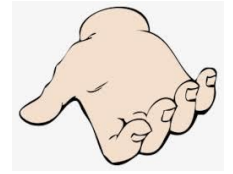


And finally, a special mention for our volunteer, Frances Hutchinson, who has been managing the majority of our social media posts since 2016!

Chrisi Marshall
Volunteer Co-ordinator



Charged-for service: Assist Nail Trimming



Assist Nail Trimming service offers a basic nail trimming service for people in their own homes. Many of the people that use our service are elderly and housebound and no longer able to maintain their own foot care due to many different factors such as mobility issues, access to transport or having a caring role. We know that as flexibility and mobility decline nail trimming can be one of the first aspects of personal care to be neglected, this can then have a very negative impact on the individual. This is why this service has been so valued by the service users that use it.

We also provide the Nail Trimming service to people who have:

- Visual Impairment
- Learning or physical disability
- Cognitive impairment
- Chronic breathing problems

Service users:

At 31 March 2024 we have **200** active clients on our database, **114** females and **86** males, all living within the Teignbridge area.

Referrals:

We have taken on **39** new clients in the last **12** months. The nail service is available to residents of Teignbridge area, subject to the completion of a triage sheet to rule out any contra-indications, which is done prior to arranging a visit with one of our Nail Practitioners. We cannot provide the service to anyone who has been diagnosed with diabetes. This is due to the effect diabetes can have on circulation, causing serious problems with cuts and sores healing and damaging the sensation in the feet.

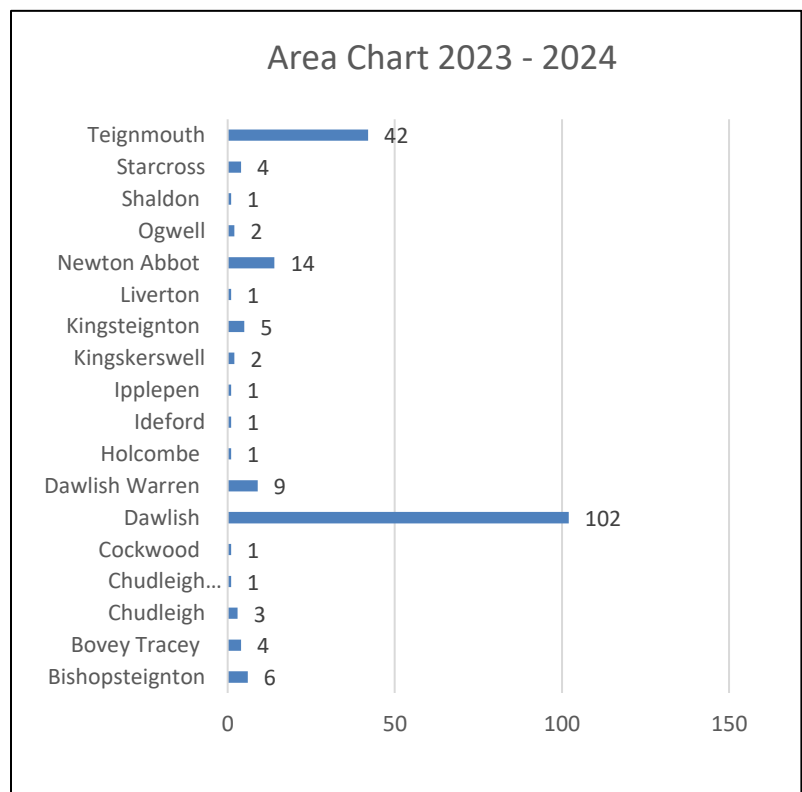
Each practitioner holds their own client list and they are responsible for booking appointments with clients directly. With each client they can keep a continuity of care and are able to identify any changes or problems before things deteriorate.

Where our Service users live:

Dawlish still remains the highest area for client coverage followed by Teignmouth and Newton Abbot. The remainder of our client base are in the areas surrounding these towns, such as Dawlish Warren, Starcross, Bishopsteignton and Kingsteignton, with a few in more outlying areas such as Chudleigh and Chudleigh Knighton, Bovey Tracey, Ipplepen, Ogwell, and Kingskerswell.

Referral to NHS Podiatry:

We have made **1** referral to NHS podiatry in the last 12 months. This was due to the client needing further treatment that we were unable to provide.



Our Nail Practitioners:

We have **3** nail practitioners who cover these clients. Our manager Shirley has also been covering nail clients due to one practitioner taking personal leave for several months. We would like to say thank you to all of her service users for their understanding during this time. We have done our utmost to provide a continued service for them, and have largely achieved this, through our other practitioners who have added clients to their lists and to Shirley for taking on those clients who live further afield.



Training:

All of our nail practitioners completed a refresher for the theory training obtained through the NHS and passed with 100%.

Facts and figures:

	<u>2023-2024</u>	<u>2022-2023</u>
Home visit - Toenails Trimmed	812	951
Home visit - Toenails and Fingernails Trimmed	189	203
Total Treatments Provided:	1,001	1,154
Average number of Treatments per week:	19	22

This table shows the numbers of treatments provided compared to last year. This shows an overall reduction of 13%.

Comments from our service users:

Always friendly and have a chat, very pleasant.

Fantastic service – I have every confidence in my practitioner.

Everything is perfect!

Everyone I have dealt with have been very good.

Very pleasant and quick!
Even took away their rubbish!

Telephone Evaluations:

Gaining feedback over the telephone has become increasingly more difficult. Many of our clients are elderly and hard of hearing or reluctant to give information over the phone. The feedback we did receive was very positive and all were happy with the service that they received.

25 clients responded - **Age groups of respondents:** 30-60 = 4 61-80 = 10 81-90 = 8 91-100 = 3

Please ✓ accordingly.	YES	NO
When you contacted the office were the staff polite and friendly?	25	
Did you fully understand the costs of the service prior to treatment?	25	
Did the member of staff explain how to book the appointment with our practitioner?	25	

Please ✓ accordingly.	YES	NO
Did the Nail Practitioner arrive on time?	25	
Did the Nail Practitioner behave in a polite and professional manner?	25	
Did you have trust and confidence in the Nail Practitioner?	25	
Did you feel the Nail Practitioner was adequately trained?	25	
Did you feel the service was what you expected?	25	

What difference has the nail trimming service made to you? How has it improved your life?

“Tremendous! I broke my leg so having my nails trimmed helps with my walking”

“My husband suffers with dementia so is unable to keep up with cutting his nails, so this has made a big difference to him”

“My feet are much more comfortable, as I cannot cut my own nails”

“If anything is wrong with my feet it can be picked up”

“A lot! I sometimes have trouble with my feet, having my nails trimmed helped with comfort”

Is there anything we can do to improve the service for you?

All service users that were spoken to said there wasn't anything we could do to improve the service.

Would you recommend the nail trimming service?

All service users that were spoken to said they would recommend the service.

Conclusion:

Thank You!

I would like to say a big thankyou to all of our nail practitioners for all their dedication and hard work throughout the last year. We have had nothing but positive feedback from all of our clients. So well done to you all.

In summing up, we are feeling optimistic as we approach the coming year; we now have potential new practitioners, and can arrange practical training again through NHS Podiatry. We hope this will increase our capacity to support more clients in their own homes.

*Sophia Airey
Nail Service Co-ordinator*

ASSIST TEIGNBRIDGE

(Registered Charity No. 1154936)

REPORT & ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

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The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS

Independent Examiner's Report to the Trustees of :-

ASSIST TEIGNBRIDGE

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed

G Adams

Date

30th May 2024

Mr Garry Adams ACIB (Ret'd)

Cranbrook,
Ash Court,
Crediton
EX17 2JZ

ASSIST TEIGNBRIDGE

Statement of Financial Activities for the year ended 31 March 2024

		VC Funds		CS Funds		TOTAL FUNDS	
Note		Restricted	Unrestricted	Restricted	Unrestricted	2024	2023
		£	£	£	£	£	£
Income & Endowment from:							
Donations & legacies	3	16211	6302	0	4009	26522	26914
Charitable activities	4	0	293	0	149526	149819	173380
Other trading activities	5	0	3658	0	0	3658	1504
Investments - bank interest		0	524	0	4921	5445	2684
TOTAL INCOME:		16211	10777	0	158456	185444	204482
Expenditure on:							
Raising funds		0	41	0	0	41	52
Charitable activities	6	16211	15759	0	182026	213996	216289
TOTAL EXPENDITURE:		16211	15800	0	182026	214037	216341
NET INCOME/(EXPENDITURE):		0	-5,023	0	-23,570	-28,593	-11859
Transfers between funds:		-3,915	3915	-480	480	0	0
NET MOVEMENT IN FUNDS:		-3,915	-1,108	-480	-23,090	-28,593	-11859
<u>Reconciliation of funds:</u>							
Total funds brought forward:		3915	14,953	1,759	157,474	178,101	189960
Net movement in funds:		-3915	-1108	-480	-23090	-28593	-11859
Total funds carried forward:		0	13,845	1,279	134,384	149,508	178101

ASSIST TEIGNBRIDGE

Balance Sheet at 31 March 2024

		VC Funds		CS Funds		TOTAL FUNDS	
	Note	2024	2023	2024	2023	2024	2023
		£	£	£	£	£	£
Current assets:							
Debtors	10	977	571	9556	8446	10533	9017
Investments (bank deposits)	11	13725	14584	116275	131558	130000	146142
Cash at bank & in hand	11	-686	4347	30892	41089	30206	45436
TOTAL CURRENT ASSETS		14016	19502	156723	181093	170739	200595
Current Liabilities:							
Creditors (due within 1yr)	12	-171	-634	-21060	-21860	-21231	-22494
NET CURRENT ASSETS		13845	18868	135663	159233	149508	178101
TOTAL NET ASSETS		£ 13,845	18,868	135,663	159,233	149,508	178,101
The funds of the charity:							
Restricted funds	9.1	0	3915	1279	1759	1279	5674
Unrestricted funds:	9.2						
Designated funds	9.3	7116	6071	33665	28864	40781	34935
General reserves		6729	8882	100719	128610	107448	137492
TOTAL CHARITY FUNDS		£ 13,845	18,868	135,663	159,233	149,508	178,101

These accounts were approved by the Trustees at the Management Committee meeting held on 19 June 2024.

Signed:

Robin Buchanan

Robin Buchanan (Chairman of Trustees)

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2024

1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention. They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

3 DONATIONS & LEGACIES

2024: £26,522

(2023: £26,914)

3.1 **Restricted Funds:** **2024: £16,211 (2023: £17,486)**

For VC

Devon County Council - Social Services

Dawlish Town Council

Teignbridge Community Lottery

New Park Community Association

Rotary Club of Dawlish Water

Bank of England Community Fund

Teignbridge CVS Cost of Living grant

Grants from Councillors

Teign Housing Community Chest

Postcode Local Trust Magic Little Grant

Total VC:

For CS

Devon County Council - Workforce Resilience

Total CS:

2024 £	2023 £
6924	6924
5000	5000
2500	0
637	0
500	0
500	0
150	4000
0	200
0	500
0	500
16211	17124
0	362
0	362

All the restricted funds have been spent in full during the year.

3.2 **Unrestricted Funds:** **2024: £10,311 (2023: £9,428)**

General Donations including Gift Aid

HMRC - Employment Allowance

Membership fees

VC	
2024 £	2023 £
5085	4039
992	825
225	185
6302	5049

CS	
2024 £	2023 £
1	204
4008	4175
0	0
4009	4379

Donations for VC include **£1,954** from the Mayor's Charity, over **£1,000** from benefits clients grateful for their volunteer support, and gift aid of **£357 (2023: £506)**.

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

4 INCOME FROM CHARITABLE ACTIVITIES

2024: £149,819

(2023: £173,380)

All unrestricted funds, analysed by Department:

Income from charged-for services (see note 7.1)

Client & charity expenses re-imbursed

VC	
2024	2023
£	£
0	0
293	253
293	253

CS	
2024	2023
£	£
148734	171894
792	1233
149526	173127

5 INCOME FROM OTHER TRADING ACTIVITIES

2024: £3,658

(2023: £1,504)

This **Unrestricted Fund** income is from fund-raising activities, including stalls at the Coronation Fair and on the Strand, and bingo sessions. We also have **£870** from ticket sales for the Teignbridge Community Lottery, **£1,094** from our association with the Co-op, and **£365** from our Chairman's birthday celebrations.

6 EXPENDITURE ON CHARITABLE ACTIVITIES

2024: £213,996

(2023: £216,289)

For **VC**, Restricted Funds totalling **£16,211** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Department:

6.1 **Direct costs:** **£133,907** (2023: £141,932)

Office staff pay & expenses

Care staff pay (see note 7.2)

Care staff expenses (see note 7.2)

Spent for clients and charities (re-imbursed)

Training costs

Volunteer expenses

Consumables

VC	
2024	2023
£	£
16732	13887
0	0
0	0
293	253
26	33
132	111
0	0
17183	14284

CS	
2024	2023
£	£
11637	10814
98205	107598
5101	6217
792	1233
369	1309
0	0
620	477
116724	127648

6.2 **Support costs:** **£80,089** (2023: £74,357)

Rent, insurance & registration fees

Staff salaries

Governance costs (see note 6.3)

Office running costs

VC	
2024	2023
£	£
2304	2379
8643	7975
1559	1412
2281	2831
14787	14597

CS	
2024	2023
£	£
8088	8228
51283	44871
1725	1492
4206	5169
65302	59760

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

- 6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£240** (2023: £220) split equally between the Funds.

No Trustee has received any payment other than re-imbursement of travelling expenses (2023: Nil) and there have been no related party transactions.

7 CHARGED-FOR SERVICES ANALYSIS

7.1 **Income:**

Analysis by Service:

Sitting & Home Care service
Nail Trimming service
Home Help service
Assessment fees

Total	Total
2024	2023
£	£
59502	65587
22020	22701
67052	83606
160	0
148734	171894

7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service
Nail Trimming service
Home Help service

Pay	Expenses	Total	Total
2024	2024	2024	2023
£	£	£	£
38742	1872	40614	43603
12220	1209	13429	13924
47243	2020	49263	56288
98205	5101	103306	113815

8 STAFFING

Analysis by Department:

Gross Taxable Pay
National Insurance costs
Pension costs

VC		CS	
2024	2023	2024	2023
£	£	£	£
24513	21388	155227	157128
1612	1228	5548	5783
468	358	1754	1646
26593	22974	162529	164557

Head count at 31 March:

		2024	2023
Office staff:	Full-time	1	1
	Part-time	4	4
Care staff:	Part-time	15	16

2 members of care staff work exclusively for the Home Help service, and 1 for the Sitting & Home Care service. The other 12 members of care staff work for more than one service, and 3 of them are trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2023: none).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2024 (cont'd)

9 CHARITY FUNDS

9.1 **Restricted Funds** have been given to the charity for a specific purpose.

	b/f	new	spent	transfer	c/f
DCC Recruitment & Workforce Resilience	1759	0	0	-480	1279
Restricted Funds - CS	£1759	0	0	-480	£1,279
Teignbridge CVS Cost of Living	3415	150	-150	-3415	0
Teign Housing Community Chest	500	0	0	-500	0
Other grants & restricted income	0	16061	-16061	0	0
Restricted Funds - VC	£3915	16211	-16211	-3915	£0

9.2 **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes.
When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

9.3 The Trustees **have designated £40,781 (2023: £34,935)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

10 DEBTORS

2024: £10,533

(2023: £9,017)

Analysis by Department:

Amounts due for charged-for services
Bank interest receivable
Gift Aid due from HMRC
Other debtors & prepayments

VC		CS	
2024	2023	2024	2023
£	£	£	£
0	0	6728	7299
490	257	2731	1139
333	132	0	0
154	182	97	8
977	571	9556	8446

11 BANK & CASH

Investments are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

Cash at bank & in hand comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£140** petty cash (2023: £195) and **£1,478** in postage stamps (2023: £1,040).

12 CREDITORS

2024: £21,231

(2023: £22,494)

Analysis by Department:

Payroll deductions (HMRC & NEST)
Accrued holiday pay
Owed to staff
Other creditors & accruals
Advance payment received

VC		CS	
2024	2023	2024	2023
£	£	£	£
0	0	2225	1857
0	0	6556	6025
0	0	108	1344
171	634	171	634
0	0	12000	12000
171	634	21060	21860

THANKS AND ACKNOWLEDGEMENTS

There are so many individuals and organisations who support us, too many to list individually, but we are extremely grateful for all they do.

We also take this opportunity to pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout the year.

This year our fund-raising activities have included stalls at the King's Coronation Fair, the Strand Christmas Market and Luscombe Castle, and Teignbridge Community Lottery, Charity Bingos, and our Christmas Quiz.

We must offer a special mention for our Trustee, **Robin Buchanan**, who raised over £350 for Assist as part of his birthday celebrations!

We are grateful for draw prizes from The Langstone Cliff Hotel, Fairway Furniture, Waitrose & Exeter Chiefs and the many individuals who donated some wonderful prizes to support our fundraising events.

We also received funding from:

Devon County Council		Dawlish Town Council
Cosens Institute	TCVS Cost of Living Grant	New Park Association
The Co-op Local Community Fund		Teignbridge Community Lottery
The Rotary Club of Dawlish Water		Bank of England Community Fund

We are very grateful to all our donors and our funders, and the **Trustees** and **Members of Assist Teignbridge** for their continued support.

We are also very thankful of the many organisations that support our work through information, training and advice. We thank **Angie Weatherhead, Dawlish Town Council**, and the other **Helping Dawlish** organisations for their collaboration yet again this year.

Thank you to everyone who supports us in their own way

We couldn't do it without you!



THANK YOU ALL



*And finally, sincere thanks to the families of **Brenda French** and **Peter Chenery** who very kindly made donations to this charity in their memory.*

Accounts



VALUING
VOLUNTEERS



WORKING TOGETHER



COMMUNITY EVENTS

ANNUAL REPORT

2022 - 2023

COMMUNITY CHARITY SUPPORTING OLDER PEOPLE

Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2023. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

CHAIR'S FOREWORD

This past year has been a difficult one and both parts of the business have faced challenges.

With the Volunteer Centre, the charity has had to adapt to reduced levels of funding following the Pandemic, along with ongoing difficulties sourcing grant aid. We have, however, been fortunate that this has to some extent been mitigated by continued grant support from Devon County and Dawlish Town Councils. In addition, towards the end of the year, we received a cost-of-living grant from Teignbridge CVS to support our outreach benefits work. Over the year, the latter work saw a considerable increase, largely as a result of the cost-of-living crisis.

With regard to our Charged-for services, the loss we have experienced to a great extent reflects our difficulty in being able to respond to the demand for services caused by care staff shortages. There is a waiting list of clients requesting support. In the present ongoing economic climate, however, recruitment has been problematic, and is likely to remain so for some time.

Despite these difficulties, I am delighted to say that our staff have been able to respond with both fortitude and good humour. The Trustees are very grateful for the dedication they have shown in maintaining the high standards that we have come to expect. All those concerned can, therefore, be justifiably proud of what they have achieved during this difficult period.

I am very pleased also to report that our overall financial situation remains sound, with our reserves more than covering our ongoing needs. While the Volunteer Centre shows a deficit, it is nevertheless hoped that now, with the relaxation of Covid restrictions, opportunities will begin to open up for more fund-raising initiatives, enabling us to build on the high profile and good name we have within the community.

During the year, we were very sorry to lose three of our trustees. **Francis Bourke**, who served as Vice-Chair, resigned due to work commitments. **Lynn Cavill** and **Graham Carey**, who had been trustees for 13 and 6 years respectively, retired at the last AGM. We thank them all for their years of service to the charity. We are very pleased that **Sophie Airey**, who we welcomed to our staff team early in the current year as Administrator and Nail Service Practitioner, has settled well into the role. While we have welcomed two new care staff this year, we also said goodbye to eight. Of these, **Pam Summers**, **Maddy Nokes** and **Julie Nicholas** had 50 years of service between them. We wish Pam well in her new career with the NHS, and also wish Maddy and Julie long and happy retirements. Changing circumstances also meant we said goodbye to **Chris Butler**, **Joy Smith**, **Sam Triggs**, **Wendy Robinson** and **Toeni Young**, and we thank them all for their service.

I also wish to express my warm thanks to my fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and, not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

We will face new challenges and, no doubt, a heavy workload in the year ahead. I am sure that, as in the past, we will be able to demonstrate flexibility in the way these challenges are tackled and that we will continue to do so with good humour, enthusiasm and commitment.

I have now been Chair of the Trustees for a number of years. While I will be offering myself for election again as a trustee for the coming year, I much regret that, owing to a number of other commitments, it will be my last one serving as Chair of the Management Committee.

In commending this report to you, I would just like to emphasise that, despite the challenges the charity has faced, and as the Trustees' Report highlights, there have been considerable achievements. As in previous years, Assist Teignbridge has continued to engage in the wide range of activities for the benefit of local people. We are justifiably proud of the assistance given to the community through the Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services.

While we rely very heavily on the commitment and professionalism of our staff, there is still much we could not do without the valuable assistance of our volunteers. I am therefore pleased to report that, after a break during the Pandemic, this year we have resumed our Annual Reception and been able to recognise those volunteers who have provided outstanding service, which included the presentation of certificates.

Robin Buchanan, Chair

OBJECTIVES & ACTIVITIES

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

Free services:

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

Charged-for services:

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good". Their routine inspection programme was suspended in March 2020 due to the pandemic. Using off-site monitoring since then, they have seen no reason to reassess their 2018 rating.

ACHIEVEMENTS & PERFORMANCE

As we emerge from the pandemic, we have continued to operate throughout, making adjustments as necessary to keep clients, staff and volunteers safe whilst still supporting the most vulnerable in the community. We are very proud of what the charity has achieved this year:

- Almost **4,500 recorded hours of volunteering** by our Community Volunteers;
- Over **3,400 hours** support provided for carers and individuals by our trained sitting staff;
- Almost **5,000 hours** of practical help provided by our home helps;
- Over **1,100 nail treatments** provided by our qualified nail practitioners.

With the easing of Covid restrictions we have gradually increased our volunteer support, achieving a **10% increase** in recorded hours over the previous year. But the outstanding results for our paid-for services in 21/22 have not been replicated this year; Assist Caring day hours and nights totalled **3,488 hours**, representing a reduction of **41%** when compared with the previous year. The Nails service experienced a fall of **16%** from last year's total, although we continue to support almost 200 individuals with regular nail trimming. The Home Help service has also seen a reduction of **9%**.

This year we have sadly lost two clients who between them had 30 day hours and 3 nights each week. This loss of provision has enabled us to offer support to new clients, but we have also lost several long-standing members of care staff due to retirements, starting a new career, and changes in personal circumstances. Recruitment has proved challenging and we are only now building provision levels back up. Despite these challenges we have still achieved a great deal this year and we are very grateful to all our care staff and volunteers for their commitment and dedication in supporting their clients.

We employ care workers to provide our charged-for services and ensure they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2022/2023 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee, however Dawlish Town Council nominated Cllr. Lisa Mayne as its representative this year. Elected Trustees serving during the year and since the year end were:

Robin Buchanan (Chair) (retires by rotation)
Sue Hill
David Pinnell

John Petherick (retires by rotation)
Anne-Marie Henderson
Russell Chamberlain

Francis Bourke resigned on 8 May 2022, and Graham Carey & Lynn Cavill retired at the last AGM.

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager.

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils with grants, and have received funding from the TCVS Cost of Living grant. Whilst the level of donations has increased, our fund-raising income has fallen. VC ends the year with a **deficit of £4,733**.

The Charged-for services recorded a **deficit of £7,126**. This is due mainly to the reduction in provision suffered by all the services.

Although this means that the Charity funds have decreased by **£11,859** this year, over £2,000 has been released from the earmarked funds in our Redundancy Reserve, required to provide for the costs of statutory redundancy should the charity cease to trade. There have also been movements between Restricted and Unrestricted funds. Overall, the charity's free reserves now total **£137,492** and these can be applied by the Trustees to any of the charity's activities. This more than meets our aim of maintaining reserves to cover a year's activity in all services.

The **total reserves** of the organisation now stand at **£178,101** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>	<u>21/22</u>
Restricted Funds	£ 3,915	£ 1,759	£ 5,674	£ 4,291
Designated Funds	£ 6,071	£ 28,864	£ 34,935	£ 37,435
Free Reserves	£ 8,882	£128,610	£137,492	£148,234
	-----	-----	-----	-----
Total Funds	£18,868	£159,233	£178,101	£189,960
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Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services could still be provided to support our most vulnerable clients. We are very grateful for all their hard work.

Assist Teignbridge worked with other local organisations and Dawlish Town Council in the Helping Dawlish initiative, set up during the first lockdown of 2020. This collaboration has continued, and will continue going forward to meet the needs of the community. Some practices put in place to enable continued support through lockdowns and restrictions have now become standard services, for example telephone befriending.

For 2023/24, the Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. We will continue to build on raising our profile in the town, to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

Signed on behalf of the Board of Trustees

Robin Buchanan

Robin Buchanan
Chair

June 2023

Assist Teignbridge Manager's Report

With the constantly changing guidelines, staying up to date and keeping everyone else up to date continued to be a priority over the past year. Along with the changes in Coronavirus testing for the general public and the lifting of restrictions, it was inevitable that we would start to see staff having to isolate due to positive covid tests. This put tremendous pressure on the office in trying to ensure shifts were covered. The whole team have to be commended for their efforts in helping us through this difficult period. We are also grateful to our service users and their families in their understanding as we prioritised our rota to ensure the most vulnerable continued to receive a service.

The primary focus of **Assist Teignbridge** is on providing affordable (and some free) support at home to the elderly, those living with dementia, other vulnerable people, and their carers. This is achieved by providing a range of support to include:

- Practical help around the home
- Giving carers a break – during the day and overnight
- Providing some personal care services, including nail trimming
- Providing companionship
- Helping people get to and from appointments and social meetings
- Providing information and advice
- Raising funds to supplement the grants we receive, to enable us to help as many people as possible
- Promoting volunteering, and recruiting and training volunteers

How we do it:

We aim to empower clients and their families to have access to support and information to enable them to continue living as independently as possible in their own homes or to support those in a caring role. We put the people we support at the centre of all we do and develop our services around them, so it is a highly personalised service. It's paramount that our clients have a service personal to their needs, provided by staff and volunteers who have the skills, knowledge, kindness, and common sense to support them. Knowing as much about the service users' lives as they are willing to share enables us to see the person and not the disability. We hope to fully understand the challenges for them and what they would like to achieve.

Trustees:

We have 6 Trustees and I am grateful to them for their support, guidance, and trust in my role as manager. They have a wealth of knowledge and experience between them and offer wise counsel to ensure the smooth running of the charity.

