



# 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	<b>£23,601</b>	<b>£166,359</b>	<b>£189,960</b>	<b>£182,880</b>

## **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](http://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.

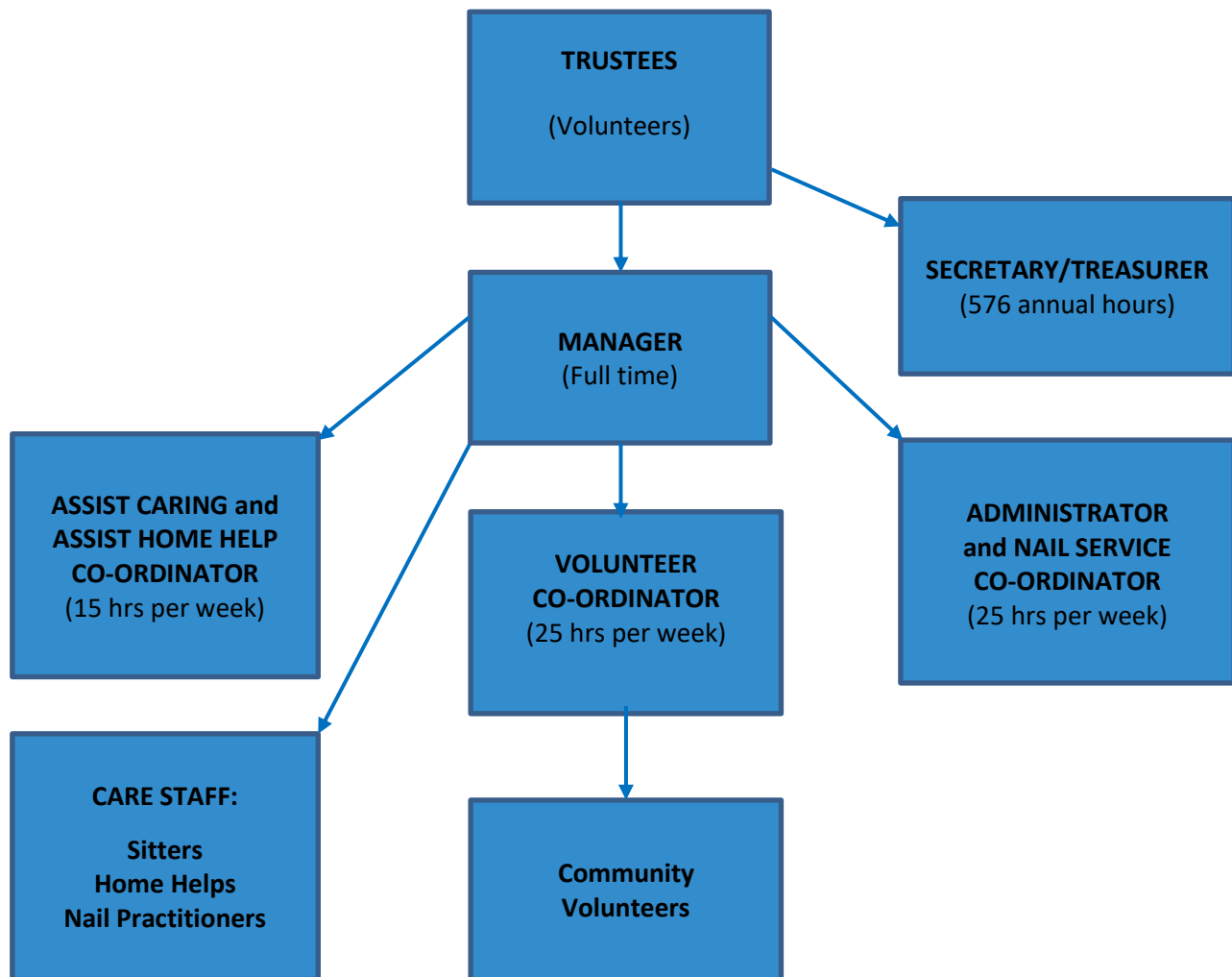
As always, I am grateful to the staff for their commitment to our organisation and how they go above and beyond, time and time again, to meet the needs of those who need support in our community. This includes the office staff who never know from day to day what challenges they may face but always rise 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.