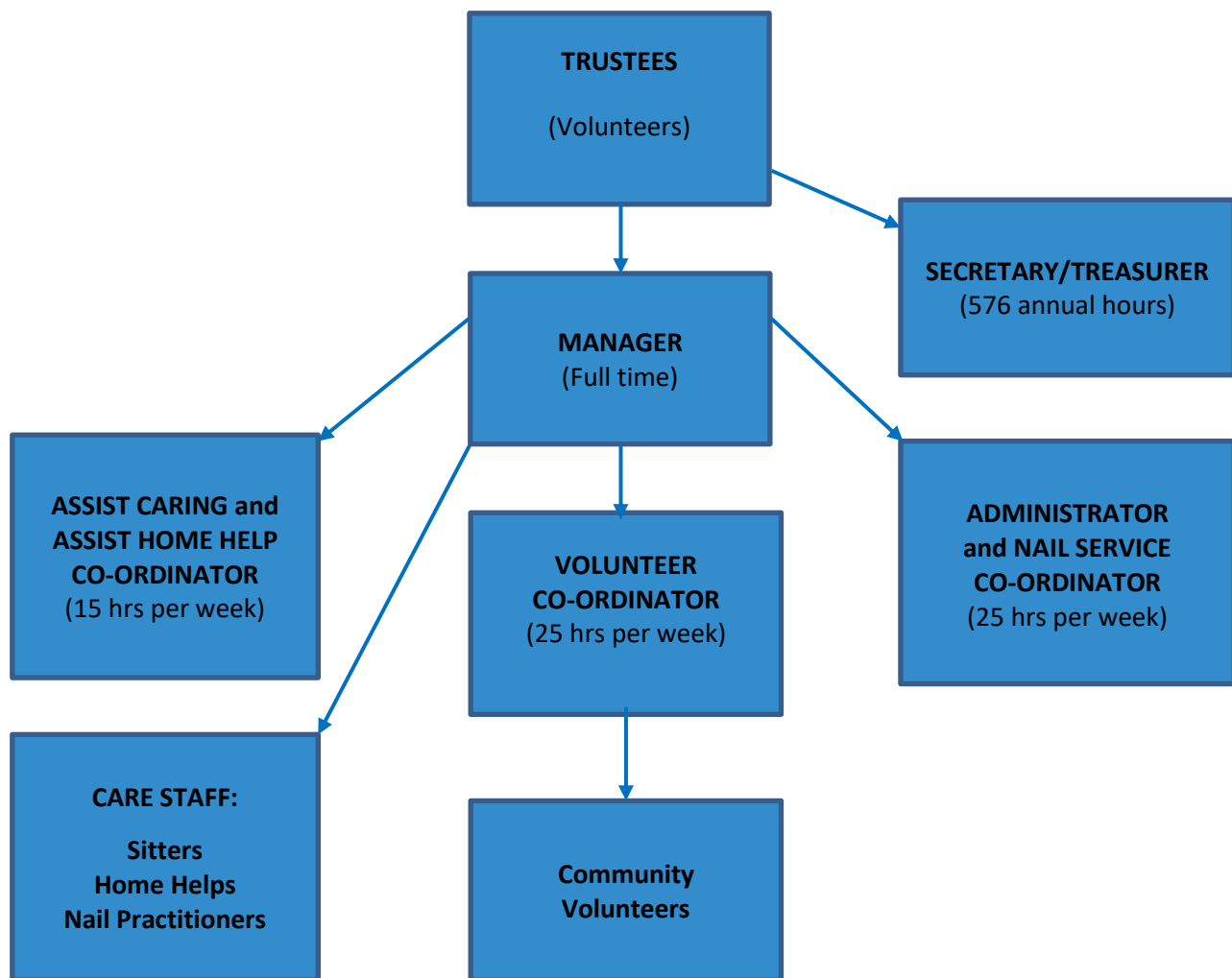
Personnel:

We have 4 members of staff who are office-based following the successful recruitment of Sophie Airey who we welcomed to the team in May 2022. We have one member of office staff who works from home and provides tremendous support to the office, for which we are extremely grateful. We employ 16 part-time care staff and, at 31 March 2023, we had 94 active volunteers.

Care Staff Recruitment:

We have welcomed 2 new staff members to the care staff team this year, Lucy March & Kimberley Rysdale. Recruitment has been a big challenge and we now have a waiting list for those wishing to use our services. I have to commend our staff for taking on additional hours when staff are ill, isolating or on extended leave. We hope to increase our staff numbers in the coming months to meet the growing need in the community.

Assist Teignbridge Organisational structure



Our Care Staff Team:

As at 31st March 2023 we have **16 care staff**. During the year we sadly said goodbye to three of our long-standing staff, Maddy Nokes, Pam Summers, and Julie Nicholas. We wish them well in the next stages of their lives. Changing circumstances also meant we said goodbye to Chris Butler, Joy Smith, Sam Triggs, Wendy Robinson and Toeni Young.

We currently have 5 members of care staff who work exclusively for the Home Help service, and 1 for the Sitting & Home Care service. The other 10 members of care staff work for more than one service, and 3 of them are trained nail practitioners.

As always, I am very grateful to all the staff and volunteers for their commitment to our organisation and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. This includes the office staff who never know from day to day what issues they may face but always rise to the challenge. I said it last year and I say it again, Assist Teignbridge has an amazing team who go the extra mile.

Shirley Fewings MBE
Registered Manager

Charged-for services: Assist Caring & Assist Home Help

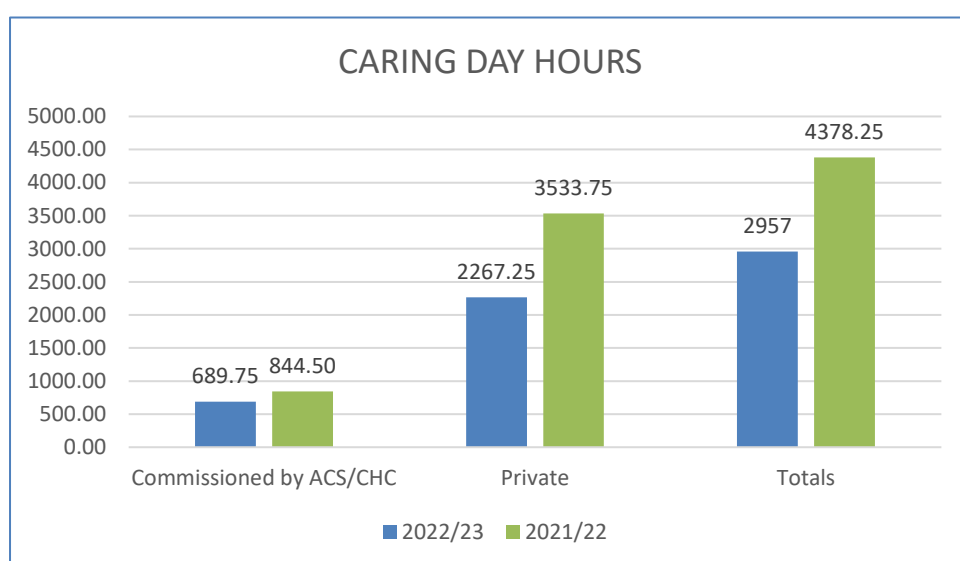
"I want to thank you for the marvellous work that you do, and my mother has really enjoyed the support and friendship that Assist Teignbridge has provided."

"Just a quick message to say thank you to yourself and your team for coming to look after my mum, last week whilst I was away. I knew she was in good hands and it enabled me to have a restful holiday."

"What an amazing team mum has, she really trusts them all. Thank you so much."

These are a few of the emails we have received from families who have been supported over the year. Quite often more than one staff member may be involved in the provision of care, not only supporting the service user and their families, but the whole team. As much as we have confidence in our staff, it is lovely to have it confirmed independently through feedback such as this.

Our provision:



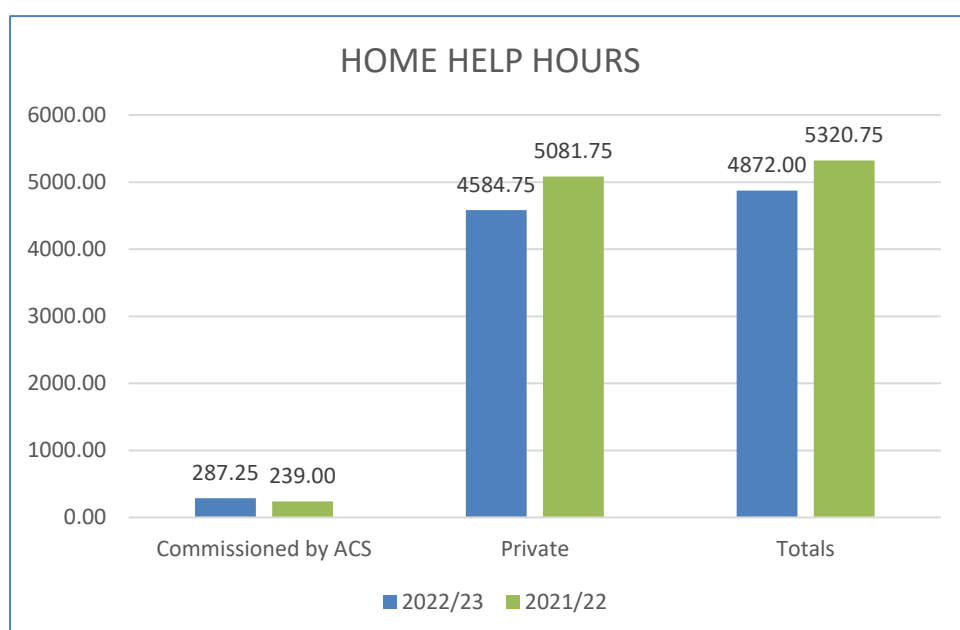
Assist Caring Day hours

Compared to 21/22, Caring day hours have decreased **33%** and, due to the passing of a long- standing client, nights also decreased by 63% over the year.

The total Sitting/Care service hours for the year are down **41%**.

Assist Home Help hours

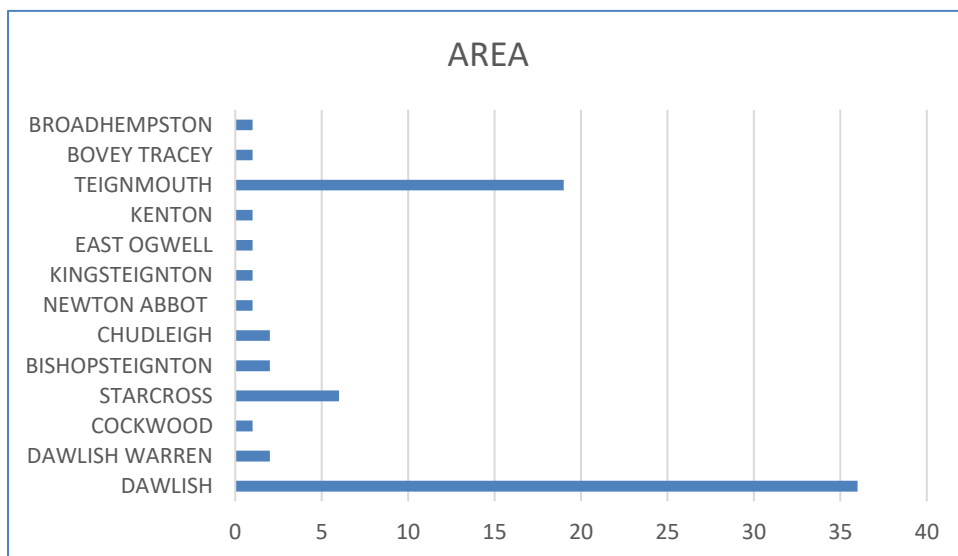
Compared to 21/22 the Home Help hours have reduced by **9%**.



Several factors have influenced this downward trend across our paid-for services. We have the loss of long-standing staff and the difficulty in recruiting new staff, against the backdrop of the current economic climate.

We have made connections with local personal assistants (PAs) so we can signpost those in need to them. We also then have the potential to help support the PAs during holiday periods and provide short-term cover.

Registered Service Users:

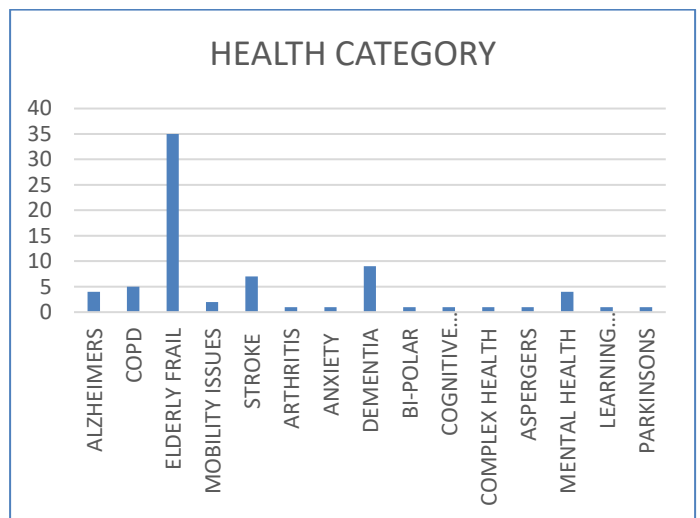
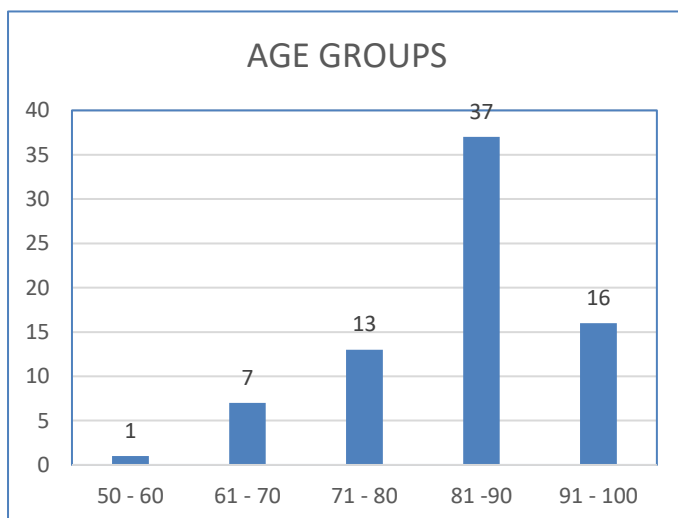


We have **20 couples**, **1 family** and **52** individual households registered and or in receipt of a service.

There are 20 households who have a family member with caring responsibilities.

We provide services across the Teignbridge area although the majority of our clients live more locally to our office base in Dawlish.

Our service user **ages** range from 50 through to 98 years of age. Service users have a range of **health issues**, as shown in our health categories chart below.



Keeping Staff and Service Users Safe:

We have continued to have access to PPE, provided free by Devon County Council, to ensure staff and services users were protected. We continued to follow the government guidance in respect of Covid-19, testing and isolation.

Staff Training:

During the year the staff have had access to training in: **Infection Control, Record Keeping, Safe Administration of Medicines, Consent, Safeguarding of Vulnerable Adults, Diabetes, Health and Safety, Dementia Care, Food Hygiene and First Aid**. It's important staff have the training and skills for the services they provide. Some training is mandatory and other training is related to their role; staff are encouraged to refresh and increase their knowledge in relevant areas.

Staff meetings:

In August 2022 were able to hold our first face-to-face staff meeting since the start of the pandemic. It was well attended and we all felt the positive benefits of being together to debrief and support each other. As a result of the meeting it was agreed we would look to elect a staff representative to attend our management meetings.

Care Quality Commission:

The Care Quality Commission is currently developing a new regulatory model based on a single assessment framework which is being implemented during 2023. They will launch a comprehensive communication campaign to make sure all regulated care providers and professionals understand what the changes are and what they mean for them and the preparations needed. They haven't yet published the full guidance, and this will be available in advance of them implementing the changes. In preparation for the changes we have been working with Markel Care Practitioners who undertook a compliance review during a site visit to our office, helping us to understand how this might impact on our regulated services. This support was made available through our insurers, Markel Care. The recommendations they made have helped to improve our practices which we hope will be recognised at our next CQC inspection. Currently the CQC use a variety of methods to monitor us, including an annual requirement to submit a Provider Information Return (PIR). We are pleased to report no concerns were raised during the year.

Devon County Council:

As a provider of commissioned Adult Social Care services there have been regular meetings and communication, and more recently, the setup of the Devon Integrated Care Alliance (DISCA) group. DISCA undertakes to help solve issues within the health and social care sector as the move towards an integrated *One Devon* approach takes place. *One Devon* includes NHS organisations and local councils, as well many other local organisations, groups and communities working together to improve the health, wellbeing, and care of people in Devon.

A few words from Emma, Assist Caring and Home Help Co-ordinator

My role is to co-ordinate the Home Help and Care Services. This year has been another challenging year. We have seen several long-standing members of staff leave the organisation and recruitment has been somewhat slow. Two staff members left mid-December which added to the pressure of covering holidays and sickness over the festive period. Where we have recruited new team members these have been on a part-time basis and have quickly taken on existing clients of those leaving. This has left us with an ongoing waiting list for services. Preparing the rota often proves to be a challenge especially when covering staff holidays and sickness as most members of staff have little availability.

I would like to take this opportunity to thank my team of lovely carers for their ongoing support and readiness when I change their rotas and ask them for additional help.

Measuring Outcomes through our Quality Assurance processes:

We send out evaluation forms to all new service users with the option of completing them anonymously. We had a total of 30 returned. Not all sections were completed but we are pleased to say that on the whole the results were very encouraging.

Are the office staff polite and friendly when you contact the office? 27 people said **YES**. In addition:

Always a good laugh *Very polite and very friendly* *Excellent*
They always make allowances for hearing difficulties and respond to comments
On the few occasions we have contacted the office we have received a friendly reception
Very pleasant *Definitely yes. I am always without exception treated with great respect*

Are messages dealt with promptly? 24 said **YES** with 1 stating "*Most of the time*". Additional comments:

Yes absolutely *They always respond to messages at the earliest opportunity*

Are you informed of any changes promptly? 26 said **YES** with the following comments made:

Yes, by the office and the carer *As soon as possible for staff*
Always *As soon as the office know of any change it is passed on.*

Is there anything the office could improve on? 22 said **NO** with the following comments made:

They are on the ball *We can all improve, always....* *Can't think of anything*
Keep doing a wonderful job *Not at the moment! Everything ok!* *No very very kind and friendly*
I have always found all the office staff friendly, polite and willing to help with any query

Do Care & Home Help staff arrive on time? 29 said **YES** and 1 said "most times". Additional comments:

Some delays occasionally due to traffic problems and a poorly client.
Yes or sometimes early! *Yes very good*

Do they behave in a professional manner? 26 said **YES** with the following comments made:

Always *Absolutely yes* *Yes always*
They have been conscientious in approach to tasks

Do you have confidence and trust in the staff?

Staff always ready to listen and offer advice *Completely* *Absolutely*

Do the staff consult with you about your needs and preferences? 26 said **YES**. Additional comments:

We discuss preferences when allocating time *Yes, very attentive*
Yes and always does any job well *As and when necessary*

Is there anything the staff could do better? 27 said **NO** with the following comments made:

Everybody is so good *Not with my helper she is very helpful*
Not as far as we are concerned *Excellent, so not at the moment*
No I think I have the very best *I can honestly say they seem to be top class.*

1 person commented:

"More time to cover tidying as well as cleaning - my previous cleaning service sent two people for 1 hour and if only 1 came they stayed for 2 hours." *This service user was offered additional time but declined.*

How has using our service improved your circumstances?

"House is much cleaner more relaxed about clean kitchen and bathroom, enjoy conversations with staff"

"Made it much easier to deal with things, especially now I'm on my own."

"Enough from a hygiene sense to keep me happy, but there seems to be not enough time to tackle tidying under what I can afford. So I struggle with this, which does make a dent in my overall happiness."

"Your service has helped me cope with many tasks I can no longer manage on my own."

"It has made me feel happier that someone cares. My house looks better and I have been told about things to which I am entitled."

"It has made my daughter less worried about what I am doing. Has made my life easier, my home always looks better when they have been, she makes me happy and restful."

"Definitely changing the bedding, especially the duvet cover is a big help to me, the task I find the most difficult."

"Yes, I can leave my husband over a mealtime without worrying whether he will eat and also feel he has company, some supervision when I need to be out for several hours."

"My children can come and visit me without having to do cleaning so I get to spend more quality time with them."

"It enables my daughter to go away on breaks for respite knowing that I'm being checked on and cared for, it also gives me comfort that someone will be calling on me daily to check on me."

"Staff have provided a reassuring service"

"Removed a lot of stress"

"It is nice to see a friendly face and have someone so helpful. It's really nice to have someone that I have got to know. Seeing the same person each time is very important to me."

"Beyond my expectations actually. From my initial call through the assessment interview and the speedy arrangement for care/home help starting once a week. Everything has gone like clockwork and I no longer worry that my little home might be grubby and or untidy. Quite a weight off my shoulders."

"It means that I do not have to worry about doing any hoovering or dusting for which I no longer have sufficient energy."

"It's very reassuring to know your staff are going to be looking after mum. To know they are very reliable and experienced, and that they will inform us of any problems"

Evaluation Conclusions:

Considering the challenges we've faced this year we are extremely pleased that the responses are overwhelmingly positive, with user comments revealing just how much the services are benefitting the individuals and their families. We are grateful to them all for taking the time to give their feedback through our evaluation processes.

As well as the Evaluation comments, we often receive compliments and thanks from clients and close family during the year, which are then shared with the relevant staff. Here is a selection:

"Mr XXXXXXXX phoned to say how pleased he was with the nail trimming service and how charming you were. He felt he had to phone and say how pleased he was."

"I would like to thank everyone there for the help my Uncle has been receiving from you. It has allowed him to live independently, which is exactly what he wants. Sorry if he is a bit stubborn sometimes!!"

"You had been a tremendous support for mum in her final years, and I am sure you have heard from lots of grateful people what a wonderful person you are, and what a wonderful job you do for the community. Thank you."

And finally, from a family member who sadly saw the passing of their mum during the year:

"Many thanks for all your support with mum. I could not have looked after her at home without the expertise and care of your staff. They are all wonderful."

***Shirley Fewings MBE
Manager***

Assist Volunteer Centre & Community Support



The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities. The Centre also provides a more general service to the community with local information and signposting. It has a selection of leaflets related to other services in the area.

Brokerage

As well as registering Volunteers for our own Community Support work, we also promote volunteering opportunities for other charities and agencies in the locality on Volunteer recruitment websites and Facebook, and by poster display in the Volunteer Office. We rarely receive feedback from the volunteers who are signposted in this way so it is difficult to monitor. In future all brokerage applications will be recorded as 'signposted' rather than by whether the referral was successful or not.

We now have a new site to use called *Devon Connect*. This is an interactive web site, that anybody can sign up to, whether offering opportunities or looking for positions.

General Service for the community – information and signposting

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries from carers, members of the public and other organisations on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year we have signposted 46 clients to a huge range of organisations and sources of support. There were 58 'other' requests, and we arranged for 6 food bags to be delivered.

Volunteer Recruitment

People of all ages choose to volunteer; whether they are retired or not, currently in employment or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable placement. We noticed a surge in people applying to become volunteers following covid, as some did not return to work. Most of these volunteers have now found alternative employment. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer. We have lost several of our long-standing volunteers some of whom have retired from their post. With new recruits, we have managed to replace some of these volunteers, but recruitment continues on a regular basis.

We are very fortunate to have a wonderful and active group of volunteers with a wide range of skills and backgrounds with the willingness to make themselves available for the benefit of others. In total, we have **94 volunteers** registered including our wonderful trustees.

*This year we saw the sudden and sad loss of two of our long-standing volunteers, befriender **Ian Fraser** and dog walker **Alby Sharp**. Both Ian and Alby had been commended for their commitment to our services at our annual thank you events and it is a huge loss to our volunteer services.*

Community Support

There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities.

We run a **Community Support Scheme**, whereby volunteers support members of the local community in a variety of ways, as shown overleaf. Volunteers can be placed for just one occasion or on a more regular basis. All services are provided free of charge.

Objectives of the Community Support Scheme

- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

Community Volunteer hours

Our volunteer hours this year added up to **4473½**, an increase of 10% over the previous year's total of 4,080 hours despite the small drop in volunteer numbers from 98 in March 2022 to the present 94. To explain further, please see the chart below to compare hours from the previous year.

In monetary terms, applying a nominal rate of **£11 per hour**, this is equivalent to **over £49,000** of paid support.

Community Service	2022/23	2021/22	% change
Befriending	2235¾	2005	+ 11%
Enabling	156	74	+ 110%
Outreach Benefit	915½	298	+ 207%
Gardening	40½	136¼	- 70%
Trustees	261	315	- 17%
Dog Walking	151	142½	+ 6%
Events	145	89	+ 63%
Book and DVD club	89	65½	+ 36%
Other	479¾	954¾	- 50%
TOTAL HOURS RECORDED	4473½	4080	+ 10%

Outreach Benefit hours have increased substantially due to including volunteer training hours, a higher volume of benefits enquiries, and our new "Full Benefits Check" using an online service. The drop in "Other" is largely due to last year's figure including hours for the recruitment and introduction of new volunteer positions, coupled with the move back to normality after Covid.

Type of volunteer		Description of task
Befrienders		To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.
Telephone Befriending		Volunteers are assigned to clients who have been shielding because of covid. Many of the volunteers have remained throughout all lockdowns, calling their clients on a regular basis at their own convenience. Most of the volunteers have made two calls a week to their clients.
Dog walkers		Walking pets for those who are not capable of walking the animals themselves. The volunteers decide themselves how often and for how long they walk the dogs. The service is provided for no more than 2 sessions a week. It is not a substitute for paid dog walking services.
Enablers		Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.
Outreach Benefits		To help clients fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers.
Gardeners		Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those in short term need following illness.

Supporting Volunteers

We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to all volunteers to keep them in the loop. If a volunteer has health issues, I keep in touch via email or phone to check on their wellbeing.

What our volunteers say about their placements:

"I enjoy my volunteering. I am a volunteer gardener and I have built up a good friendship with my clients"

"Although my client has now gone into a home, I still visit every week, sometimes twice a week"

"I am a volunteer befriender for a lady with dementia. We both have dogs, and they get on great with each other. We go for a walk with them"

"I was asked to help a lady with an Ipad issue, now I befriend her, and we get on great"

"Sadly, my client passed away shortly after covid. I now have a new client who is a real character. We always end up laughing at every visit, it's a real tonic for us both."

Befriending

We have 27 befriending volunteers registered with us. Most of these are face-to-face, but some double up as telephone befrienders. **2235½ hours** were spent befriending this year, between 1 and 2 hours per week, per client. At 31 March we have 38 clients benefitting from this service.

Telephone Befriending Service

Our Telephone befriending service continues, but as we recover from covid, face-to-face befriending has become more popular again.

One of our clients had been in hospital long term. She had a telephone befriender during covid, but this stopped on admission and only restarted on discharge. This lady now receives a regular weekly call from her original befriender. Her befriender takes photos of the swans and ducks to show her. She says it "cheers her up" knowing what goes on in the outside world.

What clients say about their Befrienders:

"My befriender brings her two dogs with her. Since mine passed away, it wouldn't be fair to get another, so we have one knee each, filled with dog!"



"I am 76, I have a befriender who comes in once a fortnight. I really look forward to the visit and always have chocolate biscuits up my sleeve!"

"My befriender often stays longer than planned, we enjoy a good chat, and it is company for me."

Dog Walking

We have limited this to emergency dog walking of clients who are recovering from illness or operations due to lack of volunteers for this service and also the availability of paid dog walking services.

"My mum's dog is usually walked by a professional dogwalker. If the dog walker is off, Assist Teignbridge step in. It is a life saver for mum who has dementia and has a close relationship with her pet."

Gardening

Gardening has recently restarted after the winter break. We have 6 regular garden tasks covered by 3 volunteers.

Outreach Benefit

There has been a marked increase in Outreach Benefit enquiries and claims. This could be due to the present economic climate. In this year we dealt with **230 Outreach benefit cases** compared to 113 in the previous year, more than double. We also offer an additional service within this service. A full benefit check, using an online program. This indicates which benefits the client may be successful in claiming, and from there we can support the client through their claim. We carried out **55 benefit checks** in this period.

We check back at a later date to see if the claim was successful. From feedback, we estimate that **over £7,700 a week** has been gained for our clients, equivalent to an annual sum of **over £400,000**. This is new money likely to be spent in the local economy, providing some relief to clients in the cost of living crisis.

Grateful clients have also made donations to this charity totalling **£1,808** an astonishing increase of 65% on the previous year.

What our clients say about our Outreach Benefit service:

"We didn't know anything about benefits until the lady came to assess us and explain what we might be entitled to. Now we both get Attendance Allowance and Pension Credit, with lots of extras added on. It has been as if our prayers have been answered."

"I could never have tackled the form on my own. Kate came and helped me fill it in, thank goodness, and I get high-rate AA. I can now afford to pay for home help."