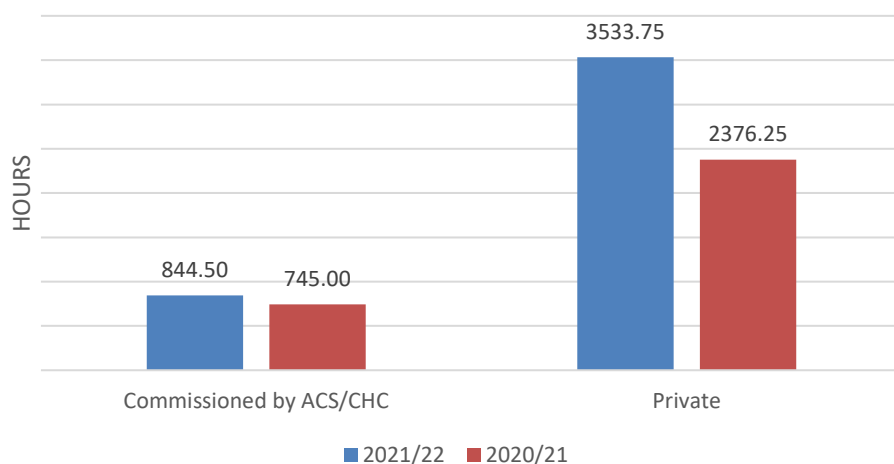
***Shirley Fewings MBE***  
***Registered Manager***

## 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

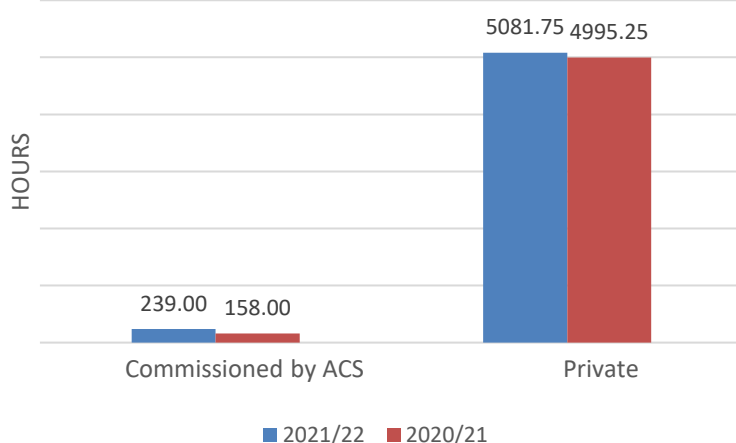
The level of commissioned hours has continued to increase with a **13% increase** over those reported in 20/21.

Private hours have seen a dramatic **increase of 49%**.

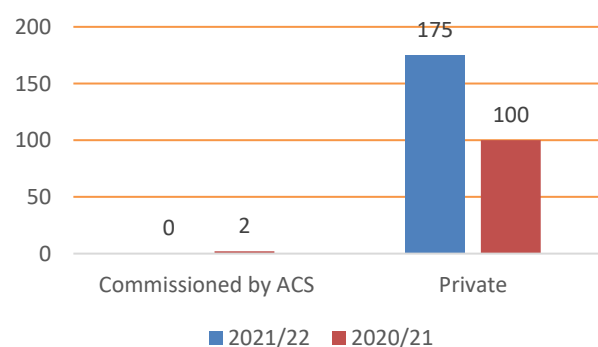
**Assist Caring (Sleeping) Nights increased by 72%.**