"My husband is older than me, and I work part time. He asked for help about benefits that he could claim and was advised to put in a claim for Attendance Allowance. He got the lower rate, which has helped us tremendously. We have never claimed benefits before this. It allows me to pay for a carer to shower him twice a week."

Training of Volunteers

This year our benefits volunteers have completed training on form filling and benefit assessments. With permission I was able to adapt the Turn2Us online website training so it could be presented in a classroom environment. I also adapted the questions that are asked on the website into a paper form. This enables us to gain the information we need to carry out the initial benefit check without visiting the client at home. My grateful thanks to our patient volunteers, who trialled this programme and helped to develop it into the success it has become. **Ian Alexander**, one of our more experienced volunteers, also led on two training sessions on the complex subject of claiming Pension Credit. He gave us a good understanding of the benefits that clients may be able to claim, and the “extras” that run alongside a successful claim. We are grateful to him for sharing his knowledge.

The donation of computer tablets means we now have a team of volunteers who can visit clients in their home or do an online assessment over the telephone to see what benefits clients might be entitled to. This in turn helps us to order the forms in the correct order, to enable the clients to claim benefits.

Benefits Volunteers & Outreach Surgeries

We appreciate the time given by our benefits volunteers. It takes approximately 2 hours to complete the forms so it is quite a commitment. This year has seen a huge upsurge in this service and we have taken on extra volunteers to cope with demand.

We attended a *Lifesure Information Day* at Bovey Tracey, organised by the residents of New Park, a mobile home park. This made residents aware of benefits and the help we can give to make a successful claim. We also gave 2 presentations to the residents of Teign Housing properties. These Outreach presentations will hopefully alleviate some of the worries of clients who think they are “not entitled” to claim anything and struggle with their daily life.

Community Referrals 2022/23

REFERRED BY	No.
Assist Teignbridge	108
Self	109
Family	54
Social Prescriber	52
Volunteering In Health	20
TCVS	1
Facebook	1
Care Direct	5
Social Services	10
Connected Communities	2
Devon Carers	4
Mental Health Team	3
Hospital Discharge Team	2
Information Days	8
Teign Housing	5
Helping Dawlish	6
OTHER	26

Word of mouth, advertising, community events, Facebook and good signposting by other organisations mean that we continue to see a high level of referrals. The table on the left shows the various sources of referral.

We will continue to raise our profile to ensure people are aware of the work we do and how we can support them. We will continue to explore how best to reach older, isolated, vulnerable people.

We received **416** community referrals over the past year, an increase of 39% over the previous year.

The next table shows the breakdown of where this year's enquiries came from and the numbers of clients from each location in Teignbridge. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

Dawlish & Dawlish Warren	Teignmouth	Holcombe	Starcross	Shaldon
241	76	8	4	8
Newton Abbot*	Cockwood	Bishopsteignton	Ashcombe	Other
66	1	6	1	5

**The Newton Abbot area includes Chudleigh, Bovey Tracey and Ashburton as well as Newton Abbot and its surrounding areas.*

What our clients say about the services we offer:

"I have been in hospital and had no food in. A food bag was arranged to be delivered to me. I was extremely impressed with the way my request was handled."

"I am really pleased with my befriender. We get on really well and it has made such a difference to me. Chrisi explained that it may take a while, due to matching me with a suitable volunteer. I can endorse Chrisi made an excellent match."

"I had an operation on my foot and couldn't get out. My befriender is excellent. We bounce off each other really well."

"My Outreach Volunteer was very helpful in recognising my struggles. So often, we adapt to make life easier and don't notice how much harder everyday things become"

Meetings

Facilitated by Teignbridge CVS, the *Cost of Living forum* brings together a number of organisations who have concerns with the cost of living rises. The meetings are held monthly online (via Teams) or face-to-face and information is shared about where help can be found by clients. Information has been gathered about warm spaces, accessing food banks, dealing with debt and benefits information to the general public. I have attended some, however, trustee Anne-Marie Henderson now attends on behalf of Assist.

Learning and good practice meetings

In January, there was a Learning Disabilities good practice meeting. The aim of this meeting was to try and integrate those with learning difficulties in to the voluntary sector. This would be very difficult for us due to the nature of our volunteer opportunities. However, several potential volunteers have been signposted via our brokerage service.

Events and activities

We were lucky enough to be invited to serve refreshments in the marquee during the Jubilee celebrations. Lots of our lovely volunteers made cakes and biscuits for us to sell. By the end of the day, we had almost sold out. It was a busy day, and the weather was ideal to hold the event. The Dawlish Markets started up again and we were able to run our tombola stall for the Christmas Market. Prizes are kindly donated to us from all sources and it was good to be out in the local community again.

We hosted The Dawlish Mayor's fundraising Charity Bingo on October 7th 2022 and again on January 6th 2023. The events helped to raise funds for the Dawlish Mayor's Charities, of which Assist Teignbridge is one. We helped to sell the tickets and ran the raffle on both evenings. The events took place at The Manor House and were well attended.

Volunteer Thank You Event



We appreciate the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration in the New Year, to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service. Our first one, following Covid, was in January of this year. Thanks go especially to Sally Heal who produced a delicious assortment of quiches and pastries to add to our buffet. It was lovely to be able to recognise our volunteers and staff who worked so hard over the year. At the end of the evening, there was not much left for doggy bags!

Yarn bomb Team



Noreen Goodchild, Yarn Bomber

Our yarn bomb team, led by Noreen and Val have worked hard throughout the year putting on colourful displays and raising money for us. The extra Jubilee display during the year brought gasps of delight.

Thanks to all the knitters and crochet team, for working so hard for the displays and on the random acts of kindness items given out to the community.



Val Hempstock, Yarn Bomber

DVD and Book Club



The DVD and Book Club has gone from strength to strength and we are grateful to our dedicated volunteer who provides a wide selection to local homes and groups. These are exchanged every month.

Anyone who becomes a member of Assist automatically has access to the DVD & Book club if they so wish. The group is slowly growing in numbers due to Kim's hard work at promoting it.

Kim Batchelor, DVD & Book Club Volunteer

Awards

We are very proud to say that we have received The Owl Award this year from Dawlish Town Council. This was awarded to us for our outstanding befriending service. We would like to say a special **THANK YOU** to all our Befrienders who made this success possible.



And finally – the following was written by a befriending client to describe our Befriending Service:

LONELINESS COMES IN MANY FORMS, JUST LIKE FINGERPRINTS.

Loss of a loved one, reduced mobility, disability, abuse, mental health, age. No matter which it is, each experience is unique, and each has its challenges. How we react to those challenges also depend on person and circumstances. I had a lifetime of health and social care background, yet, when I lost my partner, while they were there in the first instance, those skills were no match for the arrival of covid and having to shield.

The intervention of Assist Teignbridge has been a life saver and hopefully for more than one person. The initial introduction is about establishing who you are and what you are looking for. The skill of Assist Teignbridge is the matching of the volunteer to the client. If you are good at it, you are the Rolex of watches, if not, you will need to keep replacing the watch.

Assist Teignbridge is very much the former.

When my volunteer first arrived, I was making very little contribution to my wellbeing and sadly, an increased burden on the NHS. Yet the volunteer and I are well matched.

I do not like to be pushed, and with my memory impairment, I do get anxious. Instead, I was encouraged. It started with the tote bags. "Oh you are good with a sewing machine. If I supply you with cotton material, could you make face masks?" I couldn't find an excuse not to.

That was some time ago, now, having managed to follow a recipe from start to finish, I have been told my apricot and almond cookies are very nice.

I don't know how the volunteer did it, but it seems I will be making cookies for the next fete and volunteering on the Assist Teignbridge stall.

As I said Assist Teignbridge is a Rolex

Chrisi Marshall
Volunteer Coordinator

Charged-for service: Assist Nail Trimming

Many of the people that use our nail trimming service are elderly and housebound and no longer able to maintain their own foot care due to many different factors such as mobility issues, access to transport or having a caring role. We know that as flexibility and mobility declines nail trimming can be one of the first aspects of personal care to be neglected, this can then have a very negative impact on the individual. This is why this service has been so valued by the service users that use it.

As well as those with mobility issues, we also provide nail trimming to people who have:

- Visual Impairment
- Learning or physical disability
- Cognitive impairment
- Chronic breathing problems

Service users:

At 31 March 2023 we have **181** active service users on our database, **96** females and **85** males. They all live within the Teignbridge area.

Referrals:

We have taken on **49** new service users requiring a home visit within the last **12** months. The nail service is available to residents in the Teignbridge area, subject to a completion of a triage sheet to rule out any contra-indications, which is done prior to arranging a visit with one of our Nail Practitioners. We cannot provide the service to anyone who has been diagnosed with diabetes. This is due to the effect diabetes can have on circulation, causing serious problems with cuts and sores healing and damaging the sensation in the feet.

Each practitioner holds their own client list and they are responsible for booking appointments with service users directly. With each client they can keep a continuity of care and are able to identify any changes or problems before things deteriorate.

Referred on to NHS Podiatry:

We have referred **3** service users to the podiatry service in the last **12** months due to issues with their feet that required further treatment outside of our remit.

Totals for areas covered:

Here are the numbers of service users in the different areas of Teignbridge.

Dawlish, Dawlish Warren, Starcross, Holcombe	111
Teignmouth, Shaldon, Bishopsteignton	48
Newton Abbot, Kingsteignton, Kingskerswell, Ipplepen	15
Chudleigh, Bovey Tracey, Liverton	7

Staffing:

We have **3** nail practitioners who support our service users, plus the manager who has also been delivering nail trimming services due to a practitioner leaving in October 2022. We were able to provide continued service with our existing nail practitioners for most clients, although we did have to signpost some service

users that were living further afield to alternative services due to not being able to cover those areas. As you can appreciate it has been a difficult task but the majority of our service users have been accommodated and we would like to thank all of them for their patience during that period.

Training:

Due to changes within the NHS podiatry team at Exeter we have been unable to secure training to enable us to increase our nail practitioner team. They are aware of the need and we hope to hear more in the coming year.

Facts and figures:

Overall, we have provided **16% fewer** treatments than in the previous year, although the number of people having their fingers done at the same time has increased. The main drivers for the reduction are staff changes and the inability to train more staff.

	<u>2022-2023</u>	<u>2021-2022</u>
Home visit- Toenails Trimmed	951	1212
Home visit- Toenails and Fingernails Trimmed	203	172
TOTAL TREATMENTS PROVIDED	1154	1384
Average number of Treatments per week:	22	26.5

Comments from our service users:

Very good service, nail practitioner is lovely.

I can't compliment XXXX enough, she is super.

XXXX is very good at what she does and does a lovely job of my nails.

XXXX is very nice, lovely person.

I think Assist is good at what they are doing, no complaints. I feel very lucky.

Telephone Evaluations: x 23

Please √ accordingly.	YES	NO
When you contacted the office were the staff polite and friendly?	23	
Did you fully understand the costs of the service prior to treatment?	23	
Did the member of staff explain how to book the appointment with our practitioner?	23	
Please √ accordingly.	YES	NO
Did the Nail Practitioner arrive on time?	23	
Did the Nail Practitioner behave in a polite and professional manner?	23	
Did you have trust and confidence in the Nail Practitioner?	23	
Did you feel the Nail Practitioner was adequately trained?	23	
Did you feel the service was what you expected?	23	

Age groups of respondents: 30-50 = 4 71-80 = 6 81-90 = 8 91-100 = 5

What difference has the nail trimming service made to you? How has it improved your life?

- 15** Service users said they were unable to manage their foot care due to being unable to bend down.
5 Service users said a big difference, and feet are much more comfortable.
2 Service users said it has made all the difference, as nails were long.
1 Service user said it saves her money.

Is there anything we can do to improve the service for you?

All service users that were spoken to said there wasn't anything we could do to improve the service.

Would you recommend the nail trimming service?

All service users that were spoken to say they would recommend the service.

Conclusion:

In reviewing the service over the phone, all the service users were more than happy with the service they receive, and said they couldn't manage without it. They couldn't praise the nail practitioners enough. There were no complaints or recommendations on how we could improve the service. They all said that they felt the nail practitioners were adequately trained and they used the correct PPE, to keep everyone safe.

Finally, I would like to thank all our nail practitioners for their dedication, hard work and commitment to delivering a high standard of care. I know from speaking to the service users that their visits make a big difference, as not only does the nail trimming help with mobility, but the nail practitioner may be the only visitor they get at times.

Sophie Airey
Nail Service Co-ordinator

ASSIST TEIGNBRIDGE

(Registered Charity No. 1154936)

REPORT & ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

	<u>Pages</u>
Report of the Independent Examiner	1
Statement of Financial Activities	2
Balance Sheet	3
Notes to the Accounts	4 – 7

The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS

Independent Examiner's Report to the Trustees of :-

ASSIST TEIGNBRIDGE

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed

G Adams

Date

24th May 2023

Mr Garry Adams ACIB (Ret'd)

Cranbrook,
Ash Court,
Crediton
EX17 2JZ

ASSIST TEIGNBRIDGE

Statement of Financial Activities for the year ended 31 March 2023

		VC Funds		CS Funds		TOTAL FUNDS	
Note		Restricted	Unrestricted	Restricted	Unrestricted	2023	2022
		£	£	£	£	£	£
Income & Endowment from:							
Donations & legacies	3	17124	5049	362	4379	26914	37859
Charitable activities	4	253	0	320	172807	173380	211510
Other trading activities	5	0	1504	0	0	1504	2470
Investments - bank interest		0	270	0	2414	2684	1361
TOTAL INCOME:		17377	6823	682	179600	204482	253200
Expenditure on:							
Raising funds		0	52	0	0	52	95
Charitable activities	6	13462	15419	682	186726	216289	246025
TOTAL EXPENDITURE:		13462	15471	682	186726	216341	246120
NET INCOME/(EXPENDITURE):		3,915	-8,648	0	-7,126	-11,859	7080
Transfers between funds:		0	0	-2,532	2532	0	0
NET MOVEMENT IN FUNDS:		3,915	-8,648	-2,532	-4,594	-11,859	7080
<u>Reconciliation of funds:</u>							
Total funds brought forward:		0	23,601	4,291	162,068	189,960	182880
Net movement in funds:		3915	-8648	-2532	-4594	-11859	7080
Total funds carried forward:		3,915	14,953	1,759	157,474	178,101	189960

ASSIST TEIGNBRIDGE

Balance Sheet at 31 March 2023

		VC Funds		CS Funds		TOTAL FUNDS	
Note		2023	2022	2023	2022	2023	2022
		£	£	£	£	£	£
Current assets:							
Debtors	10	571	5550	8446	10707	9017	16257
Investments (bank deposits)	11	14584	21516	131558	124030	146142	145546
Cash at bank & in hand	11	4347	-3365	41089	59376	45436	56011
TOTAL CURRENT ASSETS		19502	23701	181093	194113	200595	217814
Current Liabilities:							
Creditors (due within 1yr)	12	-634	-100	-21860	-27754	-22494	-27854
NET CURRENT ASSETS		18868	23601	159233	166359	178101	189960
TOTAL NET ASSETS	£	18,868	23,601	159,233	166,359	178,101	189,960
The funds of the charity:							
Restricted funds	9.1	3915	0	1759	4291	5674	4291
Unrestricted funds:	9.2						
Designated funds	9.3	6071	5073	28864	32362	34935	37435
General reserves		8882	18528	128610	129706	137492	148234
TOTAL CHARITY FUNDS	£	18,868	23,601	159,233	166,359	178,101	189,960

These accounts were approved by the Trustees at the Management Committee meeting held on 7 June 2023.

Signed: *Robin Buchanan*

Robin Buchanan (Chairman of Trustees)

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2023

1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention. They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

3 DONATIONS & LEGACIES

2023: £26,914

(2022: £37,859)

3.1 **Restricted Funds:** **2023: £17,486** (2022: £30,491)

For VC

Devon County Council - Social Services
Dawlish Town Council
Grants from Councillors
Teignbridge CVS Cost of Living grant
Teign Housing Community Chest
Postcode Local Trust Magic Little Grant
Closure of Open Daw

Total VC:

2023	2022
£	£
6924	6788
5000	5000
200	0
4000	0
500	0
500	0
0	1722
17124	13510
For CS	
362	0
0	9160
0	7500
0	321
362	16981

All the restricted funds have been spent in full, with the exception of **£3,415** of the TCVS grant, and the **£500** Community Chest grant. These amounts have been carried forward as restricted reserves.

3.2 **Unrestricted Funds:** **2023: £9,428** (2022: £7,368)

General Donations including Gift Aid
HMRC - Employment Allowance
Membership fees

VC	
2023	2022
£	£
4039	3169
825	680
185	185
5049	4034

CS	
2023	2022
£	£
204	14
4175	3320
0	0
4379	3334

Donations for VC include amounts from grateful clients for volunteer support, with over **£1,800** received from benefits clients. There is also **£200** from the Cosens Institute, and gift aid amounted to **£506** (2022: £380).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2023 (cont'd)

4 INCOME FROM CHARITABLE ACTIVITIES

2023: £173,380

(2022: £211,510)

Analysis by Fund:

Income from charged-for services (see note 7.1)

Client & charity expenses re-imbursed

Restricted	
2023	2022
£	£
320	320
253	255
573	575

Unrestricted	
2023	2022
£	£
171574	207186
1233	3749
172807	210935

5 INCOME FROM OTHER TRADING ACTIVITIES

2023: £1,504

(2022: £2,470)

This **Unrestricted Fund** income is from fund-raising activities, including stalls at the Jubilee celebrations, the Dawlish Celebrates carnival in August and the Christmas market on the Strand. We also have **£250** from ticket sales for the Teignbridge Community Lottery that started in November 2022.

6 EXPENDITURE ON CHARITABLE ACTIVITIES

2023: £216,289

(2022: £246,025)

For **VC**, Restricted Funds totalling **£13,462** were spent as permitted on a variety of activities.

For **CS**, Restricted Funds totalling **£682** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Activity:

6.1 **Direct costs:** **£141,932 (2022: £182,536)**

Office staff pay & expenses

Care staff pay (see note 7.2)

Care staff expenses (see note 7.2)

Spent for clients and charities (re-imbursed)

Training costs

Volunteer expenses

Consumables

VC	
2023	2022
£	£
13887	12804
0	0
0	0
253	255
33	51
111	46
0	0
14284	13156

CS	
2023	2022
£	£
10814	10194
107598	147188
6217	7351
1233	3749
1309	453
0	0
477	445
127648	169380

6.2 **Support costs:** **£74,357 (2022: £63,489)**

Rent, insurance & registration fees

Staff salaries

Governance costs (see note 6.3)

Office running costs

VC	
2023	2022
£	£
2379	2194
7975	7018
1412	1184
2831	2246
14597	12642

CS	
2023	2022
£	£
8228	6224
44871	38499
1492	1254
5169	4870
59760	50847

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2023 (cont'd)

- 6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£220** (2022: £200) split equally between the Funds.

No Trustee has received any payment (2022: Nil) and there have been no related party transactions.

7 CHARGED-FOR SERVICES ANALYSIS

7.1 **Income:**

Analysis by Service:

Sitting & Home Care service

Nail Trimming service

Home Help service

Restricted 2023 £	Unrestricted 2023 £	Total 2023 £	Total 2022 £
0	65587	65587	97444
0	22701	22701	23298
320	83286	83606	86764
320	171574	171894	207506

The Restricted income is a performance-related grant.

7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service

Nail Trimming service

Home Help service

Pay through DCC grants

Pay 2023 £	Expenses 2023 £	Total 2023 £	Total 2022 £
41268	2226	43494	65611
12474	1450	13924	15237
53747	2541	56288	58169
109	0	109	15522
107598	6217	113815	154539

8 STAFFING

Analysis by Department:

Gross Taxable Pay

National Insurance costs

Pension costs

VC		CS	
2023 £	2022 £	2023 £	2022 £
21388	19427	157128	189621
1228	1024	5783	5741
358	331	1646	1497
22974	20782	164557	196859

Head count at 31 March:

		2023	2022
Office staff:	Full-time	1	1
	Part-time	4	3
Care staff:	Part-time	16	22

5 members of care staff work exclusively for the Home Help service, and 1 for the Sitting & Home Care service. The other 10 members of care staff work for more than one service, and 3 of them are trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2022: none).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2023 (cont'd)

9 CHARITY FUNDS

9.1 **Restricted Funds** have been given to the charity for a specific purpose.

	b/f	new	spent	transfer	c/f
DCC Recruitment & Workforce Resilience	3361	362	-362	-1602	1759
DCC Infection Prevention & Control	930	0	0	-930	0
Performance-related grant	0	320	-320	0	0
Restricted Funds - CS	£4,291	682	-682	-2532	£1,759
Teignbridge CVS Cost of Living	0	4000	-585	0	3415
Teign Housing Community Chest	0	500	0	0	500
Other grants & restricted income	0	12877	-12877	0	0
Restricted Funds - VC	£0	17377	-13462	0	£3,915

9.2 **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes.

When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

9.3 The Trustees **have designated £34,935 (2022: £37,435)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

10 DEBTORS

2023: £9,017

(2022: £16,257)

	VC		CS	
Analysis by Department:	2023	2022	2023	2022
	£	£	£	£
Amounts due for charged-for services	0	0	7299	10242
Bank interest receivable	257	168	1139	444
Gift Aid due from HMRC	132	380	0	0
Other debtors & prepayments	182	5002	8	21
	571	5550	8446	10707

11 BANK & CASH

Investments are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

Cash at bank & in hand comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£195** petty cash (2022: £310) and **£1,040** in postage stamps (2022: £627).

12 CREDITORS

2023: £22,494

(2022: £27,854)

	VC		CS	
Analysis by Department:	2023	2022	2023	2022
	£	£	£	£
Payroll deductions (HMRC & NEST)	0	0	1857	2577
Accrued holiday pay	0	0	6025	10171
Owed to staff	0	0	1344	2060
Other creditors & accruals	634	100	634	946
Westbank	0	0	12000	12000
	634	100	21860	27754



THANKS AND ACKNOWLEDGEMENTS



There are so many individuals and organisations who support us, too many to list individually, but we are extremely grateful for all they do.

We also take this opportunity to pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout the year.

This year our fund-raising activities have included The Queen's Jubilee Celebrations, The Strand Christmas Market, Teignbridge Lotteries for Communities and the Yarn bombs. We are grateful to **Noreen Goodchild** and **Val Hempstock** who coordinate the Yarn bombs and to all those who contribute with their knitted and crocheted items.

We have received financial support too in the form of donations from many individuals, including Anne-Marie Morris MP who nominated Assist Teignbridge to be a recipient of funding from her Christmas Card Competition. We also received funding from:

Devon County Council

Dawlish Town Council

Cllrs Community Grant

Cosens Institute

TCVS Cost of Living Grant

Teign Housing Community Grant

Magic Little Grant

We are very grateful to all our donors and our funders, and the **Trustees** and **Members of Assist Teignbridge** for their continued support.

We are also very thankful of the many organisations that support our work through information, training and advice. We acknowledge the tremendous support we have received from **Devon County Council**, and we thank **Angie Weatherhead**, **Dawlish Town Council**, and the other **Helping Dawlish** organisations for their collaboration yet again this year.

Thank you to everyone who supports us in their own way

We couldn't do it without you!



THANK YOU ALL



*And finally, sincere thanks to the families of **Mrs Edith Hatt** and **Mr Paul Coleby** who very kindly made donations to this charity in their memory.*

Accounts



ANNUAL REPORT

2021 - 2022

COMMUNITY CHARITY SUPPORTING OLDER PEOPLE

Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2022. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

CHAIR'S FOREWORD

This past year has, with the ongoing Covid-19 restrictions, continued to be a challenge on many fronts. I am delighted to say that we have been able to meet these successfully with both fortitude and good humour. As this year's accounts show, because of the hard work and commitment shown by our many staff and volunteers, Assist Teignbridge has put in a magnificent performance. The Trustees are very grateful to all concerned for the dedication they have shown in maintaining the high standards that we have come to expect. All those concerned can, therefore, be justifiably proud of what they have achieved during a period of some continuing difficulty.

It is clear that there is a strong ongoing demand for the services we provide. We have been able to increase the paid-for services we provide, as well as the amount of volunteer support we give to the vulnerable in our community. Regarding the latter, we are fortunate to have continued to receive financial support in the form of local Council grants during a period when there have been fewer opportunities for fund-raising events. I am also pleased that we will go on contributing with other organisations to meeting the needs of the community through the *Helping Dawlish* initiative.

I am very pleased to report that, as our overall financial situation remains sound, our reserves more than cover our ongoing needs. While the Volunteer Centre shows a deficit, it is nevertheless hoped that, with the relaxation of Covid restrictions, opportunities will begin to open up for more fund-raising initiatives, enabling us to build on the high profile and good name we have within the community.

During the year, there have been several changes in our trustees. We were sorry that **Chris Griffiths** had to leave us but were delighted to be able to appoint **Anne-Marie Henderson**, **Russell Chamberlain** and **David Pinnell**, as new trustees. In the office, **Toeni Young** stepped down as Administrator and Nail Service Co-ordinator but stayed with us, having undertaken the necessary training, as a Nail Practitioner. (We have since been very pleased to appoint **Sophia Airey** to Toeni's former role.) We welcomed four new care staff this year but also had to say goodbye to three: **Julia Holford-White**, **Joyce Wilson** and **Liz Genn**. I would like to thank them for their service. Joyce and Liz had worked for us for 22 and 15 years, respectively, and we wish them both well for a long and happy retirement.

In commending this report to you, as in previous years, you will see the wide range of activities that Assist Teignbridge is engaged in for the benefit of local people. We are justifiably proud of the assistance given to the community through the Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services. We rely very heavily on the commitment and professionalism of our staff. However, there is still much we could not do without the valuable assistance of our volunteers. In the past, we have recognised those volunteers who have provided outstanding service over the course of the year by the presentation of certificates at our Annual Reception. It has not been possible to host such a gathering recently, but we look forward to being able to resume this tradition in the year to come.

I also wish to express my warm thanks to my fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and, not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are

most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

We will face new challenges and, no doubt, a heavy workload in the year ahead. I am sure that, as in the past, we will be able to demonstrate flexibility in the way these challenges are tackled and that we will continue to do so with good humour, enthusiasm and commitment.

Robin Buchanan, Chair

OBJECTIVES & ACTIVITIES

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

Free services:

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

Charged-for services:

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good".

ACHIEVEMENTS & PERFORMANCE

Despite the continuation of covid restrictions, we have continued to operate throughout. We made the necessary adjustments to keep clients, staff and volunteers safe whilst still supporting the most vulnerable in the community. We are very proud of what the charity has achieved this year:

- Over **4,000 recorded hours of volunteering** by our Community Volunteers;
- Almost **6,000 hours** support provided for carers and individuals by our trained sitting staff;
- Over **5,000 hours** of practical help provided by our home helps;
- Over **1,300 nail treatments** provided by our qualified nail practitioners.

Covid restrictions have continued but we have been able to gradually increase our volunteer support, achieving a **45% increase** in recorded hours over the previous year. Our paid-for services have also seen increases, with Assist Caring day hours and nights totalling **5,953 hours**, representing an increase of **47%** when the previous year had seen a fall of 14%. The Nails service had also seen a fall in 20/21 but has provided an **18% increase in treatments** this year. We continue to support almost 200 individuals with regular nail trimming. The Home Help service had grown 16% in 20/21 to over 5,000 hours provided, but we have seen a further **3% increase in hours** this year. These magnificent results have been achieved despite continuing challenges and we are very grateful to all our care staff and volunteers for their commitment and dedication in supporting their clients.

We employ care workers to provide our charged-for services and ensure they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2021/2022 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee. Elected Trustees serving during the year and since the year end were:

Robin Buchanan (Chair)
Francis Bourke (Vice Chair, retired 8/5/22)
John Petherick
Graham Carey (retires by rotation)
Sue Hill (retires by rotation)
Lynn Cavill
Chris Griffiths (retired 29/9/21)

Trustees appointed by the Trustees in the year, retiring at the AGM:

Anne-Marie Henderson
David Pinnell
Russell Chamberlain

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager.

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils with grants, and received funds from Open Daw when that charity closed. However, covid restrictions have limited the number of fund-raising events taking place, and the level of donations has fallen. VC ends the year with a **deficit of £5,440**.

The Charged-for services recorded a **surplus of £12,520**. This is due in part to pandemic grant aid support from Devon County Council, and the saving of salary costs whilst an office position was unfilled, but is due mainly to the increased provision achieved by all the services.

Although this means that the Charity funds have increased by **£7,080** this year, over £2,000 of this is earmarked to be added to our Redundancy Reserve, required to provide for the costs of statutory redundancy should the charity cease to trade. But the charity's free reserves now total **£148,234** and these can be applied by the Trustees to any of the charity's activities. This more than meets our aim of maintaining reserves to cover a year's activity in all services.

The total reserves of the organisation now stand at **£189,960** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>	<u>20/21</u>
Restricted Funds	£ 0	£ 4,291	£ 4,291	£ 4,155
Designated Funds	£ 5,073	£ 32,362	£ 37,435	£ 35,305
Free Reserves	£18,528	£129,706	£148,234	£143,420
Total Funds	£23,601	£166,359	£189,960	£182,880

Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services could still be provided to support our most vulnerable clients. We are very grateful for all their hard work.

Assist Teignbridge worked with other local organisations and Dawlish Town Council in the Helping Dawlish initiative, set up during the first lockdown of 2020. This collaboration continued last year, and will continue going forward to meet the needs of the community. Some practices put in place to enable continued support through lockdowns and restrictions have now become standard services, for example telephone befriending.

For 2022/23, the Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. Working through the pandemic has raised our profile in the town, and we will build on that to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

Signed on behalf of the Board of Trustees

Robin Buchanan

Robin Buchanan
Chair

June 2022

Helping Dawlish Initiative

Local organisations working together to respond to community need

Helping Dawlish was formed in March 2020 as an initial emergency response to the pandemic, bringing together a group of local organisations, each working to their own strengths, so as not to duplicate, to provide a range of services to help local people to cope and to support each other. As an emergency response team this model worked extremely well and as we come out of the restrictions, this loose collaboration will remain in place to respond to future community needs. The group meets on a regular basis via Zoom to look at community need and what support can be offered effectively using the collaboration. The collaboration is co-ordinated by Dawlish Town Council.

In March 2021, on behalf of *Helping Dawlish*, the Council submitted a bid for funding to the Teignbridge Covid-19 Hardship Fund and was successful; it was awarded a grant to help isolated, socially distanced and elderly people who were not currently using digital tools to access the internet and its basic functionality to get online within the Dawlish parish area. A further grant from Devon County Council has meant the group have been able to support the continuation of the food larder, activity packs and leaflets to provide information to the local public and those having to isolate and face hardship.

HELPING DAWLISH

<http://www.helpingdawlsh.co.uk/>

Help us on the Road to Recovery



BE Kind
BE Considerate
BE Respectful

WHEN YOU
RE-Discover Dawlish
BE the reason someone smiles today!



In Partnership with
Helping Dawlish



WE ARE HERE TO HELP

To **SUPPORT PEOPLE** in immediate need of food
whether due to a medical need or social isolation
or prior to other help being available
during the COV-ID 19 Pandemic

See www.helpingdawlsh.co.uk
or ring 07584 052 306 or 07711 234 948

Donating? We have donation points at the Co-op Store and Dawlish Funeral Care.
Can you donate any of these?

UHT Milk Sugar Shower Gel Teabags Cereal Custard Squash 500g pasta packets
Soap UHT Juice 500g Rice bags or noodles Toothpaste Cane/Cereal bars/Biscuits
Jelly Packs Coffee
Tinned Items Beans, Tomatoes, Soup, Fruit, Fish, Meals, Rice Pudding

Thank you!

Any excess supplies will be donated to HITS.

Helping Dawlish

This is a shining example of what can be achieved when organisations work together.
Dawlish Town Council, ROC Dawlish, Assist Teignbridge, Dawlish Community Transport, ROOTs Community Enhancement, Dawlish Christian Fellowship, Dawlish Action for Youth, St Gregory's Parish Church, Living Dawlish Community Hub, The Strand Centre, Home Instead, and Dawlish Chamber of Trade and Commerce.

Assist Teignbridge Manager's Report

With constantly changing guidelines, staying up to date and keeping everyone else up to date has been a priority over the past year. Increased communication with families, adult social care, staff, and the local authority has had a positive impact at a very challenging time. The opportunity to attend Zoom meetings with Devon County Council and our local teams in Adult Social Care gave the platform to discuss any concerns, issues and challenges providers were facing and to look at solutions. Being part of a providers' group meant there was a confidential space where support was available so managers didn't feel alone at some difficult times. So many managers work in isolation it had a positive impact on morale.

The opportunity to undertake a '*Recovery Champions*' course looking at Wellbeing, Support and Recovery for care workers and managers helped immensely in establishing a new set of skills in supporting staff as we moved through the Pandemic and beyond. We continued to have the benefit of regular testing of staff, PPE supplies, access to grants and other support through our local authority.

The primary focus of **Assist Teignbridge** is on providing affordable (and some free) support at home to the elderly, those living with dementia, other vulnerable people, and their carers. This is achieved by providing a range of support to include:

- Practical help around the home
- Giving carers a break – during the day and overnight
- Providing some personal care services, including nail trimming
- Providing companionship
- Helping people get to and from appointments and social meetings
- Providing information and advice
- Raising funds to supplement the grants we receive, to enable us to help as many people as possible
- Promoting volunteering, and recruiting and training volunteers

How we do it:

We aim to empower clients and their families to have access to support and information to enable them to continue living as independently as possible in their own homes or to support those in a caring role. We put the people we support at the centre of all we do and develop our services around them, so it is a highly personalised service. It's paramount that our clients have a service personal to their needs, provided by staff who have the skills, knowledge, kindness, and common sense to support them.

When assessing a service user we like to know as much about their lives as possible, or as much as they are willing to share. It helps us to 'see' the person and not the disability. It's important for us to understand what the issues are for them, what's important to them and what they want to achieve.

Employees:

We currently have 5 members of care staff who work exclusively for the Home Help service, and 3 for the Sitting & Home Care service; 1 nail practitioner works only for the Nails service. The other 13 members of care staff work for more than one service, and 4 of them are trained nail practitioners.

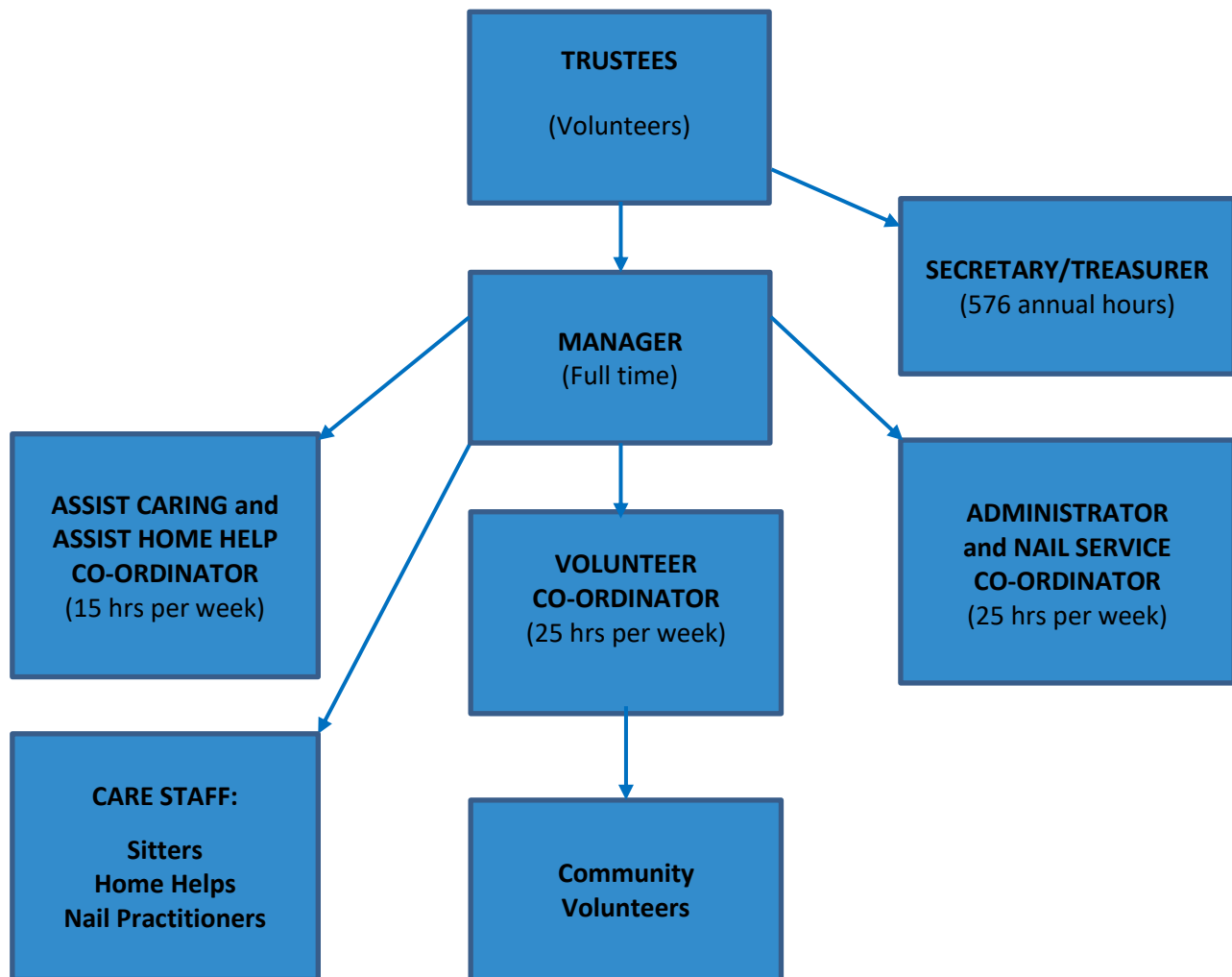
One of the strengths of our provision is that the majority of our service users have a named member of staff supporting them so the staff get to know the service user and can support them appropriately on their journey and identify quickly when there is a deterioration in ability and therefore respond in a timely manner.

As always, I am grateful to the staff for their commitment to our organisation and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. This includes the office staff who never know from day to day what challenges they may face but always rise to the challenge. Assist Teignbridge has an amazing team.

Care Staff Recruitment:

There are several factors that lead into our recruitment process. One is looking at the needs of the client and making sure we have staff who can meet those needs. Another is the supply and demand for our services. Recruitment can be challenging and sometimes it might be necessary to upskill current staff to meet the diverse needs of our clients.

Assist Teignbridge Organisational structure



Personnel:

We have 3 members of staff who are office-based, a vacancy for the Administrator and Nail Service Co-ordinator (since filled), and one member of office staff who works from home. We employ 22 part-time care staff and, at 31 March 2022, we had 98 active volunteers. I am very grateful to them all for their hard work in enabling the charity to successfully deliver services and support to so many in the local community during what has continued to be a very challenging period.

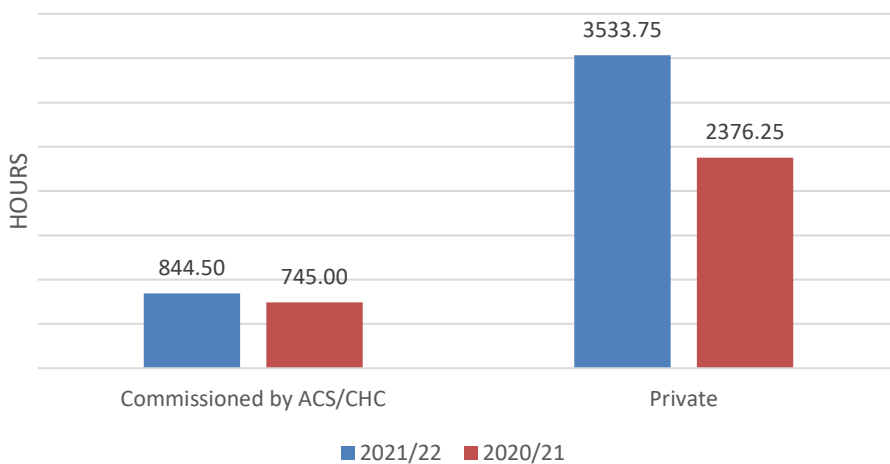
Shirley Fewings MBE
Registered Manager

Charged-for services: Assist Caring & Assist Home Help

In 2021/22 we provided 11,274 hours of Care and Home Help support in the local community, an increase of 22% over the previous year

Sitting service and nails treatment numbers were down in 2020/21 due to the lockdowns, but even so the increase in provision this year has been phenomenal. We are pleased to report increases in all services, as shown in this report. Naturally, we can only meet this need through the commitment and dedication of all our staff.

ASSIST CARING DAY HOURS



Assist Caring Day hours

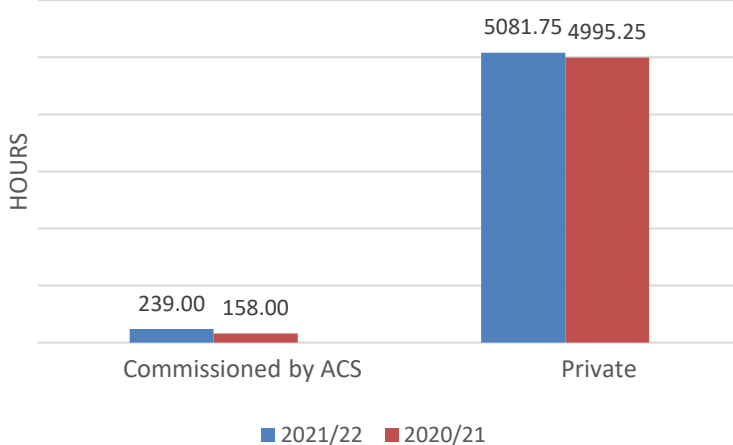
The level of commissioned hours has continued to increase with a **13% increase** over those reported in 20/21.

Private hours have seen a dramatic **increase of 49%**.

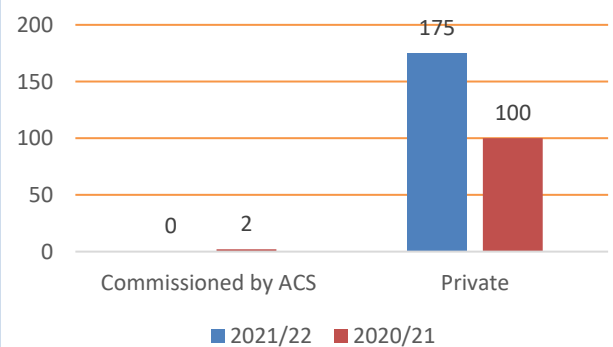
Assist Caring (Sleeping) Nights increased by 72%.

Assist Home Help hours have seen an increase of 3%.

ASSIST HOME HELP HOURS



ASSIST CARING (SLEEPING) NIGHTS



Clients:

We have **92** clients registered to use our services with the majority having a regular weekly slot or more. Some clients have both Home Help and Assist Caring services to ensure all their needs are met.

Each of our clients is an individual and what is important to one person may not be the same for another. This is why each service user has a home visit so we can understand fully their needs and aspirations. All our care plans are designed to reflect the personal, medical, emotional and social needs of the service user along with any preferences on how their needs are met.

We provide services across the Teignbridge area although the majority of our clients live more locally to our office base in Dawlish.

AREA CHART A to E



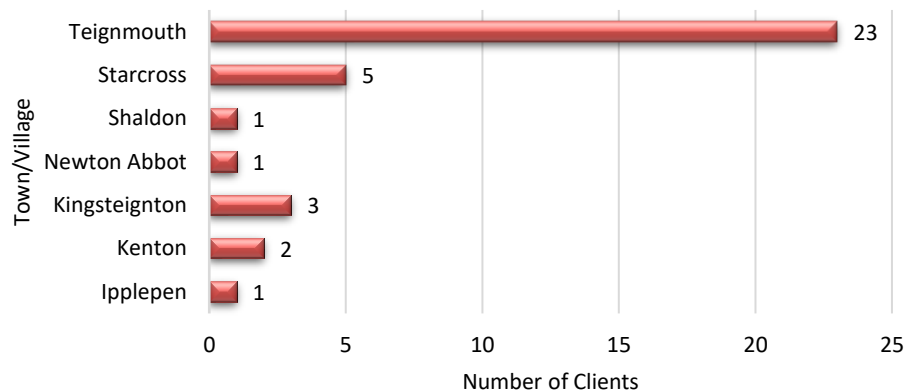
As at **31 March 2022**, our service user age range is from **62 years to 98 years of age**.

We have **25 couples**, with **20** individuals identifying themselves as Carers

There are **64 single households**,
1 Father and son household,
1 Mother and daughter household and
1 Family household.

Sadly, this year saw the passing of our first ever Home Help Client who joined Assist back in 2013. We still have clients on our register from 2014, some of whom are receiving support from several of our services.

AREA CHART F to Z



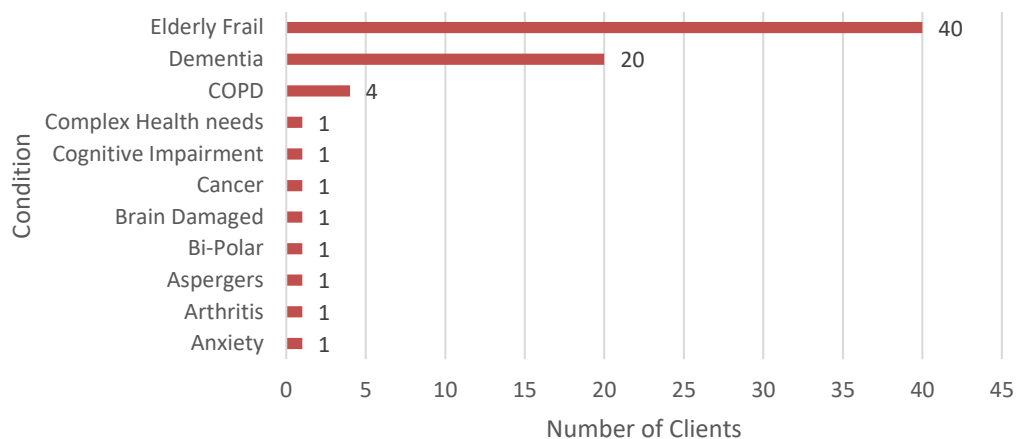
Staff:

As an organisation we go to great lengths to ensure that everyone feels a valued member of the team and is given a voice. We have a member of staff who will attend the management meetings when they can. Our staff evaluations show they feel listened to, supported and happy in their role. Often staff are the best people in coming up with solutions to some of the challenges they are facing. Staff are made aware that the only way we can improve is if we know there is a problem and we encourage them to speak out at every opportunity. In evaluating our services, we ask if our clients feel staff have the adequate competencies and training to meet their needs. This helps us to understand where improvements need to be made and additional training and support given.

Keeping Staff and Services Users Safe:

Staff understand the importance and appropriate use of personal protective equipment (PPE) in keeping themselves, clients and families safe. We have access to appropriate PPE through the NHS PPE Portal and make sure we have regular supplies available. Staff are kept up to date with the Government Guidelines as and when changes come in to force. Many of our clients have health conditions that make them particularly vulnerable to infection, as shown in the following charts.

Health Category of Clients A to E



Staff Evaluations:

The general consensus is that staff felt informed and supported and that any concerns or actions raised were dealt with promptly by the manager and office staff. By the same token, as a manager, I have every confidence in the staff to respond appropriately in any given situation.

Health Category of Clients F to Z



"I've just received the evaluation paper and quite frankly think you are all wonderful and have done a Stirling (sic) job keeping us all safe and sane whilst being in the exact (or worse) situation yourselves. Thank you 😊"

"We have such an accessible and responsive manager"

Staff Training:

Due to the ongoing risks with Covid, all training has been online. Available courses during the year were: ***Safe Administration of Medication, Panic Attacks, Wound Care, Cognitive Behaviour Therapy, Eating Disorders, Dementia Care, Safeguarding of Vulnerable Adults, Anxiety Awareness, Post-traumatic Stress Disorder, Health and Safety, Continence Promotion, Diabetes, Role of the Care Worker, Food Hygiene, and First Aid Awareness.***

Covid-19 Testing and Vaccinations:

All staff have been fully vaccinated and we have followed the Government Guidance with regards to testing and reporting. We have had access to free PCR tests and Lateral Flow Tests, as appropriate for the testing regime. It was inevitable, as restrictions were lifted that there would be a greater risk to staff and clients, although staff all made a conscious effort, outside of working hours, to minimise the risks. Our first positive staff case was in September 2021 and over the period September to March a total of 10 staff contracted Coronavirus, as well as 3 office staff. The strict following of Infection Prevention Control measures and appropriate use of PPE meant that no clients were impacted as a result. We have an amazing team of care staff who have all gone above and beyond to keep everyone as safe as possible.

Care Quality Commission:

We are registered with the Care Quality Commission (CQC) for the provision of personal care and our last inspection in June 2018 rated us as **GOOD**. Due to the pandemic, it was necessary for the CQC to prioritise their inspections. As a consequence the CQC use a variety of methods to monitor us, including an annual requirement to submit a Provider Information Return (PIR). We are pleased to report no concerns were raised during the year and we continue to be monitored remotely.

Devon County Council:

As a provider of commissioned adult social care services there has been continued regular contact with Devon County Council throughout the pandemic and beyond, with access to information, advice, funding, PPE and more. This has been essential due to the ongoing changes in restrictions and the challenges faced by providers of social care.

Office Staff:

All the office staff returned to work in the Assist office at the Manor House with strict Covid-19 safe procedures in place. But due to personal reasons, Toeni Young, Office Administrator and Nail Service Co-ordinator, had to resign from her post in the office. She retrained with us as a Nail Practitioner, completing her training on 1st December 2021. Recruitment for an Office Administrator proved challenging and at 31st March 2022 we still had a vacant position. I'm grateful to the office staff who took on the additional workload at an already challenging time and to our office volunteer **Nicola Twibill** who provides a few hours every week to help out where needed.

A few words from Emma, Assist Caring and Home Help Co-ordinator

I have the responsibility of co-ordinating the rota for the home help and sitting services. This past year has seen us slowly emerging from the pandemic with staff returning to work from shielding and clients restarting services which had previously been placed on hold. Managing the rota provides an ongoing challenge of prioritising visits due to sickness and holidays and the past year has seen several staff members isolating due to contracting Covid.

The past year has seen members of the home help and sitting staff come and go due to health reasons and other commitments. The lack of new recruits and the high demand for our services has led to capacity issues and clients having to wait for services to become available or be signposted to other agencies.

I would personally like to thank both the clients and their families for their understanding through these difficult times where I have had to cancel or reschedule visits. However, I would not be able to fulfil my role if it was not for the wonderful team of ladies that help me and I cannot thank them enough for their ongoing support.

Measuring Outcomes through our Quality Assurance processes:

Assist Caring and Assist Home Help Evaluation forms: 52 forms were distributed and 23 forms completed or partially completed forms were returned.

Please ✓ accordingly.	YES	MOSTLY	NO
When you contacted the office were the staff polite and friendly?	22	0	0
Did the information (Statement of Purpose & Client Information) you were given at the time of our home visit/assessment accurately reflect our service?	17	0	0
At the time of the home visit and assessment did you feel listened to and able to ask questions?	10	0	0
If applicable , did you feel the cared-for person was encouraged to be involved in the planning of their care?	9	0	0
Staff			
Did staff arrive on time?	22	1	0
Did staff behave in a professional manner?	22	0	0
Did you have trust and confidence in the staff?	22	0	0
Did you feel the staff were adequately trained for the tasks they had to undertake?	22	0	0

Covid-19	Very Satisfied	Satisfied	Not Very Satisfied
How well do you feel we have enabled you to feel protected by us and the PPE? – This is Personal Protective Equipment such as Masks, Gloves, Aprons and visors (If applicable).	19	2	0
Do you feel our Infection Control procedures have kept you safe? – This includes the staff use of hand gel, hand washing (If applicable).	20	1	0
How safe have you felt under our support / guidance?	17	2	0

Can you tell us how using the service has improved your circumstances?

“The hello and knowing that most days a carer will be visiting is one of the things helping me to stay in my home and having someone for company and to chat with is most welcome”

“It has been a great help to me and my husband, XXXX is a big help to us and very helpful to us in the home”

“We look forward to her coming on a Wednesday”

“Has made my life much better knowing my house is being cleaned, nothing is too much trouble for XXXX to do”

“It has made a big difference to my life, someone to Hoover and clean things I cannot do anymore. XXXX is a great help and a lovely person”

“XXXX visits once a week for general housework. We find it a great help”

“Very impressed by the difference which assist Teignbridge makes to our lives, this suggests that the charity greatly benefits the community it serves”

Any other comments/complaints/compliments you would like to share?

“Thank you so much for all your help during the past few months. You have made life worth living again”

“Staff have been very supportive and are always friendly and ready to listen”

“Friendly and efficient help for all my requests”

“XXXX does anything I ask her to do, she is very friendly and is good to have a joke with”

"I can speak very highly of your service and the care service. XXXX does everything with a smile, she has been such a help and finds jobs I can't possibly do"

"The service provided is fantastic, very varied duties. All done very well. Helping us as a family not only with practical jobs but also friendly chat that helps us and cheers us up. XXXX is a credit to you"

"Your staff are extremely pleasant and helpful, I have relaxed more and the house is very clean and orderly. Thank you to all the staff"

"Certainly no complaints, XXXX has been very helpful and very friendly, I look forward to her coming and when she leaves I know I have several less jobs to worry about. I would also like to thank the staff in the office for always being friendly and helpful"

"Couldn't do without the service"

"The carer I have is very friendly and trustworthy; she does all the things I am unable to do. That keeps me very happy"

All clients have a copy of our complaints procedures although I always stress how important it is that they contact me in the first instance if they have any worries, niggles or concerns so we avoid the need to go down the formal complaints procedure route. I explain this is how we learn and improve – if we don't know there's a problem we can't resolve it! If things do go wrong, we apologise, learn and improve. I know families and clients appreciate this honesty. By the same token, we also like to hear when things are going really well so we can pass these comments and thanks directly and promptly to the staff.

A small sample of the emailed comments received:

"I have to say all your team are so good with my mum, I love looking at my mom's folder with that XXXX and XXXX do (sic). They are so good with her. Thank you all so, so much"

"What struck me about Assist Teignbridge was the professionalism and kindness you showed to myself and our mum. Thank you very much."

"Many thanks to all at Assist Teignbridge for your continuing help & support for Dad. We both live outside Devon, so your care is very much appreciated"

"We are just so grateful for everything you have done, with all your help and advice you have given me on many occasions, also to XXXX when I have called up in a state and helped me over the last year or so. You have a fantastic caring team and offer such a brilliant service. Your staff have been so caring and wonderful with my mom and really helped make life so much easier to cope."

XXXX made such a difference to mum's Wellbeing, mum is capable of cooking a meal, it was the companionship/trust that gave mum a little sparkle during these visits. She became mum's friend, great company, they went out shopping/coffee and cake. Mum even joined the library. They also together checked mum's fridge weekly, started to do the shopping list to email across, checked mum's medication etc. XXXX was also my eyes and ears and would update me with any concerns.

"An amazing team! Well done to all of your for exceptional work (sic)"

"I have huge respect for the integrity of this excellent company"

**Shirley Fewings MBE
Manager**

Assist Volunteer Centre & Community Support



The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities. The Centre also provides a more general service to the community with local information and signposting, and it acts as a drop-off point for contributions made in response to appeals by the Dawlish Food Larder.