**Assist Home Help hours have seen an increase of 3%.**

### ASSIST HOME HELP HOURS



### ASSIST CARING (SLEEPING) NIGHTS



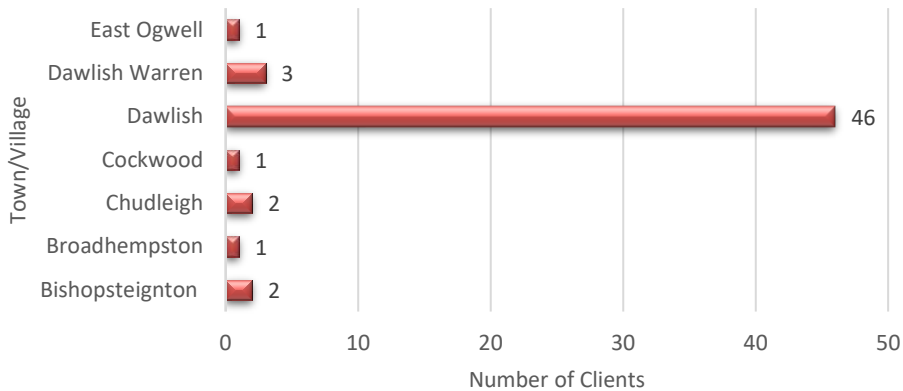
#### Clients:

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



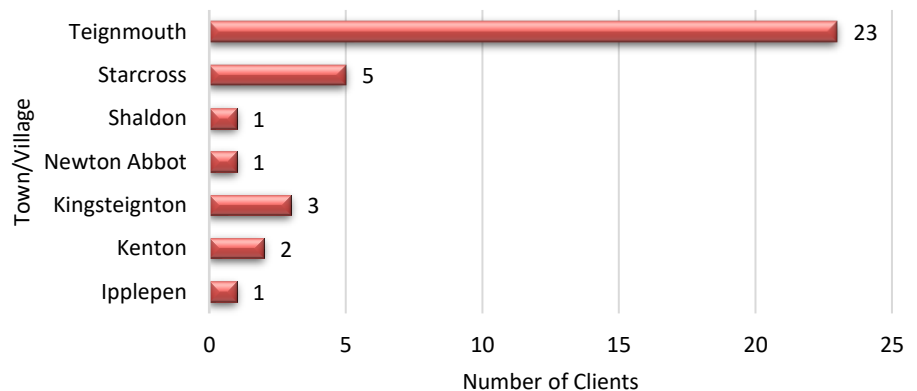
As at **31 March 2022**, our service user age range is from **62 years to 98 years of age**.

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



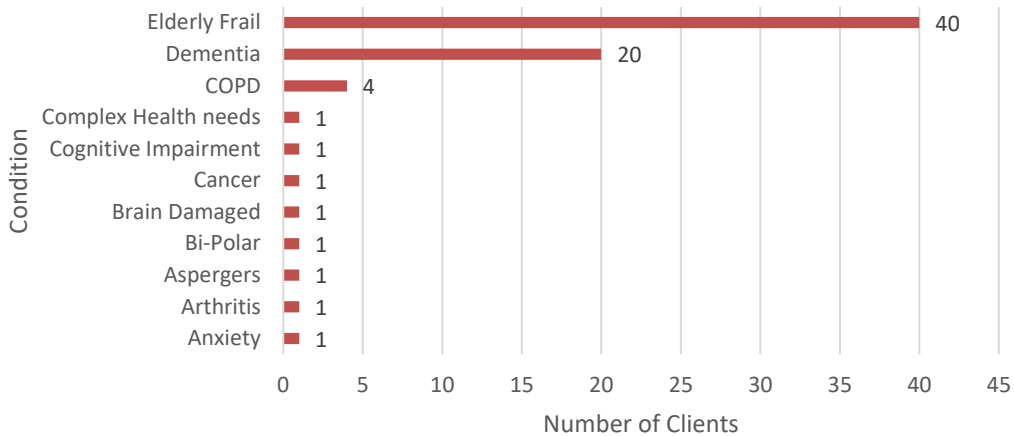
#### Staff:

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.

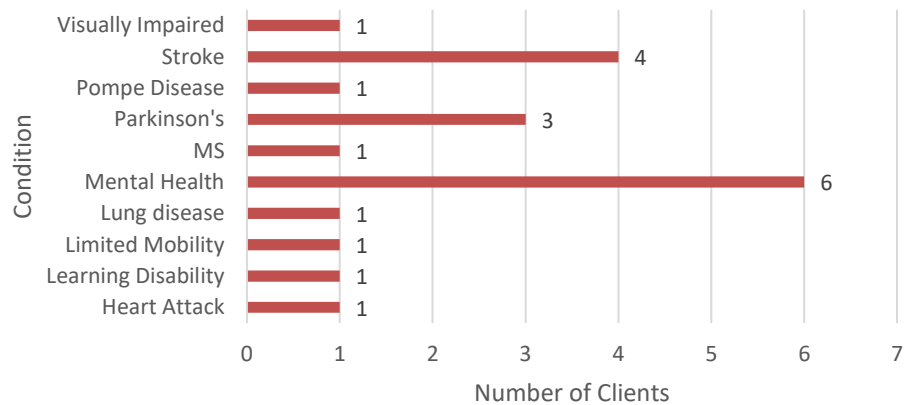
### Health Category of Clients A to E



#### 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 1<sup>st</sup> December 2021. Recruitment for an Office Administrator proved challenging and at 31<sup>st</sup> 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
<b>If applicable</b> , did you feel the cared-for person was encouraged to be involved in the planning of their care?	9	0	0
<b>Staff</b>			
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

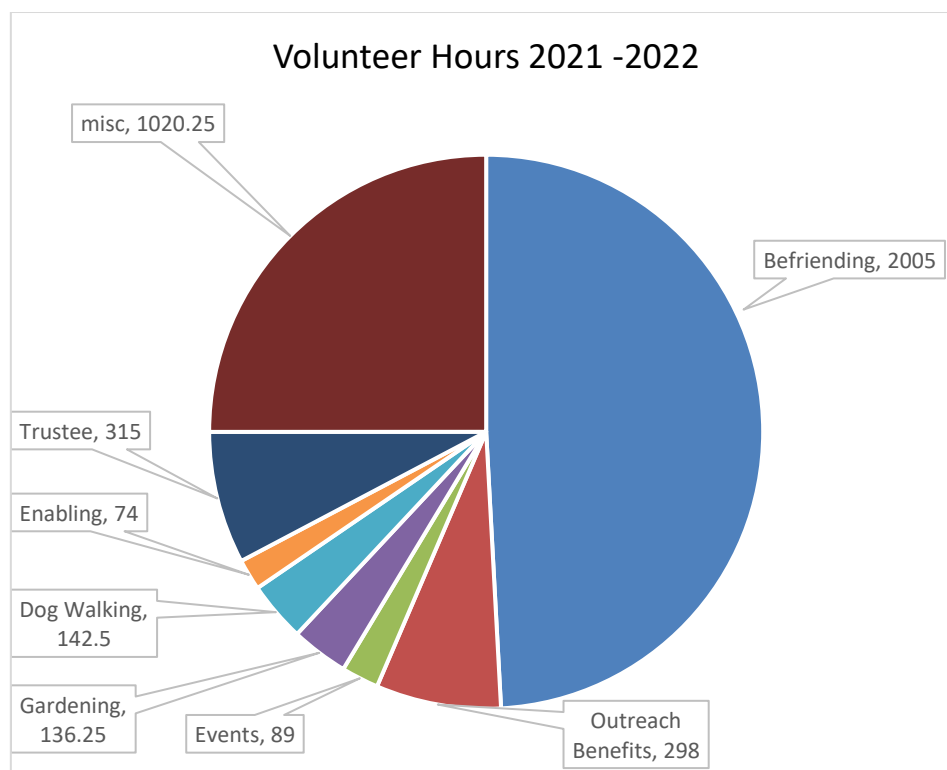
- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

### 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	<b>69</b>	Social Services/Care Direct	<b>35</b>	Wellbeing Team	<b>1</b>
Self	<b>60</b>	Moorlands	<b>2</b>	Age UK	<b>3</b>
Family	<b>24</b>	Connected Communities	<b>4</b>	Intermediate Care	<b>1</b>
Volunteering in Health	<b>30</b>	Social Prescriber	<b>27</b>	Devon Carers	<b>9</b>
Helping Dawlish	<b>8</b>	Hospital Discharge Team	<b>3</b>		
TCVS	<b>2</b>	Mental Health Team	<b>2</b>	Other	<b>19</b>

### 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	<b>185</b>	Holcombe	<b>4</b>	Bishopsteignton	<b>3</b>
Starcross	<b>6</b>	Teignmouth	<b>56</b>	Newton Abbot **	<b>28</b>
Cockwood	<b>5</b>	Ashcombe	<b>1</b>	Other	<b>11</b>

\*\*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.