Brokerage

As well as registering Volunteers for our own Community Support work, we also promote volunteering opportunities for other charities and agencies in the locality on Volunteer recruitment websites and Facebook, and by poster displays in the volunteer office. We received 86 enquiries and applicants were signposted to the relevant charity but we rarely receive feedback from them. In future all brokerage applications will be recorded as 'signposted' rather than by whether the referral was successful or not.

Brokerage Case Study

A gentleman recovering from a nervous breakdown, who has considerable experience with office programs on the computer, wanted to work in an office environment with lots of people around. We found him a position in a community centre. He has been volunteering there for 8 months now.
"It was hard at first, but with patience and understanding I have settled in well"

New Teignbridge Website

We have joined a new platform called 'Teignbridge Together'. On this website, we can advertise events, volunteering positions, staff vacancies and more. We are hoping to attract more local volunteers to apply for positions closer to their home. The platform can also be used to describe the charity, so the potential volunteer will be able to look up information about the position they are interested in.

Our Community Volunteers

This year has seen a restructure of static volunteers. Those who were listed but not active have been contacted, and filtered out. We have a total of **98 Active Volunteers** on our register in March 2022.

We continue to register new volunteers on a regular basis with various skills to offer. People of all ages choose to volunteer; whether they are retired or not, currently in employment, or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable placement. We currently have one volunteer registered, who is hoping to gain her Duke of Edinburgh award. We also have a young lady who is the daughter of one of our paid members of staff, who has taken on the task of organising our tombola. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer.

Type of volunteer		Description of task
Befrienders		To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.
Telephone Befriending		Volunteers are assigned to clients who are housebound, or prefer not to have face to face contact. The volunteers call their clients on a regular basis at their own convenience. Most of the volunteers make two calls a week to their clients.
Dog walkers		Walking pets for those who are not capable of walking the animals themselves. The volunteers decide themselves how often and for how long they walk the dogs. The service is provided for no more than 2 sessions a week. It is not a substitute for paid dog walking services. And is normally short term only.
Enablers		Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.
Outreach Benefits		To help clients fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers.
Gardeners		Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those who need support in the short term following illness.

Community Support

There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities. Volunteers can be placed for just one occasion or on a more regular basis.

Objectives of the Community Support Scheme

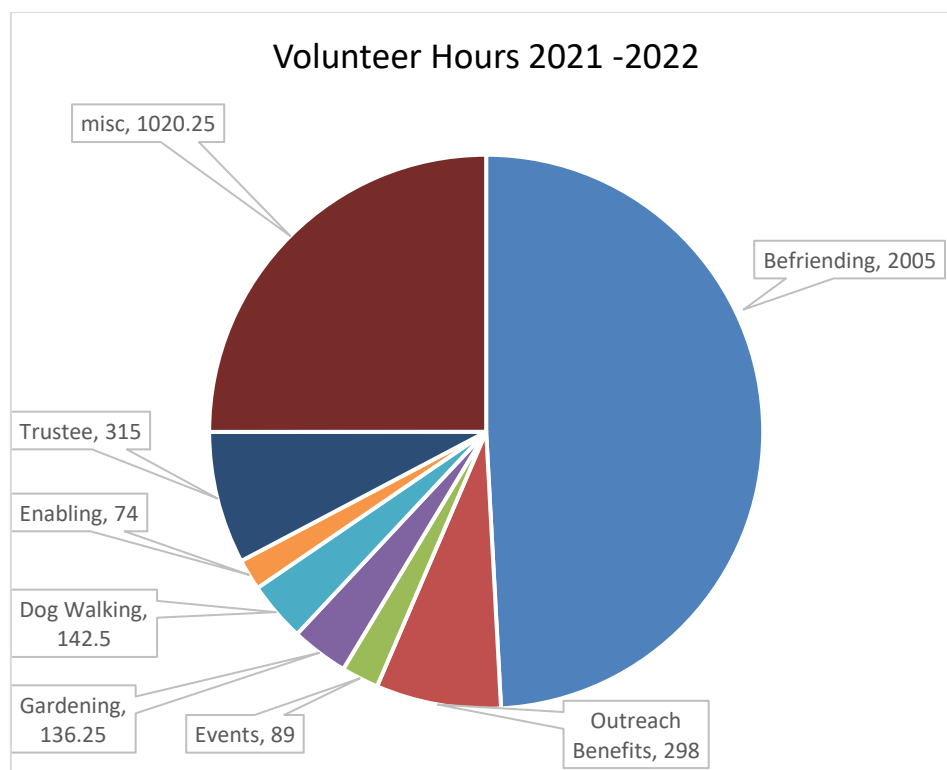
- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

Community Volunteer hours

Our community volunteers have logged **4,080** hours this year, an increase of 45% over the previous year, when regular services were restricted during the lockdowns. In monetary terms, if we apply a nominal rate of **£10 per hour**, this is equivalent to **£40,800** of paid support. The analysis of hours provided is shown in the pie chart below. The “miscellaneous” category has a large number of hours due to the recruitment and introduction of new volunteer positions, such as weekly volunteer help in the office, the setting up of the new Book & DVD Loan club, a paperwork organiser for clients and a facebook selling page co-ordinator.



Supporting Volunteers

We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to all volunteers to keep them in the loop. This year has been slightly different due to Covid, however, regular phone calls or emails to touch base with volunteers has helped with communication.

Celebrating Volunteers



We appreciate the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service. The Chair of Trustees wrote special Thank You letters to those who went above and beyond during the year. We hope to hold our annual thank you event for our volunteers later in the year.

What our volunteers say about their placements:

"I really appreciate the opportunity to do what I am doing, so would like to say a huge Thank You for taking me on. I am truly grateful"

"I am now employed as a gardener, having experienced gardening as a volunteer with Assist Teignbridge"

"What a lovely bunch of people to volunteer with"



"The new induction process is very informative and volunteer friendly. I could ask any questions without feeling silly and the book is great to refer back too."

Befriending

Our volunteers visit their client once a week on average for between 2 and 4 hours. Our befrienders have helped their clients enormously, by getting them out and about after all the Covid restrictions. For some it has started with a short walk to accompany them shopping and going out for coffee.

"The frustration for me, is I still think I am a hearing person. I have a befriender who understands this and she sends me texts regularly. I send her texts too. They make me feel less isolated and cheer me up. Thank you for the work of Assist Teignbridge, and please, please keep it going!"

"The visits from my befriender have stopped me overthinking too much. It's nice to talk to somebody other than my family. I always end up laughing. I could never have coped with all this on my own. I am very happy with my befriender now, she has made such a difference to me, I am now able to cope better."

Our two new services:

Assist Book & DVD Loan Club

We trialled a Book and DVD Loan service during this year. This was to help those clients who did not have internet or Sky TV. A selection of 5 DVDs were delivered weekly, for the client to watch. We have a dedicated volunteer who has moved this on to include some local rest homes. It is still in the early stages, but is looking as if it will be successful. This will be a free service to members of Assist Teignbridge.

"I have DVDs delivered every week. It means that I can watch some good films. I only have free view and the signal is not that good. I ask my neighbours to come in to watch them with me sometimes, and we have a movie night. I look forward to getting my selection every Friday. I get different ones every week, and I look forward to them being delivered to me, as I have made friends with the volunteer now also"

Paperwork Organising service

This was introduced when a gentleman who had learning difficulties found it difficult to organise his paperwork. He required help to make sure all his bills were paid on time. The volunteer was able to go with him to open a bank account, set up his direct debits, ensure overdue bills were paid and re-organise his paperwork into an easy-to-follow filing system. This lady has also helped other clients with paperwork that can be quite complicated to deal with.

"There is no way I could have got on top of my paperwork if it wasn't for the Assist Volunteer. She was amazing, making light work of an arduous task"

Events

Events started to take place again once covid restrictions eased, including the Dawlish Celebrates carnival in August and the Christmas market on the Strand in November. We are very grateful for volunteer support at events, and also log the volunteer hours spent in the background preparing for them, such as for sorting out tombola prizes and preparing for yarn bombs.

Outreach Benefit

The Outreach Benefit service has been as popular as ever with 113 claim forms ordered; of those 3 were self-filled by family. We also helped with advice on claiming Attendance Allowance when the client was on Disability Living Allowance and for one Blue Badge application. Out of all the Attendance Allowance claims, 13 were void. Either the client decided not to go ahead with the claim, or they were not awarded it. Claims for benefits at the moment are running behind, with pension credit claims from February and Attendance Allowance forms from March not yet processed. However, we can confirm a benefits total of **£5,469.60 per week** has been claimed so far, that is almost **£285,000 per annum**. At the end of March 2022, there were 7 outstanding claims still to be logged.

"I can afford a taxi now to bring me back from shopping. I can do all my shopping in one go"

*"I used mine to buy my mobility scooter.
It is great to get out and about and have a coffee with friends."*

"I have joined lots of organisations and clubs since getting mine, as I can now afford transport and the cost of attending them."

Community Referrals 2021/2022

Word of mouth, advertising, community events, Facebook and good signposting by other organisations mean that we continue to see a high level of referrals. We will continue to raise our profile to ensure people are aware of the work we do and how we can support them. We will continue to explore how best to reach older, isolated, vulnerable people. We received **299** community referrals over the last year.

Assist Teignbridge	69	Social Services/Care Direct	35	Wellbeing Team	1
Self	60	Moorlands	2	Age UK	3
Family	24	Connected Communities	4	Intermediate Care	1
Volunteering in Health	30	Social Prescriber	27	Devon Carers	9
Helping Dawlish	8	Hospital Discharge Team	3		
TCVS	2	Mental Health Team	2	Other	19

Where our Clients live:

The next table shows the breakdown of where this year's enquiries came from and the numbers of clients from each location in Teignbridge. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

Dawlish/Dawlish Warren	185	Holcombe	4	Bishopsteignton	3
Starcross	6	Teignmouth	56	Newton Abbot **	28
Cockwood	5	Ashcombe	1	Other	11

**This area includes Chudleigh, Bovey Tracey, Ashburton, Newton Abbot and surrounding areas.

General Service for the community – information and signposting:

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year we have signposted **28** clients to a range of organisations and sources of support. There were **64** "other" requests, including helping a gentleman to contact his housing association to get his boiler fixed, and providing information about local groups and activities for a lady who is new to the area.

What our Clients say about the services we offer:

"I am very pleased with all the help and guidance that you have given me. I could never do this on my own as I cannot get my head around anything with all that is going on in my life at the moment. Thank you so very much"

"It has taken all the worry out of claiming pension credit. Excellent service and so friendly"

"My Mum has a dog, and we pay for a regular dog walker. If the dog walker is off, we have a lovely lady who comes to walk him. She is also my Mums befriender. My Mum has changed so much now, and is so happy with her volunteer"

"I have a befriender. I am pleased that my befriender comes as I don't get out much. I feel well supported and know I can just call for help or advice if I need it"

"My four year old son had Covid and I couldn't get out to get his favourite drink. The volunteer went above and beyond to get a supply for him. We were so grateful"

I would like to thank all our wonderful volunteers for all their time and commitment.

Chrisi Marshall, Volunteer Co-ordinator

Charged-for service: Assist Nail Trimming

Assist Nail Trimming service offers affordable basic nail trimming for people living in their own homes. Our feet play a key role in keeping us mobile, but increasing age and frailty mean we often neglect them and don't give them the attention they need, leading to a risk of mobility issues. Regular nail trimming can help to maintain mobility, prevent falls, and generally improve the health and well-being and independence of older people. When feet are uncomfortable it can be a real problem for day-to-day mobility, leading to a lack of physical exercise which can increase the risk of bigger health problems. Another common problem with neglected feet is ingrowing toenails. Regular nail trimming can prevent many of these issues and identify any concerns or infections. Nail practitioners are trained to identify any issues that might be developing and can advise accordingly or refer on to NHS Podiatry Services for further attention.

Service Users:

At 31 March 2022 we had **177** individuals registered for a nail trimming service. In addition to our individual clients we provide nail services to 2 local residential care homes.

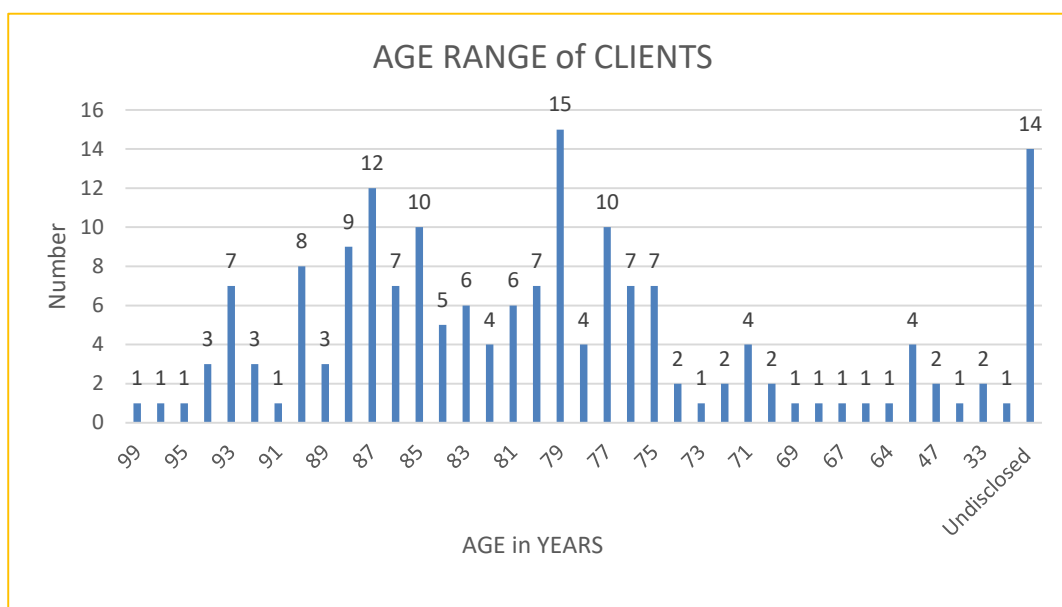
At a Glance Facts & Figures		
	2021/2022	2020/2021
Home Visits – Toenails Trimmed	1212	1030
Home Visits – Fingernails & Toenails Trimmed	172	141
Total Treatments provided	1384	1171
<i>Average number of treatments/week</i>	26.5	22.5

In total, we have provided **1,384** home visits over the course of the year, an **increase of 18%** compared to the previous year. As we come out of the pandemic, we have no immediate plans to re-open our clinic in the Manor House, Dawlish. We will review this should there be a demand. Previous nail clinic clients transitioned over to the home visiting service during the pandemic and wish to continue.

Over the course of April 2021- March 2022 we have taken on 67 new clients

Our service is primarily for the older members of our community who are unable to manage their own nail trimming but it is also available to individuals who have any of the following:

Mobility Issues	Visual impairment	Learning or physical disability	Cognitive impairment	Chronic breathing problems
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Referrals:

Each client is triaged before we commence a service to ensure they have no contra-indications prohibiting them from accessing the Assist Nail Trimming service. If for any reason they are not suitable we provide information on alternative services. Whilst we are able to treat individuals who have been informed they are 'at risk' of becoming diabetic, we cannot provide the service to anyone who has a confirmed diabetes diagnosis.

Added benefits:

A lot of elderly people can become very isolated or may be housebound, so a visit from a friendly face and a chat can make all the difference. Our practitioners understand the challenges facing older people and can signpost and provide information services and support to aid independent living.

Where our Clients live:

We provide services to individuals throughout the Teignbridge area, but as can be seen below, the majority of our clients live locally to Dawlish and Teignmouth. The current areas of service are shown below:

Dawlish	90	Bovey Tracey	3	Bishopsteignton	5
Dawlish Warren	11	Chudleigh	3	Heathfield	1
Cockwood	2	Ipplepen	3	Kingskerswell	1
Kingsteignton	3	Liverton	1	Stover	1
Newton Abbot	10	Shaldon	3	Starcross	4
Teignmouth	35	Widecombe-in-the-Moor	1		

Training:

NHS training for the nail trimming service was suspended for nearly 2 years due to the Pandemic and recommenced in December 2021, at which point all the nail practitioners were able to undertake a refresher course, with two new nail practitioners going on to complete their theory and practical training. The training is quite comprehensive and covers the aims of the Nail Cutting Service; eligibility for treatment; NHS Podiatry support and the role of the NHS Podiatry Service as well as covering lots of competencies in the practical training. We are grateful for the ongoing support of the NHS Podiatry Service.

Staffing:

As mentioned above, we welcomed two new nail practitioners to our team. This was very timely due to one of our longstanding nail practitioners having to take long-term sick leave due to health issues. We were grateful for the nail clients' understanding whilst alternative arrangements were made to transfer them to a new nail practitioner. This took a little while and change is always difficult but the feedback we received has been very positive and all are happy with the new arrangements.

All our experienced and friendly nail practitioners are well-informed and have a wealth of local knowledge. Each client is allocated their own named practitioner ensuring continuity of care, and with regular contact the nail practitioner can also identify changing needs and signpost clients to other services as necessary.

Evaluations:

Due to the challenges of evaluating our nail trimming service in previous years, this year we used a variety of methods including **forms**, **emails** and **telephone conversations**. 38 clients receiving the service during 2021-2022 engaged in the evaluation process.

Forms: 14 evaluation forms were completed.

Please ✓ accordingly.	YES	NO
Did you fully understand the costs of the service prior to treatment?	14	
Did the Nail Practitioner arrive on time?	14	
Did the Nail Practitioner behave in a polite and professional manner?	14	
Did you feel the Nail Practitioner was adequately trained?	14	
Did you feel the service was what you expected?	14	

Covid 19	YES	NO
Did the Nail Practitioner wear appropriate PPE? – This is Personal Protective Equipment such as Masks, Gloves, Aprons and visors (If applicable).	14	
Did you feel safe and protected throughout the treatment?	14	

Age group of respondents: 30–50 x 5 71–80 x 1 81–90 x 3 91–100 x 5

What difference has using Nail Trimming Service made to you?

Six people said they are unable to reach their feet;

Two people said it was due to other disabilities;

Three people said they are unable to cut their nails;

One client said it has eased anxiety around having her nails cut and has made a big difference;

One client said it has helped her mobility.

Are you aware of the other services that we offer?

13 people are aware of the other services we provide, but **1** wasn't;

Would you be likely to recommend the nail service?

All said that they would recommend the service, with one client stating "I already have!"

Emails: evaluations and comments x 4



"When XXXX visited my mum was very happy with what she did, and with how friendly she was"

"A big thanks for offering such a great service, much appreciated!"

"Very pleased with the service – very pleased to have found Assist Teignbridge"

"Lovely ladies. Office staff are lovely and friendly – lifesavers"

Telephone evaluations: x 20

In reviewing the service by telephone, all of those spoken to were more than happy with the service. There were no complaints or recommendations on how we could improve.

Conclusion:

All the feedback we received is very positive and complimentary. All of the clients spoken to said they are very happy with the level of service provided by their nail practitioner and they couldn't manage without the regular visit. They felt the practitioners were well trained and confirmed they all used the appropriate PPE to keep everyone safe. They confirmed they wouldn't hesitate to talk to their practitioner if they needed additional help.

And finally, I would like to pay tribute to the dedication and commitment of our nail practitioners who go above and beyond, time and time again, to give the best service to their clients. The outcome of our evaluations is testimony to the standard of care they provide and I know from conversations that they brighten up the day for many of their clients.

Shirley Fewings
Registered Manager

ASSIST TEIGNBRIDGE

(Registered Charity No. 1154936)

REPORT & ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

	<u>Pages</u>
Report of the Independent Examiner	1
Statement of Financial Activities	2
Balance Sheet	3
Notes to the Accounts	4 – 7

The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS

Independent Examiner's Report to the Trustees of :-

ASSIST TEIGNBRIDGE

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed

G Adams

Date

7th June 2022

Mr Garry Adams ACIB (Ret'd)

Cranbrook,
Ash Court,
Crediton
EX17 2JZ

ASSIST TEIGNBRIDGE

Statement of Financial Activities for the year ended 31 March 2022

		Restricted Funds		Unrestricted Funds		TOTAL FUNDS	
	Note	VC	CS	VC	CS	2022	2021
		£	£	£	£	£	£
Income & Endowment from:							
Donations & legacies	3	13510	16981	4034	3334	37859	37996
Charitable activities	4	255	320	0	210935	211510	173126
Other trading activities	5	0	0	2470	0	2470	7792
Investments - bank interest		0	0	184	1177	1361	1822
TOTAL INCOME:		13765	17301	6688	215446	253200	220736
Expenditure on:							
Raising funds		0	0	95	0	95	148
Charitable activities	6	13765	16371	12033	203856	246025	208429
TOTAL EXPENDITURE:		13765	16371	12128	203856	246120	208577
NET INCOME/(EXPENDITURE):		0	930	-5,440	11,590	7,080	12159
Transfers between funds:		0	-794	0	794	0	0
NET MOVEMENT IN FUNDS:		0	136	-5,440	12,384	7,080	12159
<u>Reconciliation of funds:</u>							
Total funds brought forward:		0	4155	29041	149684	182880	170721
Net movement in funds:		0	136	-5440	12384	7080	12159
Total funds carried forward:		0	4,291	23,601	162,068	189,960	182880

ASSIST TEIGNBRIDGE

Balance Sheet at 31 March 2022

		VC		CS		TOTAL FUNDS	
	Note	2022	2021	2022	2021	2022	2021
		£	£	£	£	£	£
Current assets:							
Debtors	10	5550	489	10707	10340	16257	10829
Investments (bank deposits)	11	21516	21311	124030	123562	145546	144873
Cash at bank & in hand	11	-3365	7362	59376	42126	56011	49488
TOTAL CURRENT ASSETS		23701	29162	194113	176028	217814	205190
Current Liabilities:							
Creditors (due within 1yr)	12	-100	-121	-27754	-22189	-27854	-22310
NET CURRENT ASSETS		23601	29041	166359	153839	189960	182880
TOTAL NET ASSETS		£ 23,601	29,041	166,359	153,839	189,960	182,880
The funds of the charity:							
Restricted funds	9.1	0	0	4291	4155	4291	4155
Unrestricted funds:	9.2						
Designated funds	9.3	5073	4566	32362	30739	37435	35305
General reserves		18528	24475	129706	118945	148234	143420
TOTAL CHARITY FUNDS		£ 23,601	29,041	166,359	153,839	189,960	182,880

These accounts were approved by the Trustees at the Management Committee meeting held on 8 June 2022.

Signed: *Robin Buchanan*

Robin Buchanan (Chairman of Trustees)

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2022

1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention. They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

3 DONATIONS & LEGACIES

2022: £37,859 (2021: £37,966)

3.1 **Restricted Funds:** **2022: £30,491** (2021: £25,934)

For VC

Devon County Council - Social Services
Dawlish Town Council
Closure of Open Daw
Grants from Councillors
Devon Community Foundation - Covid grant

Total VC:

2022 £	2021 £
6788	6788
5000	3000
1722	0
0	1000
0	3200
13510	13988
For CS	
9160	1566
7500	0
321	0
0	4380
0	6000
16981	11946

All the restricted funds have been spent in full, with the exception of **£930** of the Infection Control grant. It is permitted to be used for future Infection Control spend so is carried forward as a restricted reserve.

3.2 **Unrestricted Funds:** **2022: £7,368** (2021: £12,062)

General Donations including Gift Aid
HMRC - Employment Allowance
Membership fees

VC	
2022 £	2021 £
3169	7598
680	780
185	195
4034	8573

CS	
2022 £	2021 £
14	269
3320	3220
0	0
3334	3489

Donations for VC include amounts from grateful clients for volunteer support; also **£200** from the Cosens Institute and **£625** from the Knit-Wits group at Brook House. Gift aid amounted to **£380** (2021: £1,375).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2022 (cont'd)

4 INCOME FROM CHARITABLE ACTIVITIES

2022: £211,510

(2021: £173,126)

Analysis by Fund:

Income from charged-for services (see note 7.1)

Client & charity expenses re-imbursed

Restricted	
2022	2021
£	£
320	360
255	35
575	395

Unrestricted	
2022	2021
£	£
207186	169167
3749	3564
210935	172731

5 INCOME FROM OTHER TRADING ACTIVITIES

2022: £2,470

(2021: £7,792)

This **Unrestricted Fund** income is from fund-raising activities, including online bingo, the Yarn Bomb on the Lawn at Easter 2021, Dawlish Celebrates carnival in August and the Christmas market on the Strand. Donated goods have been sold online raising **£807** (2021: £1,777); and we received a further **£384** from Robin's swim.

6 EXPENDITURE ON CHARITABLE ACTIVITIES

2022: £246,025

(2021: £208,429)

For **VC**, Restricted Funds totalling **£13,765** were spent as permitted on a variety of activities.

For **CS**, Restricted Funds totalling **£16,371** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Activity:

6.1 **Direct costs:** **£182,536** (2021: £143,156)

Office staff pay & expenses

Care staff pay (see note 7.2)

Care staff expenses (see note 7.2)

Spent for clients and charities (re-imbursed)

Training costs

Volunteer expenses

Consumables

VC	
2022	2021
£	£
12804	15576
0	0
0	0
255	35
51	126
46	73
0	0
13156	15810

CS	
2022	2021
£	£
10194	9975
147188	104925
7351	7238
3749	3564
453	1089
0	0
445	555
169380	127346

6.2 **Support costs:** **£63,489** (2021: £65,273)

Rent, insurance & registration fees

Staff salaries

Governance costs (see note 6.3)

Office running costs

VC	
2022	2021
£	£
2194	2197
7018	6866
1184	1127
2246	2987
12642	13177

CS	
2022	2021
£	£
6224	5794
38499	37772
1254	1233
4870	7297
50847	52096

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2022 (cont'd)

- 6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£200** (2021: £200) split equally between the Funds.

No Trustee has received any payment (2021: Nil) and there have been no related party transactions.

7 CHARGED-FOR SERVICES ANALYSIS

7.1 **Income:**

Analysis by Service:

Sitting & Home Care service

Nail Trimming service

Home Help service

Restricted 2022 £	Unrestricted 2022 £	Total 2022 £	Total 2021 £
0	97444	97444	66522
0	23298	23298	19631
320	86444	86764	83374
320	207186	207506	169527

The Restricted income is a performance-related grant.

7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service

Nail Trimming service

Home Help service

Pay through DCC grants

Pay 2022 £	Expenses 2022 £	Total 2022 £	Total 2021 £
62820	2791	65611	43624
13854	1383	15237	12950
55231	2938	58169	54374
15283	239	15522	1215
147188	7351	154539	112163

8 STAFFING

Analysis by Department:

Gross Taxable Pay

National Insurance costs

Pension costs

VC		CS	
2022 £	2021 £	2022 £	2021 £
19427	22162	189621	148256
1024	983	5741	4259
331	315	1497	1147
20782	23460	196859	153662

Head count at 31 March:

		2022	2021
Office staff:	Full-time	1	1
	Part-time	3	4
Care staff:	Part-time	22	20

5 members of care staff work exclusively for the Home Help service, and 3 for the Sitting & Home Care service; 1 nail practitioner works only for the Nails service. The other 13 members of care staff work for more than one service, and 4 of them are trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2021: none).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2022 (cont'd)

9 CHARITY FUNDS

9.1 **Restricted Funds** are those that have been given to the charity for a specific purpose. For **VC**, all grants received this year were spent in full. For **CS**, **£4,155** of the DCC grant for Recruitment & Workforce Resilience was brought forward and expenditure this year of **£794** can be set against it. Of this year's grants, **£930** Infection Control money was unspent at the year end and is carried forward.

CS Restricted Funds at 31 March 2022 amount to **£4,291**.

9.2 **Unrestricted Funds** for **VC** comprise non-specific grants, donations, and the proceeds of fund-raising. For **CS**, they derive from donations, a bequest, and the provision of charged-for services.

The **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes.