**Chris 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.

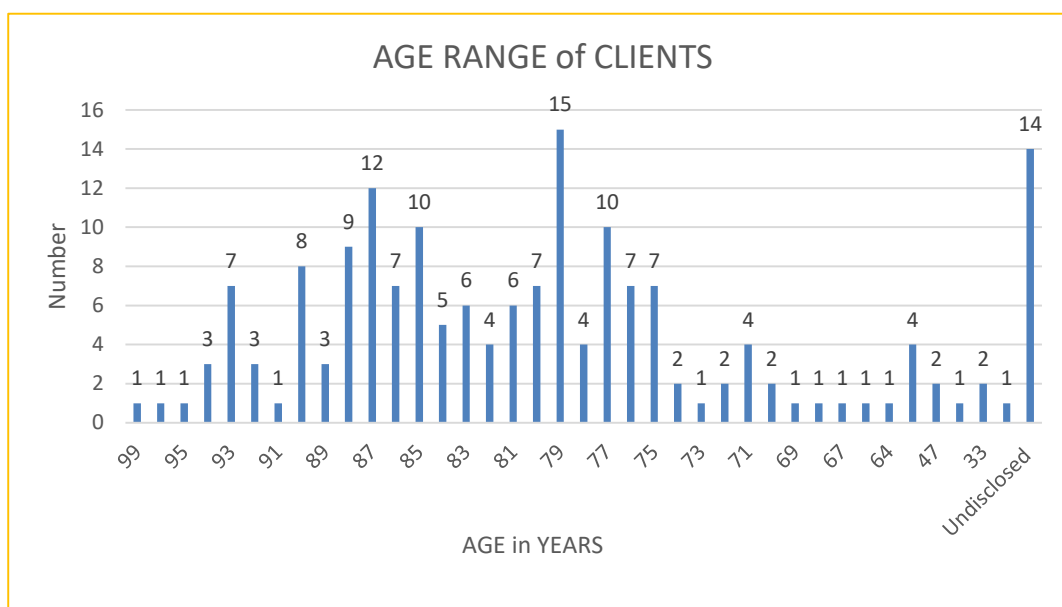
At a Glance Facts & Figures		
	2021/2022	2020/2021
Home Visits – Toenails Trimmed	1212	1030
Home Visits – Fingernails & Toenails Trimmed	172	141
<b>Total Treatments provided</b>	<b>1384</b>	<b>1171</b>
<i>Average number of treatments/week</i>	<b>26.5</b>	<b>22.5</b>

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**

	<b><u>Pages</u></b>
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

	Note	VC		CS		TOTAL FUNDS	
		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
<b>13510</b>	<b>13988</b>
<b>For CS</b>	
9160	1566
7500	0
321	0
0	4380
0	6000
<b>16981</b>	<b>11946</b>

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

<b>VC</b>	
2022 £	2021 £
3169	7598
680	780
185	195
<b>4034</b>	<b>8573</b>

<b>CS</b>	
2022 £	2021 £
14	269
3320	3220
0	0
<b>3334</b>	<b>3489</b>

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
<b>575</b>	<b>395</b>

Unrestricted	
2022	2021
£	£
207186	169167
3749	3564
<b>210935</b>	<b>172731</b>

### 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
<b>13156</b>	<b>15810</b>

CS	
2022	2021
£	£
10194	9975
147188	104925
7351	7238
3749	3564
453	1089
0	0
445	555
<b>169380</b>	<b>127346</b>

#### 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
<b>12642</b>	<b>13177</b>

CS	
2022	2021
£	£
6224	5794
38499	37772
1254	1233
4870	7297
<b>50847</b>	<b>52096</b>

# 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	
2022	2021
£	£
0	0
168	189
380	84
5000	0
2	216
<b>5550</b>	<b>489</b>

CS	
2022	2021
£	£
10242	9827
444	494
0	0
0	0
21	19
<b>10707</b>	<b>10340</b>

### 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	
2022	2021
£	£
0	0
0	0
0	21
100	100
0	0
0	0
0	0
0	0
<b>100</b>	<b>121</b>

CS	
2022	2021
£	£
2577	1613
10171	7281
2060	555
100	100
320	640
526	0
12000	12000
<b>27754</b>	<b>22189</b>

## 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.*