When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

9.3 The Trustees **have designated £37,435 (2021: £35,305)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

10 DEBTORS

2022: £16,257

(2021: £10,829)

Analysis by Department:

Amounts due for charged-for services

Bank interest receivable

Gift Aid due from HMRC

Dawlish Town Council grant

Other debtors & prepayments

VC		CS	
2022	2021	2022	2021
£	£	£	£
0	0	10242	9827
168	189	444	494
380	84	0	0
5000	0	0	0
2	216	21	19
5550	489	10707	10340

11 BANK & CASH

Investments are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

Cash at bank & in hand comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£310** petty cash (2021: £209) and **£627** in postage stamps (2021: £207).

12 CREDITORS

2022: £27,854

(2021: £22,310)

Analysis by Department:

Payroll deductions (HMRC & NEST)

Accrued holiday pay

Owed to staff

Independent Examiner

Deferred income

DCC - portion of grant to be repaid

Westbank

VC		CS	
2022	2021	2022	2021
£	£	£	£
0	0	2577	1613
0	0	10171	7281
0	21	2060	555
100	100	100	100
0	0	320	640
0	0	526	0
0	0	12000	12000
100	121	27754	22189

THANKS AND ACKNOWLEDGEMENTS



There are so many individuals and organisations who support us, too many to list individually, but we are very grateful for all they do.

We also take this opportunity to pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout the year.

This year our fund-raising activities have included Charity online Bingo, the Yarn bomb, Dawlish Celebrates Carnival and the Strand Christmas Market, and help from volunteers at these events has been invaluable. Donated goods have been sold online to raise money and we are extremely grateful to **Val Hempstock** for organising it all, and those individuals who have kindly donated items. We also received a further **£384** from **Robin Buchanan's** swim which took place in 2021. Others have fund-raised on our behalf – thank you to the **Knit-Wits** group at Brook House who raised **£625**.

We have received financial support too in the form of donations from many individuals, alongside funding from:

Devon County Council

Dawlish Town Council

Cosens Institute

The closure of Open Daw

We are very grateful to all our donors and our funders, and the **Trustees** and **Members of Assist Teignbridge** for their continued support.

We are also very thankful to the many organisations that support our work through information, training and advice, including **Teignbridge CVS** who supported us to renew our Torbay & South Devon VCSE Quality Assurance Mark during the year. We acknowledge the tremendous support we have received from **Devon County Council**, and we thank **Angie Weatherhead**, **Dawlish Town Council**, and the other **Helping Dawlish** organisations for their collaboration again this year.

Thank you to everyone who supports us in their own way, from the card and cake makers to the volunteers and staff

We couldn't do it without you!



THANK YOU ALL



*And finally, sincere thanks to the families of **Mrs Joyce Riley** and **Mrs Beryl King** who very kindly nominated this charity to receive donations in their memory.*

Accounts



ANNUAL | 2020 REPORT | 2021



“Caring for others is an expression
of what it means to be fully human.”

- Hillary Clinton

Assist Teignbridge – Trustees' Report

The Trustees of the CIO Assist Teignbridge present their annual report and financial statements of the charity for the year ended 31 March 2021. The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the accounts and comply with the charity's constitution, the Charities Act 2011 and the Charities Statement of Recommended Practice (FRS 102)(2019).

CHAIR'S FOREWORD

This past year, because of Covid-19, has been like no other! For me, it's been a source of great pride that Assist Teignbridge has been able to cope with the very many challenges it has faced, and as demonstrated by the year's accounts, come through this period so well. This has been largely due to the hard work, dedication and resilience of our staff and wonderful volunteers. They can all be justifiably proud of what they have achieved.

There has continued to be a strong ongoing demand for the services we provide. Through the receipt of grant aid and voluntary giving, along with local Council support, we have been able to meet the need for the volunteer services we provide and, therefore, have continued to support the community, including the vulnerable, during this exceptionally difficult period. I am also particularly delighted that we have been able to make a substantial practical contribution to the Helping Dawlish initiative.

Our overall financial situation remains sound. We are very fortunate to have sufficient reserves to cover our services for the coming year. However, pressure on our staff will undoubtedly continue and there will be a need to make some difficult decisions to cope with the effects of the Pandemic. Sadly, this is still with us. For this reason, we are particularly fortunate in having such a hard-working and dedicated staff team, which provides effective and much-appreciated services to our clients.

I am pleased to report that we have not lost any trustees this year, while **Chris Griffiths** has joined us as a trustee. In the office, **Suzanne Vowden** left us in April 2020 after 10 years' service as Administrator and Nail Service Co-ordinator. We were all very sad to lose such a pleasant and conscientious member of the Office team. **Toeni Young** joined us in August 2020 and took over Suzanne's role. We welcomed three new care staff this year but also said goodbye to two – **Kirsten Pybus** left to start a new business venture with family members (she'd been with us for 20 months) and **Di Taylor** retired after being with us for 7 years. We thank both of them, as well as Suzanne, for their service, and wish Di a long and happy retirement.

In commending this report to you, as in previous years, you will see the wide range of activities that Assist Teignbridge is engaged in for the benefit of local people. We are justifiably proud of the assistance given to the community through the Volunteer Centre and Outreach Benefits provision, Assist Caring, Assist Home Help and Assist Nail Trimming services. We rely very heavily on the commitment and professionalism of our staff. However, there is still much we could not do without the valuable assistance of our volunteers. In the past, we have recognised those volunteers who have provided outstanding service over the course of the year by the presentation of certificates at our Annual Reception. It was not possible to host such a gathering this year but we look forward to being able to resume this tradition in the year to come.

I also wish to express my warm thanks to my fellow trustees, all our volunteers, sitters, home helps, foot care practitioners and, not least, our office staff for their hard work and commitment. The vital work we carry out ensures this charity succeeds in fulfilling its aims and objectives for the public benefit. We are most fortunate to have such a strong and dedicated team, where all play an important and valued part, characterised by professionalism and kindness towards our many clients and the local community.

We will face new challenges and, no doubt, a heavy workload in the year ahead. I am sure that, as in the past, we will be able to demonstrate flexibility in the way these challenges are tackled and that we will continue to do so with good humour, enthusiasm and commitment.

Robin Buchanan, Chair

OBJECTIVES & ACTIVITIES

The **aims and objectives** of Assist Teignbridge are:

- To promote, encourage and support volunteering.
- To provide relief to those in need in the Teignbridge area by reason of age, ill-health, disability, or caring responsibilities.

The **main activities** undertaken by Assist Teignbridge to carry out its charitable purposes for the public benefit are the provision of:-

Free services:

- **Assist Volunteer Centre** – promotes volunteering and supports volunteers; and
- **Assist Community Support** – provides information, advice, and a range of support services delivered by volunteers to elderly people and others in need in the local community.

Charged-for services:

- **Assist Caring** – a sitting & home care service to support individuals and enable carers to have a break. Our trained staff provide companionship, enabling, and personal care;
- **Assist Home Help** – for those who struggle to manage routine household tasks; and
- **Assist Nail Trimming** – trained practitioners provide treatments at home or in a clinic at The Manor House, for those unable to manage their own footcare.

The Trustees confirm that they have referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing the charity's aims and objectives, and in planning activities.

The organisation is registered with the Care Quality Commission (CQC) for the provision of personal care and was inspected most recently in June 2018. It was found to be meeting CQC National Standards and its overall rating is "Good".

ACHIEVEMENTS & PERFORMANCE

Despite this being a very strange year because of the Pandemic, with lockdowns and restrictions pertaining throughout, we have continued to operate. We made adjustments where necessary to keep clients, staff and volunteers safe whilst still supporting the most vulnerable in the community. We are proud of what the charity has achieved during this difficult time:

- Over **2,800 recorded hours of volunteering** by our Community Volunteers;
- Over **4,000 hours** support provided for carers and individuals by our trained sitting staff;
- Over **5,000 hours** of practical help provided by our home helps;
- Over **1,100 nail treatments** provided by our qualified nail practitioners.

At the start of the year, we were in a national lockdown and most of our regular volunteer activities ceased. But we were part of the *Helping Dawlish* initiative, whereby local charities and other organisations joined with Dawlish Town Council to support the community, particularly those who were vulnerable or

shielding. Many new volunteers came forward, and people were requesting support; we were short-staffed ourselves and regular volunteers stepped in to help with the increased office administration and with manning the phones. We thank them all. In addition to our own community work, we directly supported *Helping Dawlish* to provide **over 1700 hours** of Covid-19 support.

Our paid-for services continued throughout where there was an assessed need for it to continue, and we are very grateful to our care staff for their continued dedication in supporting their clients.

The Home Help service has continued to grow with a 16% increase in hours provided over the previous year. Day hours provided by Assist Caring are lower than last year but the nights in attendance have increased; overall, the volume reduction for the service was 14%. There was a significant reduction in numbers of treatments provided by the Nails service during the first lockdown, and no clinics at the Manor House have run this year. The volume reduction over the year was 18% but we continue to support over 200 individuals with nail trimming.

We employ care workers to provide our charged-for services and ensure they are properly trained, supervised and supported. We are committed to keeping our services affordable and set our fees as low as possible while covering our costs. If people in need cannot afford our fees then we have trained volunteers who can check that the individual is receiving all the benefits to which they are entitled. We can also signpost to other sources of support and refer on to other agencies.

The individual service reports and financial accounts that follow this report give full details of the activities undertaken in 2020/2021 and the outcomes achieved in promoting volunteering, supporting volunteers, and improving the health and wellbeing of those in need in the community. The reports include feedback from service users and detail the difference the charity's work has made to those individuals' circumstances.

GOVERNANCE & MANAGEMENT

Assist Teignbridge is a **Charitable Incorporated Organisation** registered with the Charity Commission in England & Wales, number 1154936. Its governing document is its Constitution dated 20 November 2013. Its principal office is The Manor House, Old Town Street, Dawlish EX7 9AW, and its main bank account is with the Co-operative Bank plc.

Under the Constitution it has a **membership** of individuals and organisations, open to anyone wishing to further the purposes of the CIO, and is managed by a **Board of Trustees**. A Trustee can be elected at the AGM, appointed by other Trustees, or nominated by Dawlish Town Council. There must be no fewer than three elected Trustees and no more than one nominated Trustee. At each AGM one third of the Board retires by rotation and is eligible for re-appointment. A Trustee appointed by other Trustees retires at the following AGM and is then eligible for election. The Trustees appoint their own Chairman.

There is no nominated Trustee. Elected Trustees serving during the year and since the year end were:

Robin Buchanan (Chair) (retires by rotation)	Francis Bourke (Vice Chair)
John Petherick (retires by rotation)	Graham Carey
Lynn Cavill	Sue Hill
Chris Griffiths (appointed by Trustees 27 January 2021, retires at the AGM)	

Trustees are recruited from our supporters and the local community with the aim of broadening the skills of the Board. New trustees meet the office team and are briefed on their legal obligations under charity law, the Charity Commission guidance on public benefit, the Constitution, and the charity's activities and services and recent financial performance. Trustees meet a minimum of 5 times a year.

Day-to-day management of the charity is delegated to **Shirley Fewings MBE**, the Registered Manager.

Trustees' responsibilities in relation to the financial statements

The charity Trustees are responsible for preparing a Trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the charity's Constitution. They are also responsible for safeguarding the assets of the charity, maintaining the integrity of the charity and financial information included on the charity's website, and taking reasonable steps for the prevention and detection of fraud and other irregularities.

FINANCIAL REVIEW

The Volunteer Centre, with its free Community Support services delivered by volunteers, is reliant on the receipt of grant aid, donations and monies from fund-raising activities to cover its costs. We have continued to be supported by Devon County and Dawlish Town Councils, and our local county councillor. We have been unable to hold our normal fund-raising events, but several individuals set lockdown challenges and raised considerable sums for us, and we received over £2,500 from being a charity partner of the local Co-op. We have also benefited from a substantial level of donations, including over £2,500 donated for facemasks made by our volunteers. VC ends the year with a surplus of **£1,467**.

The Charged-for services also recorded a surplus, **£10,692**, due in large part to grant aid support from Devon County Council through the pandemic. We were eligible for sustainability funds, and grants towards the costs of infection control and recruiting and retaining staff. £4,155 of one grant will not be spent until next year but, in line with charity accounting, the income has been recognised now and it forms part of the surplus. The services had an operating surplus of just over £2,000.

These surpluses boost the charity's reserves, as shown below. The Restricted Funds comprise the grant monies unspent referred to above, with all remaining funds being Unrestricted. However, a portion of the reserves must be earmarked to provide for the costs of statutory redundancy should the charity cease trading in the future, and this portion is shown below as "Designated Funds". The remaining Unrestricted Funds are known as Free Reserves and can be applied by the Trustees to any of the charity's activities. Free Reserves now total £143,420 which more than meets our aim of maintaining reserves to cover a year's activity in all services.

The total reserves of the organisation now stand at **£182,880** as follows:

	<u>VC</u>	<u>CS</u>	<u>Total</u>
Restricted Funds	£ 0	£ 4,155	£ 4,155
Designated Funds	£ 4,566	£ 30,739	£ 35,305
Free Reserves	£24,475	£118,945	£143,420
Total Funds	£29,041	£153,839	£182,880

Conclusions and Future Plans

Throughout the past year, our office staff, care staff and volunteers have worked with great professionalism to ensure that services could still be provided to support our most vulnerable clients. We are very grateful for all their hard work.

Assist Teignbridge has worked with other local organisations and Dawlish Town Council in the *Helping Dawlish* initiative, and this collaboration will continue to meet the needs of the community as we come out of lockdown. Some practices put in place to continue support through lockdowns and restrictions will continue alongside our normal services, for example telephone befriending.

For 2021/22, the Volunteer Centre has received confirmation of continuation funding from Devon County Council, and we anticipate further financial support from Dawlish Town Council. We are very grateful to both Councils for their ongoing support. This last year has raised our profile in the town, and we will build on that to encourage volunteering and ensure that people in need in the community are aware of the support we can provide.

Signed on behalf of the Board of Trustees

Robin Buchanan

Robin Buchanan
Chair

June 2021

Assist Teignbridge Manager's Report

At the end of our report last year we touched on the Pandemic stating that we would only know the true impact over the coming weeks and months. There was no way we could have predicted how the **Coronavirus Pandemic** would unfold and the additional challenges this would bring in delivering care and community support.

Initially, there was a lot of fielding of phone calls, listening to people's concerns and worries, including those of our staff and service users, and prioritising of needs. We had to adapt quickly, following all the guidance from the Government and Public Health to try to meet the needs of the local community and our service users and keep everyone safe. Conversations took place with Devon County Council, the Care Quality Commission and our local Council to find solutions and a way of working safely and effectively, ensuring the safety of all those involved. This communication was ongoing as the guidance and restrictions changed. There was an increase of people wishing to volunteer and as well as signposting volunteers to the GoodSAM NHS volunteer responder scheme, we also logged an amazing 112 people who offered their time as a local emergency response volunteer.

At the first lockdown, some of our services came to a standstill, although it became obvious as time went on that this was having a detrimental effect on the health and wellbeing on many of the people we support and was counterproductive in keeping people safe and well. Looking at individual needs we were able to reintroduce services adhering to strict infection control and the use of personal protective equipment (PPE) as was appropriate for their needs. Other services were adapted to reduce the risks but still offer support to the elderly and vulnerable, such as telephone befriending.

Alongside our day to day provision, we also became part of the **Helping Dawlish Initiative**, providing volunteer support to vulnerable people in Dawlish. This provision is described more fully in other sections of the Annual Report.

One of the fundamental qualities that our staff and volunteers consistently show is that they want to achieve the best for those they support and in so doing will go the extra mile, going above and beyond, and never more was this in evidence than during the last year. **I am immensely proud of our team.** They provide an unfailingly **outstanding service**, the beneficial effects of which are reflected throughout this Annual Report.

Assist Teignbridge

The primary focus of Assist Teignbridge is on providing affordable (and some free) support at home to the elderly, those living with dementia, other vulnerable people, and their carers. This is achieved by providing a range of support to include:

- Practical help around the home
- Giving carers a break – during the day and overnight
- Providing some personal care services, including nail trimming
- Providing companionship
- Helping people get to and from appointments and social meetings
- Providing information and advice
- Raising funds to supplement the grants we receive, to enable us to help as many people as possible
- Promoting volunteering, and recruiting and training volunteers.

How we do it:

We strongly believe in person-centred care and for us that means putting the person's needs first and trying to deliver a service that meets their needs, either through our own organisation, by signposting, or supporting service users to access the most appropriate service. We recognise each person is an individual with their own needs, which is why a home assessment is so important, allowing the service user and their families a chance to discuss what is important to them and the outcomes they'd like to achieve. It can be

quite daunting to recognise that there are some aspects of daily living that can no longer be managed independently so the home visit is also an opportunity for me to reassure clients that having support can help them to remain living in their own homes.

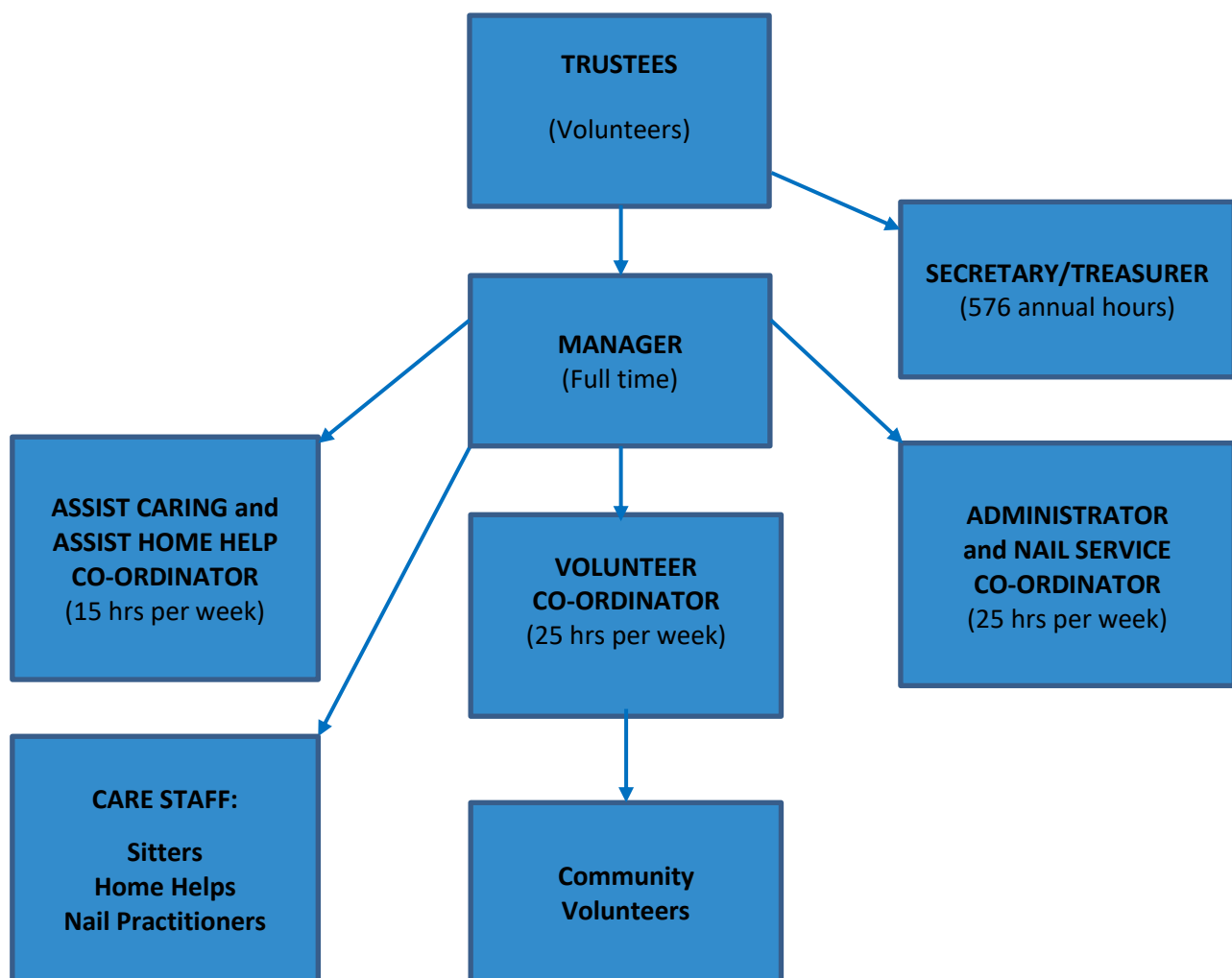
We pride ourselves on being adaptable and responsive to changing needs. We support people to recognise their own abilities and strengths and enable them as much as possible to live independent and fulfilling lives. Through all our actions it is our belief that people should be treated with **dignity, compassion, and respect**.

Many of the people we come into contact with face additional challenges, such as where they live, health conditions, disabilities, caring responsibilities or mental health wellbeing, which is why it is important that we have strong connections with other organisations in the community to ensure people are supported appropriately. Signposting and giving out information is a huge part of our role in supporting people.

Personnel:

We have 4 members of staff who are office-based and one member of office staff who works from home. We employ 20 part-time care staff, and at 31 March 2021 we had 100 volunteers. I am very grateful to them all for their hard work in enabling the charity to successfully deliver services and support to so many in the local community during a very challenging year.

Assist Teignbridge Organisational structure



Shirley Fewings MBE
Registered Manager

Helping Dawlish Initiative

Local organisations working together to respond to community need

The **Coronavirus Pandemic** has been a worrying time for our community. *Helping Dawlish* was formed in March 2020 as an initial emergency response bringing together a group of local organisations, each working to their own strengths, so as not to duplicate, thereby providing a range of services to help local people to cope and to support each other.

Assist Teignbridge was privileged to be one of the many organisations involved in the Helping Dawlish Initiative, working alongside Dawlish Town Council to support our local community with information, signposting and services. With a one-stop contact number to triage calls and make sure people were supported quickly and appropriately, *Helping Dawlish* were able to assist with a range of services including shopping, medication runs, befriending, information leaflets, food parcels, activity packs, hot meals, Christmas and Easter hampers, and half-term lunches, to name just a few. They were able to answer questions and to advise who to contact locally, with information being updated regularly on a specially formed website www.helpingdawlish.co.uk and on their social media page.

The impact of the Helping Dawlish Initiative could only be achieved by a lot of willing volunteers and kind donations from people wanting to help those in need. As we come out of the restrictions, this loose collaboration will remain in place to respond to future community needs.

This is a shining example of what can be achieved when organisations work together.



HELPING DAWLISH—EASTER APPEAL

We're doing a special Easter Bunny Run of Easter Eggs and Easter Food Parcels to share in our community.

WE NEED YOUR HELP!

If you can donate a medium size Easter Egg then please drop it into Assist Teignbridge at the side of the Manor House between 9am and 5pm Monday to Friday by 26th March.

If you can't donate an egg but prefer to donate funds—these will be used towards Easter and other community projects by Helping Dawlish. Donations can be made via the Town Council website: <https://www.dawlish.gov.uk/payments/>

THANK YOU



www.helpingdawlish.co.uk

**Dawlish Community Larder**

Run in partnership with
 Helping Dawlish

We support people in immediate need of food whether due to a medical need or social isolation or prior to other help being available during the COV-ID 19 Pandemic

See www.helpingdawlish.co.uk
or ring 07584 052 306 or 07711 234 948

Donating? We have donation points at the Co-op Store and Dawlish Funeral Care.
Can you donate any of these?

UHT milk	Sugar	Shower Gel	Teabags	Cereal	Custard	Squash
500g pasta packets	Soap	UHT Juice	Toothpaste	500g rice bags or noodles	Squash	Tinned beans or tomatoes or soup
Cake/cereal bars or Biscuits	Tinned meals/Fish	Jelly packs	Rice pudding	Pasta sauce - jars	Tinned fruit	Coffee

Thank you!
After the pandemic is over any excess supplies will be donated to HTS.



I'm struggling to manage this

Money's too tight at home to ask

Where can I get help?

In order to support local young women of menstruating age, we are appealing for donations of:

NEW AND PACKAGED
BIKINI STYLE
KNICKERS
& packs of wet
wipes
(pref. biodegradable)

Sizes
Ages 9-10 to 12-13yrs
10-12, 12-14, 14-16

PLEASE KINDLY DROP OFF TO
ASSIST TEIGNBRIDGE
(The Manor House, Dawlish)

 **Helping Dawlish** initiative, local organisations working together to respond to community need

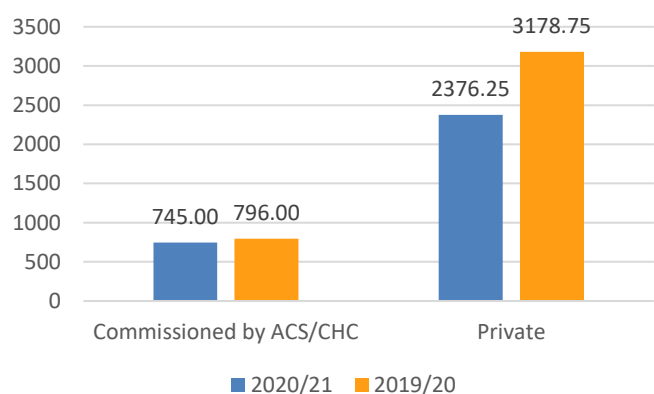
www.helpingdawlish.co.uk

Helping Dawlish, comprising: Dawlish Town Council, ROC Dawlish, Assist Teignbridge, Dawlish Community Transport, Open Daw, ROOTs Community Enhancement, Dawlish Christian Fellowship, Home Instead, Dawlish Action for Youth, St Gregory's Parish Church, Living Dawlish Community Hub, The Strand Centre, and Dawlish Chamber of Trade and Commerce.

Charged-for services: Assist Caring & Assist Home Help

In 2020/21 we provided **9,192.5 hours** of support
This is a slight increase over the **9,121.25** provided in 2019/20

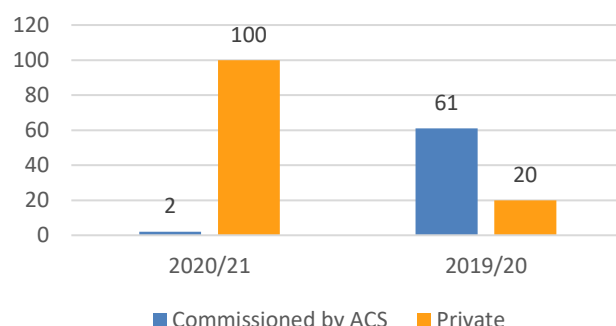
Assist Caring Day Hours



For **Assist Caring**, the level of hours commissioned by Social Services or Health has continued as in the previous year but we have seen a drop of 25% in private hours giving an overall reduction of 21% from 2019/20.

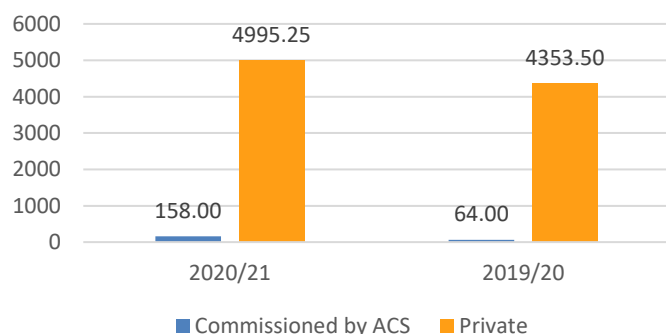
Commissioned nights have reduced but there has been an increase in private nights.

Assist Caring Sleeping Nights



Assist Home Help hours overall have seen an increase of 16% over the 2019/20 level.

Assist Home Help Hours



The year has been challenging for families, many of whom could no longer visit their elderly relatives due to the restrictions or having to shield themselves. We have supported many with signposting, information and services, either through ourselves or the *Helping Dawlish Initiative*.

Service Users:

We have **78** service users registered to use our services with the majority having a regular weekly slot or more. 2 clients use our service on an ad-hoc basis. 33 service users have moved on during the year because of changing needs and 12 service users have sadly passed away. We have also provided one-off emergency support cover. Service users have a range of health conditions that makes life a little more difficult for them. Understanding their needs and abilities can ensure they have the personalised support they need and the outcomes they'd like to achieve.

During the year one of our clients celebrated their **100 birthday** and to mark the occasion, we commissioned a specially made facemask stating "Vintage 1920". Sadly they are no longer with us but they did celebrate their 100 birthday with family. Our oldest client is 101 and was our very first home help client back in 2013!

Care Quality Commission:

We are registered with the Care Quality Commission (CQC) for the provision of personal care and our last inspection in June 2018 rated us as **GOOD**. It is very beneficial to have the external inspection as it recognises what is working well and can make recommendations on how certain actions may give an even better outcome. If there are areas that need improvement, the support is there to help you achieve the required standards. Personal care relates to regulated activities such as washing, dressing and nail trimming. However, we do not provide multiple daily visits and we do not provide waking nights. Although we don't have the capacity to provide multiple daily visits, we can often provide a service alongside another agency to fill any gaps in provision. Although we were due another inspection this year, it was necessary for the CQC to prioritise their inspections in light of the pandemic. It is now an annual requirement to submit a pre-inspection report (PIR) and this has been completed. There has been good communication with our local inspector with the opportunity to discuss the challenges and concerns we, along with other providers, have faced during the pandemic and to share good practice.

Devon County Council:

As a provider of commissioned adult social care services we have maintained regular contact with Devon County Council throughout the pandemic and have had access to information, advice, funding, personal protective equipment (PPE) and more. This has been essential due to the ongoing changes in restrictions and the challenges faced by providers of social care. This increased communication has enabled us to stay up to date with changes around use of PPE, ensuring staff and service users are protected appropriately. Regardless of the challenges this year has brought, the increased communication has helped to develop and strengthen business relationships.

Staffing:

There have been difficult choices for staff during the year, with some having to make decisions around their working patterns in an effort to reduce the risk for family members who may be shielding or for their own concerns. We did have a reduced work force during the first lockdown which meant prioritising services to those most at need. We're pleased to say everyone who needed support received it. All credit must go to the staff who took on extra shifts to meet the needs. We have an amazing team of care staff who have a wealth of experience and knowledge between them, but above all they have life skills, common sense and kindness and they will go above and beyond to give a positive outcome for our clients.

Office Staff:

As lockdown was announced it was necessary for us to look at how the office would function safely and how we could accommodate the personal challenges staff were facing. We had one member of staff working from home and one longstanding member of staff who resigned. We are fortunate that we had the capacity to provide a safe working environment that was made Covid secure for those staff for whom home working was not an option. During this time we were very grateful for the support of volunteers to help with the increased administrative workload.

A few words from Emma, Assist Caring and Home Help Co-ordinator

This year has seen a rather strange turn of events, to say the least. With the introduction of the first lockdown I took the personal decision to work from home for a few months, due to my children home schooling, which had its challenges! This was only made possible by Assist Teignbridge providing me with the necessary equipment and support to enable me to do my job from home.

In the first lockdown period some staff were advised to shield and some chose to. However, with approximately three quarters of the staff still working, the pandemic did not have too great an impact on the day to day running of the rota, due to the fluctuating need of our services.

Whilst I was able to successfully manage the rota from home I did feel a huge amount of guilt that I was not in the office supporting my fellow work colleagues – knowing the impact that lockdown would be having on them. Whilst I did what I felt was right, I was pleased to return to the office in July.

Preparing the rota continues to prove a challenge when covering staff holidays and sickness. I could not achieve my role in the organisation without the ongoing assistance of the home help/sitting staff, and I am extremely grateful to them all.

Staff Evaluations:

We are pleased to report that staff felt they had been kept up to date with relevant information and felt protected by us and the PPE. They felt safe and had sufficient supplies of PPE. In response to asking what else we could have done, the comments were mainly positive:

“Me personally, could not have been better informed and supported by our wonderful organisation”

“You couldn’t have done anything better”

“I personally felt well supported”

“Nothing, I have felt 100% supported”

“I believe you have done everything you possibly could in the circumstances to keep us updated & supported”

“Nothing, support has been great – thank you so much!”

However, to the same question (What else could we have done?) one member of staff commented:

“Given me a screen a little earlier on! Not sure it is quite adequate.” In response, I met with the member of staff to discuss their concerns. We looked at the Covid Secure procedures already in place and the purpose of the screen. After discussion it was concluded that adequate measures had taken place.

Covid-19 Testing and Vaccinations:

Due to the nature of our work, staff were prioritised for the Covid-19 Vaccination programme and vaccinations took place at the RD&E. Since December 2020 all staff have been tested weekly, using home PCR tests.

Training:

It’s important staff have the training and skills for the services they provide. Some training is mandatory and other training is relevant to their role. Staff are encouraged to refresh and increase their knowledge to support them. Due to the restrictions, all training has been delivered online with staff gaining certificates in: ***Infection control; Ageing; Communicating effectively; Diabetes; Hand Hygiene; Skin Care; Covid-19; Assessing needs; Depression; Anxiety Awareness; Disaster Planning; Hepatitis; Record Keeping; Safeguarding Adults; Post Traumatic Stress Disorder; Level 2 Food Hygiene.***

Measuring Outcomes:

We send out evaluation forms annually with the opportunity for families and services users to feedback anonymously. It means we can make sure important information is captured, lessons are learnt, and improvements are made when things go wrong. And, of course we celebrate when things are working well! As well as our annual evaluation, we are continually collecting information and feedback over the course of the year that enables us to measure outcomes. Regular communication with staff, service users, and their families ensures any concerns can be dealt with promptly to give a positive outcome. We recognise that people have their own preferred methods of communication and we have embraced this fact to ensure there is a timely response and we capture information quickly and can respond accordingly.

Assist Caring and Assist Home Help Evaluation forms:

The response rate to our evaluation form was reduced this year with just 30 forms being returned, but all gave very positive feedback. From the information completed on the forms we can report:

Please ✓ accordingly.	YES	MOSTLY	NO
When you contacted the office were the staff polite and friendly?	29	0	0
Did the information (Statement of Purpose & Client Information) you were given at the time of our home visit/assessment accurately reflect our service?	27	1	0
At the time of the home visit and assessment did you feel listened to and able to ask questions?	27	1	0

If applicable , did you feel the cared-for person was encouraged to be involved in the planning of their care?	17	1	0
Staff			
Did staff arrive on time?	27	2*	0
Did staff behave in a professional manner?	30	0	0
Did you have trust and confidence in the staff?	29	1	0
Did you feel the staff were adequately trained for the tasks they had to undertake?	28	1	0

* Comment on form, "The reason mostly was ticked overleaf for punctuality is I know that you can be detained at a previous customer or need to change timings – this is not a criticism"

Covid-19	Very Satisfied	Satisfied	Not Very Satisfied
How well do you feel we have enabled you to feel protected by us and the PPE? – This is Personal Protective Equipment such as Masks, Gloves, Aprons and visors (If applicable).	26	4	0
Do you feel our Infection Control procedures have kept you safe? – This includes the staff use of hand gel, hand washing (If applicable).	27	3	0
How safe have you felt under our support / guidance?	26	4	0

What else could we have done during this pandemic to have supported you better?

*Online Social Groups**

You had thought through your protocols well – we felt well supported

You have done everything possible to make using your service safe during this pandemic

Nothing, I have felt very supported throughout

*This comment has been noted for future reference. Had we been aware of the need earlier we could have signposted to some online activities.

Can you tell us how the service has helped you?

A real help as the wife is getting less mobile

Helped me to stay in my own home and keep independence

Without XXXX we wouldn't cope

The only person I chat to

Besides having my cleaning done I have been able to chat with a friendly and caring person

Talking to me as well as doing any household tasks has been a vital lifeline

The constancy of support is so valuable. XXXXX provides a thoughtful presence – much more than someone to clean. Eyes and ears to alert us to problems. Thank you so much.

Helped to keep me in touch with the outside world during the time I have spent 'shielding' Also very helpful with shopping and every day tasks

Is there anything we can do to make the service better?

Please continue being who you are, caring and kind

Knowing you are there has given me such relief and confidence. Your kindness and thoughtfulness has made a huge difference to my life. Bless you - You are heaven sent

We are always willing to acknowledge when things might go wrong. We apologise, learn and improve. I know families and service users appreciate this honesty. By this token, we also like to hear when things are going really well so we can pass these observations promptly on to the staff. It's always nice to know you're appreciated and we have been overwhelmed with the number of lovely comments we've received this year.

"XXXXX is absolutely wonderful. She is always kind, cheerful, reliable, always on time and a very fast and reliable worker. Cannot speak highly enough about your fabulous employee. Thank you so much!"

"I think of my carer as a friend, nothing is too much trouble, she is very reliable and I look forward to her coming."

"Communication is great, you always telephone if ladies are running late or there are any changes."

"Talking to me, playing games with me, as well as doing household tasks, has been a vital lifeline."

"She has been wonderful for my mother. She is proactive, thoughtful, observant, respectful and my mother enjoys a joke with her. This has helped me (daughter) enormously too. Thank you."

"The service has given me time for myself, which is absolutely essential."

"The service has helped us immensely, XXXXX always does everything we ask, even goes above and beyond."

"It has given us such peace of mind that Mum is having meds, drinks and has eaten – when we can't visit."

"You provide a very proficient service and very caring and empathic staff who really care about their clients."

"Knowing XXXXX is there has given me such relief and confidence. Her kindness and thoughtfulness has made a huge difference to my life."

"Helped to keep me in touch with the outside world during the time I have spent shielding."

“We cannot praise XXXXX enough. She has been amazing. She cheers us up when she does the cleaning, she is so friendly and it is nice to speak to someone who knows Dawlish, as much or even more than we do. Also, shopping for us in the height of the pandemic. We cannot thank her, or you, enough.”

Outcomes identified from the evaluations include feeling less isolated, not so anxious, with an improvement in confidence and wellbeing. There has been better access to services, and with continuity of having the same person member of staff each week, many service users refer to the staff as being “more of a friend” and “couldn’t manage without them”. Building a relationship with service user/staff is shown to be far more beneficial than having a different person each week, although for some service users who may be having several visits a week, they may have different staff on the rota but it will always be the same staff member on a particular day of the week. In such circumstance, we often introduce a communication book alongside our observation sheets so staff, family, and other services can share observations with regards to supporting the service user and ensuring the best outcomes in a timely manner.

Good communication is paramount to service users continuing to receive support that is relevant for their needs. We rely on staff, families, service users and our care plan reviews to keep care plans up to date. It is important that we are as flexible as we can be to adapt as service users’ needs change. We can often find ourselves facilitating shopping, household repairs, laundry needs, prompt access to medical support, meal deliveries, OT assessments, SALT Assessments, Intermediate Care Team and reassessments of needs. This has been especially important during the pandemic when families are distanced by restrictions. Although we don’t recommend services, we are always happy to signpost and we have gradually built up a list of local services we can refer to.

Referrals:

We maintain close links with other organisations to raise awareness of our services and attend forums and Networks when possible. Leaflets are displayed in doctors’ surgeries, local community magazines and newspapers and we rely on other services such as Connected Communities, Hospital Discharge Teams, Wellbeing Practitioners, Social Prescribers and Link Workers to signpost to us appropriately.

The Future:

Responding to the pandemic meant we had to embrace new ways of working and some of those working practices will continue for the foreseeable future. One of the positive outcomes is how the local community has joined together to respond in an emergency situation.

We look forward to continuing to develop and provide services to meet community needs.

Shirley Fewings MBE
Manager

Assist Volunteer Centre & Community Support



The Volunteer Centre

The Volunteer Centre provides information for those wishing to volunteer and can help individuals explore a range of volunteering opportunities; it also runs a Community Support scheme, matching volunteer help to those in need of it. It provides a more general service to the community with local information and signposting, and acts as a local distributor for Homeless in Teignbridge Support (HITS) by holding food and toiletry parcels.

The Pandemic had a tremendous effect on the Volunteer Centre's work this year. Many of our regular volunteers were themselves shielding, and much of our work with people in their own homes had to be paused. At the same time, we were heavily involved with the *Helping Dawlish* initiative, where local charities and Dawlish Town Council came together to offer support to vulnerable and shielding members of the community during the lockdowns. Many people volunteered to help, and we were able to co-ordinate and support these new volunteers and the many requests for assistance. **1,744 volunteer** hours were logged for this, and the **Pandemic Volunteer Support** section below gives more detail.

Brokerage

As well as registering Volunteers for our own Community Support work, we also promote volunteering opportunities for other charities and agencies in the locality on Volunteer recruitment websites and Facebook, and by poster display in the volunteer office. We received 86 enquiries and applicants were signposted to the relevant charity.

Brokerage Case Study

A volunteering opportunity with office and shop work became available in the local area. A lady with anxiety problems was willing to be trained up to help them out. She now attends 3 mornings a week. She says ***“it has improved my self-esteem and confidence enough to realise that I can do things correctly. I enjoy my time volunteering so much, I am thinking about going every day. I know that I have support, not just from my volunteer workplace, but also from Chrisi. This has helped me enormously”***.

Community Support

There are many older people in our community who experience difficulties with day-to-day living because of health concerns, limited mobility, frailty and/or sensory problems. They may be isolated and lonely with very little contact with others, or may not have the confidence or ability to engage in local activities. Volunteers can be placed for just one occasion or on a more regular basis.

Community Volunteer Recruitment

People of all ages choose to volunteer; whether they are retired or not, currently in employment, or studying but wish to have volunteering experience on their CVs, we are here to help them find a suitable

placement. Many older people are working for longer due to changes in State Pension age, and seniors that are more active may be supporting their families with childcare, which limits their availability to volunteer. Due to the pandemic, we have managed to recruit younger volunteers, who are continuing after all lockdowns are over. We noticed a surge in people applying to become volunteers, who were furloughed long term, and sadly, will not be returning to their original work place. We have lost several volunteers who were shielding during lockdown and have decided not to return, however, with new recruits, we have managed to replace these volunteers. We now have 100 volunteers on our register, from all walks of life.

Objectives of the Community Support Scheme

- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

Outcomes of the Community Support Scheme

- Service Users and their families feel **better supported** and **less isolated**;
- Services Users and their families live as **independently as possible** in their chosen environment;
- Quality of life is **maintained or improved**;
- Local unemployed, actively retired and those seeking work experience **benefit from opportunities to undertake voluntary work**.

Telephone Befriending Service

During the Covid lockdown period, we introduced a new telephone befriending service, for those who were shielding. This was very popular, and many of the temporary volunteers who registered have transferred over and joined our volunteering team. It opened a great opportunity for younger volunteers who work and juggle family life, to make new friends and feel some achievement in helping others. The advantages of this service are numerous, including that most volunteers have a 'call package' on their phone, there is no cost and that there are no transport costs involved. Our regular volunteers transitioned well to telephone befriending during lockdown. Those receiving face to face befriending were offered the opportunity to have a telephone befriending service until the lockdown was over.

Type of volunteer		Description of task
Befrienders		To visit clients for a chat, alleviate loneliness, support and check on wellbeing. Some may go out on short walks or as company on trips.
Telephone Befriending		Volunteers are assigned to clients who have been shielding because of Covid-19. Many of the volunteers have remained throughout all lockdowns, calling their clients on a regular basis at their own convenience. Most of the volunteers have made two calls a week to their clients.

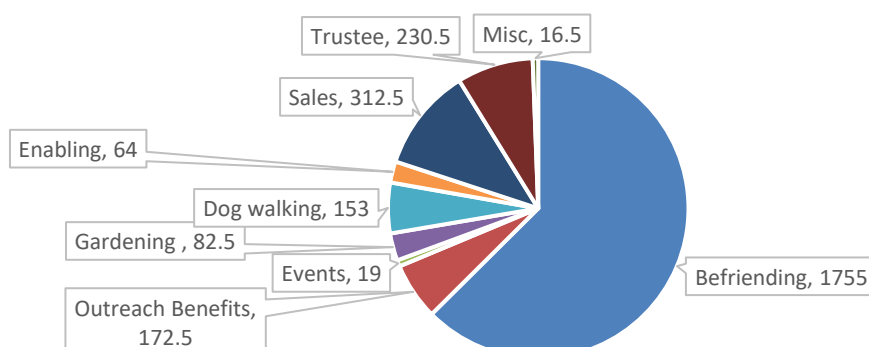
Dog walkers		Walking pets for those who are not capable of walking the animals themselves. The volunteers decide themselves how often and for how long they walk the dogs. The service is provided for no more than 2 sessions a week. It is not a substitute for paid dog walking services.
Enablers		Our enablers will help the client to read forms, letters or newspapers. We have had volunteers who have helped clients declutter their homes, sort through paperwork, and help write letters.
Outreach Benefits		To help clients over 65 fill in Attendance Allowance, Pension Credit and Carer's Allowance forms. Forms may be ordered through the Volunteer Centre and sent direct to the client's home. This service is increasing rapidly in numbers.
Gardeners		Trim grass, tidy gardens, trim back hedges and bushes for those who are not capable of doing it themselves. This service is provided for those who do not have the means to pay for outside gardening services and for those in short term need following illness.

We are very fortunate to have such a wonderful and active group of volunteers with a wide range of skills and backgrounds with the willingness to make themselves available for the benefit of others. In total, we had **100** volunteers registered including our wonderful trustees who are all volunteers.

Community Volunteer hours

Many of our regular services were restricted during lockdown and a lot of our volunteers were shielding themselves. This has seen a dramatic decrease of volunteer hours from the 4,199 hours during 2019/20, to **2805.5 hours** during 2020/21. It was difficult to register the telephone befriending hours of our volunteers as they rarely timed their calls.

Community Support Scheme Volunteer Hours: 2805.5 hours



In monetary terms, paid at £10 per hour, this is **£28,055** and when you include the pandemic volunteer support hours (1744) it rises to **over £45,000**.

Supporting Volunteers

We have an 'Open House' policy for all volunteers to call in to the office when they wish. There is a friendly 'email newsletter' sent out regularly to all volunteers to keep them in the loop. This year has been slightly different due to Covid-19, however regular phone calls or emails to touch base with volunteers has helped with communication.

Celebrating Volunteers



We are very grateful for the time given by our volunteers and it is a tradition for us to hold an annual "Thank You" celebration in the New Year, to recognise and acknowledge the valuable contribution they make, along with our staff. It is also an opportunity to recognise outstanding achievements and long service. Unfortunately, due to the restrictions in place, this had to be postponed. We were disappointed to be unable to hold an event to celebrate Volunteer Week either. However, it is our intention to host a "Thank You" event when restrictions are fully lifted.

What our Volunteers say about their placements:

"It has been easy to adapt my family life to incorporate volunteering. Much easier than I expected"

"Although I have returned back to uni, I will be contacting my client over messenger for our weekly chat"

"I can pass on my skills, and make people happy at the same time"

"I work full time. By telephone befriending, it means I can fit my calls around my shift patterns, even if I am doing a half day"

Community Referrals 2020/2021

Word of mouth, advertising, community events, Facebook and good signposting by other organisations mean that we continue to see a high level of referrals. We will continue to raise our profile to ensure people are aware of the work we do and how we can support them. We will continue to explore how best to reach older, isolated, vulnerable people. We received **202** community referrals over the last year (this does not include *Helping Dawlish* referrals which are reported separately). Numbers were reduced due to lockdown, with many organisations furloughing staff. Normal referral routes were majorly affected. On the plus side, we have had referrals from several new sources.

Assist Teignbridge	29	Social Services	15	CAB	3
Self	63	Moorlands	3	Information Days	2
Family	25	Devon Carers	5	Intermediate Care	2
Volunteering in Health	24	Social Prescriber	9		
TCVS	2	Mental Health team	4	Other	16

Where our Clients live

The next table shows the breakdown of where this year's enquiries came from and the numbers of clients from each location in Teignbridge. The Community Support Scheme operates in the more local area of Dawlish and East Teignbridge whilst the Outreach Benefit Service operates across Teignbridge.

Dawlish/Dawlish Warren	112	Holcombe	4	Bishopsteignton	1
Starcross	6	Teignmouth	47	Newton Abbot **	26
Cockwood	2	Shaldon	4		

**This area includes Chudleigh, Bovey Tracey, Ashburton, Newton Abbot and surrounding areas.

Befriending

Our befriending work was seriously affected by the pandemic. Some clients, who are hard of hearing, would not respond to phone calls, although volunteers did try. Altogether there were 26 clients who were telephone befriended, one client whose befriender wrote a weekly letter, and 2 clients who used Facebook messenger for online contact.

Befriending Case Study

A gentleman, whose wife was in a home, had no immediate family close by. We organised a telephone befriender who called him twice a week. He has recently moved to be closer to his family, but his befriender still rings regularly to see how he is. The family commented that "it was a real pick-me-up for Dad when we couldn't see him during lockdown, to talk to somebody different"

What clients say about their Befrienders:

"I have only had telephone befriending so far, but I can't wait to meet her face to face, I don't feel lonely any more"

From a relative: "My Dad's befriender has made a huge difference to his life. He is eager to go out, and is looking forward to a coffee in the sunshine. He never went out before"

"My befriender and I are very well matched indeed"

"My befriender is easy to talk to. We find practical solutions to everything. She transfers her positive outlook on life to me at every visit. We are in daily contact via Facebook Messenger, and we play scrabble online together. It has changed my life, I am no longer suicidal"

Dog Walking

Some clients opted out of this service during lockdown. We still managed to achieve 153 hours with the service though as a new client registered for 4 hours of dog walking a week.

Outreach Benefit

Claims were drastically reduced, due to referrals not coming through with many organisations being closed. The claims that did come through were mostly completed by family members or by the clients themselves, with telephone support from ourselves. Because of this, monitoring totals have been irregular. The number of referrals for Outreach Benefit was **76** (compared to 121 the previous year). These were Attendance Allowance 75 requests; Carers Allowance 1. We also helped a client with an application for a Blue Badge. £820 in donations have been received from clients who appreciated the free support. 43 clients have confirmed their claim has been successful, but we have not yet had the outcome confirmed for 19 forms that were self-filled.

Benefits Volunteers & Outreach Surgeries

We appreciate the time given by our benefits volunteers. It takes approximately 2 hours to complete the forms so it is quite a commitment. We were also very fortunate to have a volunteer who represented Assist Teignbridge and offered a Benefits and Advice Surgery at the Open Daw on the second Tuesday of each month. Unfortunately, this service has had to cease due to the closure of Open Daw.

Monetary Value: A confirmed total award of **£6,508.70 per week** has been recorded so far. This extra income makes a huge difference when people can no longer manage the tasks they used to do and need extra support. This is equivalent to **£338,452 a year** to be spent in the local economy.

What our Clients say about our Outreach Benefit service:

"I can pay for help around the house and garden with the extra money"

"I am having central heating put into my house, I can't afford to run the electric heating I have at the moment"

"I use the extra money to pay for somebody to do my shopping for me. I really struggled before"

"Thank you for all your help, I feel independent again, I don't have to rely on others for help"

"Many thanks for the invaluable help from your volunteer to fill in my attendance allowance form, I could never have tackled it myself."

General Service for the community – information and signposting

Providing information and signposting is as much a part of our service as delivering direct support. We receive enquiries from carers, members of the public and other organisations on a daily basis. This may be through calling into the office, phoning or emails. During the course of the year we have signposted 41 clients to a huge range of organisations and sources of support. There were 37 'other' requests, these included requests for emergency food bags, and for advice on how to fill in AA forms they had ordered.

**Working with *Helping Dawlish* we also provided
PANDEMIC VOLUNTEER SUPPORT**

FACTS AND FIGURES

National Lockdown 1 (23 March – 23 June) and through to 31 July 2020:

187 clients made 529 requests for services

119 (63%) of clients made a single request

68 (37%) of clients made multiple requests (ie 2 or more)

112 individuals registered to volunteer, with **66** going on to provide direct services to clients

Where the client referrals came from:

Individuals referred by:	Number of individuals	Percentage of total (187)
Friends & Family	28	15%
Medical and Health Organisations: Barton Surgery (2); Devon Carers (2); ROC (5); Social Services (3); Mental Health Services (2); Recovery Navigation (2); Together – Drugs & Alcohol (4)	20	11%
CVS	14	7%
Alice Cross	3	2%
Assist Teignbridge	72	38%
Helping Dawlish/DTC	45	24%
Other: HITS (1); Homemaker Southwest (1); Dawlish Community Transport (1); Ladies Mile Holiday Park (1); Cornerstone (1)	5	3%

Amazing Statistic!

One volunteer has walked **over 500 miles** running errands and keeping an eye on the particularly vulnerable.

Types of service requested during Lockdown 1

Type of request:	Number of requests	Percentage of total (529)
Shopping	259	49%
Medication	175	33%
Signposted to other services	45	9%
Befriending	16	3%
Benefit Help	5	1%
Food Parcels	12	2%
Other Volunteer help	13	2%
No help required	4	1%

Areas of work

The vast majority of requests for support (511) were local to Dawlish and Dawlish Warren, but we did have a few requests from Teignmouth, and 2 were from outside the area.

Ages of Clients

An analysis of the ages of clients by the number of requests for support shows that those vulnerable and/or shielding and needing support covered a wide age range. For 130 requests the client's age is either unknown or they declined to say, but for the remaining 399 requests the analysis is shown below. Almost half of those requests were for people aged over 80.

Age of client	Individual requests	Percentage of total (399)
<20yrs	1	
20-30yrs	15	4%
30-40yrs	16	4%
40-50yrs	7	2%
50-60yrs	35	9%
60-70yrs	54	13%
70-80yrs	83	21%
80-90yrs	160	40%
90+	28	7%

Our phones were very busy and we were working with a reduced number of staff in the office. We are very grateful to those volunteers who stepped in to help and worked alongside us, manning the phones and helping with office administration. Further volunteer hours enabled Fish & Chips suppers and other hot meals to be delivered locally, and leaflets outlining available support to be delivered across the area.

Over 500 hours of support provided by:

5 volunteers supporting with answering the phone and logging requests for help

18 volunteers supporting with the Fish & Chips Suppers and Hot Meal delivery

28 volunteers supporting with leaflet drops

By the time of **Lockdown 2** (5 November to 2 December) and then **Lockdown 3** (from 6 January) it was easier for vulnerable people to access supermarket delivery slots and many of the clients supported through Lockdown 1 had managed to make their own arrangements. Requests for support were far fewer, but included:

- **61** requests for shopping support;
- **23** requests for medication support;
- **3** requests for "other" support;
- **1** request for a telephone befriender.

Through the 3 lockdowns, volunteers have provided over **1200 hours of support** responding to individual requests for help.

The overall total number of **logged** volunteer hours in respect of support services provided during the national lockdowns is **1744** hours.

*** Thank you ***

We are extremely grateful to those who chose to put themselves forward to support others during such a difficult and challenging time.

Outside of lockdown, **22** clients who used the Covid-19 support services have continued to receive services with either volunteer support or through our paid-for services. **2** users were signposted to further help outside of our organisation.

What our Clients say about the services we provide:

“Thank you for all that you are doing for us through this pandemic. You are really angels in disguise”

“Thank you so very much for all your help and kindness, from the bottom of my heart. I had reached rock bottom, and my befriender has given me a new lease of life”

“I was moved to tears when the mental health form was delivered by one of your volunteers. I have had mental health issues myself and have fallen foul of the NHS. I will certainly be using some of the contacts listed”

“Thank you for all you are doing to help me through these odd times, I really appreciate the work that you all put in”

“The fish and chip and hot food deliveries helped me so much in the past year. What a wonderful idea and to see so many volunteers willing to help out. It must have taken a lot of organisation to achieve such a high quality service. It gave me something to look forward to, I felt as if somebody cared”

Events and activities

Because of restrictions we were not able to hold any fund-raising events but several wonderful people set lockdown challenges and invited donations for our benefit:- **David Force** dyed his hair purple and raised over £1,800; **Gabe Osborne**, a fitness instructor, ran online fitness classes called Blocfit, and raised over £500; **Maddy Nokes** zipped down a wire raising £250; and our own Chairman, **Robin Buchanan**, has been busy throughout the winter, swimming in the sea. So far, he has raised almost £500, with donations still coming in which will be accounted for next year. The amounts quoted exclude gift aid, as that is accounted for separately.

We also had an amazing team of mask makers who kindly made and donated facemasks for general public use which raised over £2,500! And we had a sale table of donated goods outside the office over the summer which then evolved into our new fundraising page on Facebook which together raised £1,777.

Spin a Yarn for Assist

Spin a Yarn is a community knitting and crochet group, primarily set up for those with dementia and mental health issues, but open to all who have an interest. The group have been meeting weekly, when allowed, in the Manor House. It's a very social group, and user led, with support and tuition provided by the group Co-ordinator, Val Hempstock. The group decide what they want to do, with some projects set by Val. During the lockdown, when the group couldn't meet, Val tasked them with making items for a **Community Yarnbomb** which was displayed in Dawlish over Easter 2021, raising funds for us, and smiles in the local community.



As detailed above, our wonderful volunteers have made a huge difference to many in our community in these very difficult times, and I would like to thank them all for their time and commitment.

Chrisi Marshall
Volunteer Co-ordinator

Charged-for service: Assist Nail Trimming

The Assist 'At Home' Nail Trimming Service has become a very important part of many clients' lives. The last 12 months have seen some unprecedented changes with the threat of Covid-19 and the restrictions this has imposed. Particularly through the pandemic, we have been able to offer a valuable service to keep our clients healthy and happy. Foot care for the elderly is an important part of the overall healthcare plan, as mobility can be impaired by something as simple as an ingrown toenail. Older people need and appreciate assistance when faced with such healthcare obstacles.

Service Users: As of March 2021 we have **174** individuals on the Nail Services client list. In addition to our individual clients, we provide nail services to two local residential care homes. Including the **43** care home residents, we service a total of **217** individuals across the Teignbridge area. We have **134** female and **83** male clients.

With the introduction of the first national lockdown, March to June 2020, services were limited to those where it was felt there was medical need only; and the Manor Nail Clinic was suspended as of March 2020. Due to these restrictions in the first 3 months of the year we averaged **14** treatments a week, which is just over half the number we were providing in the previous year. Treatments steadily increased over the year, and with the relaxing of lockdown regulations we were able to resume near 'normal' services. This has taken us to an average of **25** treatments a week from June 2020 to March 2021, with an average of **23** a week over the year.

In total, we have provided **1171** home visits over the course of the year, a lower number than the 1437 recorded last year. Overall, we have seen an **18%** reduction in the provision of services. This is to be expected given the circumstances of the last 12 months. We have no plan to re-open any public nail services at the moment, but we can look at this again when restrictions have eased further.

Treatments given – Facts & Figures		
	2020/2021	2019/2020
Home Visits – Toenails Trimmed	1030	1245
Home Visits – Fingernails & Toenails Trimmed	141	164
Clinic Treatments – Toenails	-	23
Clinic Treatments – Fingernails & Toenails	-	5
Total Treatments provided:	<u>1171</u>	<u>1437</u>
	=====	

Over the course of the 12 months of this report (April 2020- March 2021), we have taken on **49** new individual clients, with an average referral rate of **4 per month – one per week**.

Referrals: Assisting with 'in home' nail trimming is much more than simply toenail cutting. For some of our clients, a visit from the practitioner is a real highlight of their week or month. A lot of elderly people can become very isolated or may be housebound, so a visit from a friendly face and a chat can make all the difference. With the recent global pandemic and the elderly being required to isolate at home, some have not had contact with another person for the duration. Our nail practitioners really have become a lifeline, bringing the outside world to them and keeping them connected whilst keeping them safe.

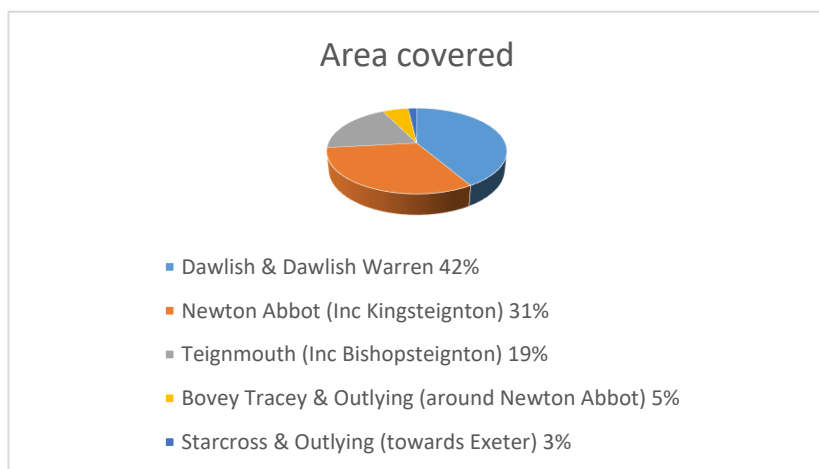
Referrals into the service dipped initially at the start of the year, we attribute this to the onset of the Covid-19 pandemic, but rose again as restrictions eased and people became accustomed to social distancing and the new safety procedures in place.

Before we commence any services, we do a small questionnaire with the individual to ascertain the suitability of service. We use a selection of non-probing questions that help identify if the individual has any existing medical conditions that would prevent services. Whilst we are able to treat individuals who have been informed they are 'at risk' of becoming diabetic, we cannot provide the service to anyone who has a confirmed diabetes diagnosis. This is due to the affect diabetes can have on circulation, causing serious problems with cuts and sores healing and can damage the sensation in the feet.

Each practitioner holds their own client list and they are responsible for booking appointments with clients directly. With each client they can keep a continuity of care and identify any changes or problems before things deteriorate.

This year saw us make **7** referrals out of our service to other local podiatry care for further treatment, following an initial assessment by our nail practitioner. Not all referrals out of the service are due to medical problems, some clients may have other reasons and we make sure to always signpost to an appropriate service provider. **3** clients stopped using the service due to the pandemic and have decided not to resume service, **5** have moved into residential care and **6** have sadly passed away.

Area: Since the introduction of the service in 2009, we have steadily grown our client base and currently provide services to individuals throughout the Teignbridge area. The areas of service are as shown below:



Dawlish still remains the highest area for client coverage, with **90** clients receiving treatment in the immediate Dawlish/Dawlish Warren area. Our second largest area of coverage is **69** in the Newton Abbot & Kingsteignton area, then it is **42** in Teignmouth, Shaldon & Bishopsteignton, and finally **16** clients spread over the further outlying areas from Exminster to Bovey Tracey. Our nail practitioners have travelled over 3,000 business miles visiting their clients this year.

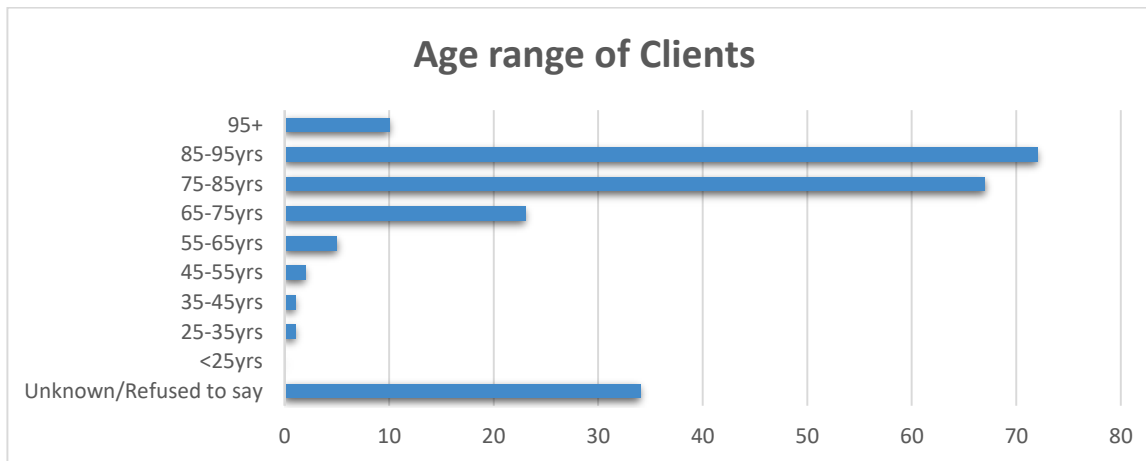
Dependencies of client: Cutting toenails can be problematic for elderly people to do themselves. For many of our clients, it can be difficult to bend down to cut toenails and, in some cases, poor eyesight can also be a worry. Having a regular visit from a Nail Practitioner takes away that worry and can often be a date on the calendar to look forward to.

The Assist 'At Home' Nail Trimming Service offers nail cutting support to people with healthy feet and healthy toenails who are genuinely unable to manage their own personal foot care, in their own home. This will usually be older people but examples of other people who would be eligible are: - those with a learning or physical disability, those with a visual or cognitive impairment, people suffering from arthritis or breathlessness.

Dependency	Individual Clients	Percentage of total
Dementia	25	12%
Mental health needs	22	10%
Sensory impairments	2	1%
Learning disabilities or autistic spectrum disorder	9	4%
Physical disabilities	7	3%
Total clients with dependencies	65	30%

A small number of clients, <2% have paperwork in large font due to poor eyesight associated with ageing. <1% of clients have a carer or family member present for supportive measure.

The vast majority of our clients, at least **79%**, are over the national retirement age of 65yrs.



Covid-19: The pandemic has had a dramatic impact on care provided in the community. We discussed with the members of staff and consulted with our existing clients. The decision was made to continue to offer the nail service, with client consent, where it was considered crucial to maintaining the health and wellbeing of clients. Nail trimming demands close personal contact, increasing the risk of Covid-19 exposure. As an organisation, we have taken great care to implement policies to protect our staff, and clients, as much as we possibly can. We have put the following systems in place to ensure client safety and the safety of our staff:



Providing our nail practitioners with face visors, face masks, gloves, aprons, alcohol wipes and hand sanitiser.



Upholding social distancing measures (as much as is possible as the service requires contact).



Spacing out appointments to minimise contact with other clients.



The option to measure client's temperature with a contactless thermometer (with permission).



Offering our nail practitioners the Covid-19 vaccination.



Offering our nail practitioners twice weekly Covid-19 testing.



Encouraging clients to pay via electronic banking to minimise cash handling.

The Coronavirus pandemic has generated a positive result for the nail service with more clients taking up 'at home' services, due to shielding combined with local public clinics being closed. We have seen a steady uptake of services and this has increased as the lockdown restrictions eased.

However, the pandemic lockdown has meant we are unable to recruit more nail practitioners to share the extra workload. With more clients taking up the service, our current practitioners have increased their client numbers considerably and are operating near capacity. We have four female practitioners providing nail treatments in the Teignbridge area. Three of our ladies are also Home Help/Home Care staff, and two of our practitioners are no longer taking on new clients (due to existing workloads) further reducing our capacity to take on new clients. We have a new member of staff who is waiting to take up training for nails, but unfortunately, with the Covid-19 restrictions, NHS podiatry have placed all training on hold.

Training & recruitment: Our Nail Practitioners go through comprehensive training which involves completing a training course with NHS podiatry, on site at the Royal Devon and Exeter Hospital, and shadowing one of our current nail practitioners on home visits. The trainee nail practitioner has to be observed treating clients and is only approved when the NHS trainer is happy with their skills and knowledge. They have discussed looking into on-line training whilst person to person contact remains prohibited.

Evaluation: Gaining feedback from our clients is becoming increasingly difficult. With almost 80% of our nail clients over the national age of retirement and older, many are hard of hearing or reluctant to pass over information by telephone. Of the evaluation forms sent out in the post, we have not received a single form returned. We appreciate that form filling and writing can be a particular challenge, so we have followed up with telephone calls to clients as well. Although it is a pleasure to speak to our clients directly, this can often be a time-consuming process. We will be looking to improve our data capture for monitoring and evaluation and alternative ways to gain feedback. One area for improvement is 'how did you hear about us?'. We need to make this a more prominent question as this is often missed when taking the initial enquiry for services.

There does appear to be wide community knowledge about the nail service. This is growing through word of mouth and a recent leaflet drop to all local Drs Surgeries has been effective, with some new clients having 'picked up a leaflet and given us a call'. The majority of our referrals are through word of mouth; a friend, cleaner or relative has suggested our services. A few family members have 'googled' and found our details on the website. Other identified pathways for referral are: Intermediate Care Team, already using other Assist services, Social Services, Age UK. Moving forward we would like to improve awareness of services by looking at the website information with areas to improve/update and increasing our information on social media.

Conclusion: Overall, verbal feedback is very positive indeed. All of the clients spoken to feel the service is *essential* to their wellbeing. They are very happy with the level of service provided by their practitioner and most have developed a good relationship and look forward to their regular visits. Some comments are:

- Excellent service – no improvements
- Very happy, and look forward to the visits
- We are happier to have a visit at home, rather than have to venture outside
- Cannot bend down or see well enough to cut them myself
- Cannot grip the clippers as suffering with arthritis
- Would like to have nail polish and/or foot soak and creamed

I would like to extend a huge thank you to all our Nail Practitioners. They have shown amazing dedication to their clients, continuing to provide excellent service through very difficult and challenging times. They have gone above and beyond to maintain consistent care in our community and have proved themselves invaluable. Thank you.

Mrs Toeni Young, Nail Service Co-ordinator since August 2020

ASSIST TEIGNBRIDGE

(Registered Charity No. 1154936)

REPORT & ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

	<u>Pages</u>
Report of the Independent Examiner	1
Statement of Financial Activities	2
Balance Sheet	3
Notes to the Accounts	4 – 7

The following abbreviations have been used in these accounts:-

Volunteer Centre & services	VC
Charged-for services	CS



Independent Examiner's Report to the Trustees of :-

ASSIST TEIGNBRIDGE

I report to the trustees on my examination of the accounts of the Assist Teignbridge Charitable Incorporated Organisation (the CIO) for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent Examiner's statement

I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed.......... G. ADAMS

Date.....*8th June 2021.*.....

Mr Garry Adams ACIB (Ret'd)

Cranbrook,
Ash Court,
Crediton
EX17 2JZ

ASSIST TEIGNBRIDGE

Statement of Financial Activities for the year ended 31 March 2021

	Note	Restricted Funds		Unrestricted Funds		TOTAL FUNDS	
		VC	CS	VC	CS	2021	2020
		£	£	£	£	£	£
Income & Endowment from:							
Donations & legacies	3	13988	11946	8573	3489	37996	96260
Charitable activities	4	35	360	0	172731	173126	166788
Other trading activities	5	0	0	7792	0	7792	3849
Investments - bank interest		0	0	214	1608	1822	1252
TOTAL INCOME:		14023	12306	16579	177828	220736	268149
Expenditure on:							
Raising funds		0	0	148	0	148	97
Charitable activities	6	28987	8151	0	171291	208429	198429
TOTAL EXPENDITURE:		28987	8151	148	171291	208577	198526
NET INCOME/(EXPENDITURE):		-14,964	4,155	16,431	6,537	12,159	69623
Transfers between funds:		14,464	0	-14,464	0	0	0
NET MOVEMENT IN FUNDS:		-500	4,155	1,967	6,537	12,159	69623
<u>Reconciliation of funds:</u>							
Total funds brought forward:		500	0	27074	143147	170721	101098
Net movement in funds:		-500	4155	1967	6537	12159	69623
Total funds carried forward:		0	4,155	29,041	149,684	182,880	170721

ASSIST TEIGNBRIDGE

Balance Sheet at 31 March 2021

		VC		CS		TOTAL FUNDS	
Note		2021	2020	2021	2020	2021	2020
		£	£	£	£	£	£
Current assets:							
Debtors	10	489	609	10340	14426	10829	15035
Investments (bank deposits)	11	21311	21016	123562	122891	144873	143907
Cash at bank & in hand	11	7362	6092	42126	24600	49488	30692
TOTAL CURRENT ASSETS		29162	27717	176028	161917	205190	189634
Current Liabilities:							
Creditors (due within 1yr)	12	-121	-143	-22189	-18770	-22310	-18913
NET CURRENT ASSETS		29041	27574	153839	143147	182880	170721
TOTAL NET ASSETS	£	29,041	27,574	153,839	143,147	182,880	170,721
The funds of the charity:							
Restricted funds	9	0	500	4155	0	4155	500
Unrestricted funds:							
Designated funds	9	4566	3797	30739	28881	35305	32678
General reserves	9	24475	23277	118945	114266	143420	137543
TOTAL CHARITY FUNDS	£	29,041	27,574	153,839	143,147	182,880	170,721

These accounts were approved by the Trustees at the Management Committee meeting held on 2 June 2021.

Signed: 

Robin Buchanan (Chairman of Trustees)

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2021

1 BASIS OF ACCOUNTING

The accounts have been prepared on the accruals basis under the historical cost convention. They have been prepared in accordance with the Charities SORP (FRS 102)(2019) and the Charities Act 2011.

2 ACCOUNTING POLICIES

- 2.1 **Income** is recognised when the charity is entitled to it, it is probable it will be received, and it can be estimated reliably. It is shown gross of associated expenditure. Grants and Donations are included when the charity has unconditional entitlement. Performance related grants are included when the services have been delivered.
- 2.2 **Liabilities** are recognised as soon as there is a legal or constructive obligation to make payment.
- 2.3 **Support costs** include central functions and are allocated to activity cost categories on a basis consistent with the use of the resource. Staff costs are allocated by the time spent.
- 2.4 **Fixed Assets** are written off in the year of acquisition due to their small value.
- 2.5 **Reserves** - the intention is to maintain a level of reserves to support a full year's activity for all services.
- 2.6 **Accounting Period** - the period of accounts is the year to 31 March except for the charged-for services where the year's income and direct costs relate to services provided in the *pay periods* April to March.

3 DONATIONS & LEGACIES

2021: £37,996 (2020: £96,260)

3.1 **Restricted Funds:** 2021: £25,934 (2020: £14,238)

For VC

Devon County Council - Social Services
Dawlish Town Council
Grants from Councillors
Devon Community Foundation - Covid grant

Total VC:

2021 £	2020 £
6788	6788
3000	5000
1000	2450
3200	0
13988	14238
4380	0
1566	0
6000	0
11946	0

For CS

Devon County Council - Covid Sustainability and PPE
Devon County Council - Infection Control
Devon County Council - Workforce Resilience

Total CS:

All the restricted funds have been spent in full, with the exception of the Workforce Resilience grant. **£4,155** of this grant was unspent at the year end and is carried forward as a restricted reserve.

3.2 **Unrestricted Funds:** 2021: £12,062 (2020: £82,022)

	VC		CS	
	2021 £	2020 £	2021 £	2020 £
General Donations including Gift Aid	7598	3938	269	116
HMRC - Employment Allowance	780	623	3220	2377
Membership fees	195	35	0	0
Bequest - Miss Margaret Craven Walker	0	0	0	74933
	8573	4596	3489	77426

Donations for VC include over **£2,500** donated by individuals for facemasks made by volunteers. Many of the cash donations were eligible for the Gift Aid Small Donations Scheme, and many donations through VirginGiving were made with Gift Aid; the total gift aid received this year was **£1,375** (2020: £355).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2021 (cont'd)

4 INCOME FROM CHARITABLE ACTIVITIES

2021: £173,126

(2020: £166,788)

Analysis by Fund:

	Restricted		Unrestricted	
	2021	2020	2021	2020
	£	£	£	£
Income from charged-for services (see note 7.1)	360	0	169167	164291
Client expenses re-imbursed	25	25	3564	2320
Charity re-imburement	10	92	0	0
Referral fees	0	0	0	60
	395	117	172731	166671

5 INCOME FROM OTHER TRADING ACTIVITIES

2021: £7,792

(2020: £3,849)

This **Unrestricted Fund** income is from fund-raising activities. Several individuals raised money this year by setting challenges during lockdown, and together (excluding gift aid) they raised **£2,865**. Donated goods have been sold outside the office, and online, raising **£1,777**; and we received over **£2,500** from the Co-op Dawlish.

6 EXPENDITURE ON CHARITABLE ACTIVITIES

2021: £208,429

(2020: £198,429)

For **VC**, all charitable expenditure is charged against the Restricted Fund.

For **CS**, Restricted Funds totalling **£8,151** were spent as permitted on a variety of activities.

Analysis of Total Expenditure by Activity:

6.1 **Direct costs:** **£143,156 (2020: £133,398)**

	VC		CS	
	2021	2020	2021	2020
	£	£	£	£
Office staff pay & expenses	15576	12534	9975	9894
Care staff pay (see note 7.2)	0	0	104925	97711
Care staff expenses (see note 7.2)	0	0	7238	8637
Spent for clients (re-imbursed)	35	25	3564	2320
Training costs	126	333	1089	1117
Volunteer expenses	73	163	0	0
Consumables	0	0	555	516
Rent (nail clinics)	0	0	0	148
	15810	13055	127346	120343

6.2 **Support costs:** **£65,273 (2020: £65,031)**

	VC		CS	
	2021	2020	2021	2020
	£	£	£	£
Rent, insurance & registration fees	2197	2248	5794	5434
Staff salaries	6866	6896	37772	39004
Governance costs (see note 6.3)	1127	1194	1233	1255
Office running costs	2987	2833	7297	6167
	13177	13171	52096	51860

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2021 (cont'd)

- 6.3 **Governance costs** are the costs of preparation and independent examination of the financial accounts, and the cost of trustee meetings. The Independent Examiner has been paid a total of **£200** (2020: £180) split equally between the Funds.

No Trustee has received any payment (2020: Nil) and there have been no related party transactions.

7 CHARGED-FOR SERVICES ANALYSIS

7.1 **Income:**

Analysis by Service:

Sitting & Home Care service

Nail Trimming service

Home Help service

Restricted	Unrestricted	Total	Total
2021	2021	2021	2020
£	£	£	£
0	66522	66522	74652
0	19631	19631	22531
360	83014	83374	67108
360	169167	169527	164291

The Restricted income is a performance-related grant.

7.2 **Expenditure: Care Staff Pay & Expenses**

Analysis by Service:

Sitting & Home Care service

Nails service

Home Help service

Pay	Expenses	Total	Total
2021	2021	2021	2020
£	£	£	£
42211	2628	44839	45025
11648	1302	12950	16230
51066	3308	54374	45093
104925	7238	112163	106348

8 STAFFING

Analysis by Department:

Gross Taxable Pay

National Insurance costs

Pension costs

VC		CS	
2021	2020	2021	2020
£	£	£	£
22162	19029	148256	142616
983	911	4259	3824
315	292	1147	1010
23460	20232	153662	147450

Head count at 31 March:

		2021	2020
Office staff:	Full-time	1	1
	Part-time	4	4
Care staff:	Part-time	20	19

3 members of care staff work exclusively for the Home Help service, and 1 nail practitioner works only for the Nails service. The other 16 members of care staff work for more than one service, and 3 of them are trained nail practitioners.

No member of staff receives emoluments of more than £60,000 per annum (2020: none).

ASSIST TEIGNBRIDGE

Notes to the Accounts for the Year ended 31 March 2021 (cont'd)

9 CHARITY FUNDS

Restricted Funds are those that have been given to the charity for a specific purpose. For VC, the grant of £500 brought forward was spent this year, and all grants received this year were spent in full. For CS, grants were received because of the pandemic; **£4,155** of the £6,000 grant for Recruitment and Workforce Resilience was unspent at the year end. CS also received a performance-related grant, with the unspent portion shown in Creditors as deferred income.

Unrestricted Funds for VC comprise non-specific grants, donations, and the proceeds of fund-raising. For CS, they derive from donations, a bequest, and the provision of charged-for services.

The **Unrestricted Funds** can be applied freely by the Trustees to any of the charity's purposes. When the Trustees earmark such funds for a specific purpose, they are shown as **Designated Funds**.

The Trustees **have designated £35,305 (2020: £32,678)** of the Unrestricted Funds as a redundancy reserve, being the amount required to fulfil statutory obligations to staff should all operations cease.

10 DEBTORS

2021: £10,829

(2020: £15,035)

Analysis by Department:

Amounts due for charged-for services
Prepaid subscriptions
Bank interest receivable
Gift Aid due from HMRC
Other debtors

VC	
2021	2020
£	£
0	0
6	6
189	270
84	333
210	0
489	609

CS	
2021	2020
£	£
9827	13693
19	6
494	705
0	22
0	0
10340	14426

11 BANK & CASH

Investments are monies held on deposit at **Cambridge & Counties Bank**, and **Redwood Bank**. Interest received and receivable is allocated to the Departments in accordance with the capital held.

Cash at bank & in hand comprises funds held in a community current account at the **Co-operative Bank, Skelmersdale**, together with **£209** petty cash (2020: £217) and **£207** in postage stamps (2020: £1,155).

12 CREDITORS

2021: £22,310

(2020: £18,913)

Analysis by Department:

HMRC payroll deductions
NEST pension contributions
Accrued holiday pay
Owed to staff
Independent Examiner
Deferred income
Westbank

VC	
2021	2020
£	£
0	0
0	0
0	53
21	0
100	90
0	0
0	0
121	143

CS	
2021	2020
£	£
1334	1553
279	264
7281	4674
555	189
100	90
640	0
12000	12000
22189	18770

OUR FABULOUS FUNDRAISERS

“DOING IT FOR ASSIST TEIGNBRIDGE”



HAIR-RAISING CHALLENGE!

DAVID FORCE



ROBIN BUCHANAN'S FUNDRAISING SWIM



ASSIST FUNDRAISING PAGE
VAL HEMPSTOCK



GABRIEL OSBORNE
GETTING FIT AND RAISING FUNDS!



**MADDY NOKES SPONSORED
ZIP WIRE RUN – THE FASTEST
ZIP WIRE IN THE WORLD!!**



DAWLISH COASTERS RUNNING FOR CHARITY!



DOTTY TESS
MASK MAKER
EXTRAORDINAIRE

THANKS AND ACKNOWLEDGEMENTS



Many individuals and organisations have supported us and their community this year. We would like to take this opportunity to thank them all, and also pay tribute to our amazing care staff and community volunteers who helped ensure that vulnerable people continued to be supported throughout the year.

At the start of the Pandemic, the *Helping Dawlish* Initiative was launched by Dawlish Town Council and local organisations and charities. It needed volunteers and many people responded to the call and offered their time and talents to help others. **THANK YOU** to everyone who put themselves forward at such a difficult time, and particularly those who:

- Supported people with shopping, dog walking, medication collections, and more
- Helped with administration
- Increased awareness of available support by helping with leaflet drops

We are particularly grateful to **Katie Young, Helen Fewings, David and Amanda Force, Carolyn Shaw,** and **Nicola Twibill** who worked in our offices manning the phones and doing essential admin tasks.

We were unable to host our normal fund-raising events, but **Maddy Nokes** zipped down a wire and supporters **David Force**, **Gabriel Osborne**, and **Robin Buchanan** undertook lockdown challenges, raising significant sums. Donated goods were originally sold outside the office and **Val Hempstock** moved it all online for us.

We had a facemask-making industry, comprising **Dotty Tess** and a host of other volunteer mask makers, enabling the community to access facemasks for a donation. Many kind people and organisations including *Cofton Country Park* donated the necessary materials.

There have been so many other small acts of kindness by our supporters and volunteers, too many to list individually, that have helped things to run smoothly.



THANK YOU ALL



We have had financial support too, with many individuals making donations alongside funding from:

Devon County Council
Cllr. John Clatworthy
Co-op (Local Community Fund)

Dawlish Town Council
Teignbridge CVS
Dawlish Coasters

We are very grateful to our funders, and the members of Assist Teignbridge for their continued support.

We are also very thankful to the many organisations that support our work through information, training and advice. We acknowledge the tremendous support we have received from *Devon County Council* throughout the pandemic, and thank Angie Weatherhead, Dawlish Town Council, and the other *Helping Dawlish* organisations for their collaboration this year.

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