



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.

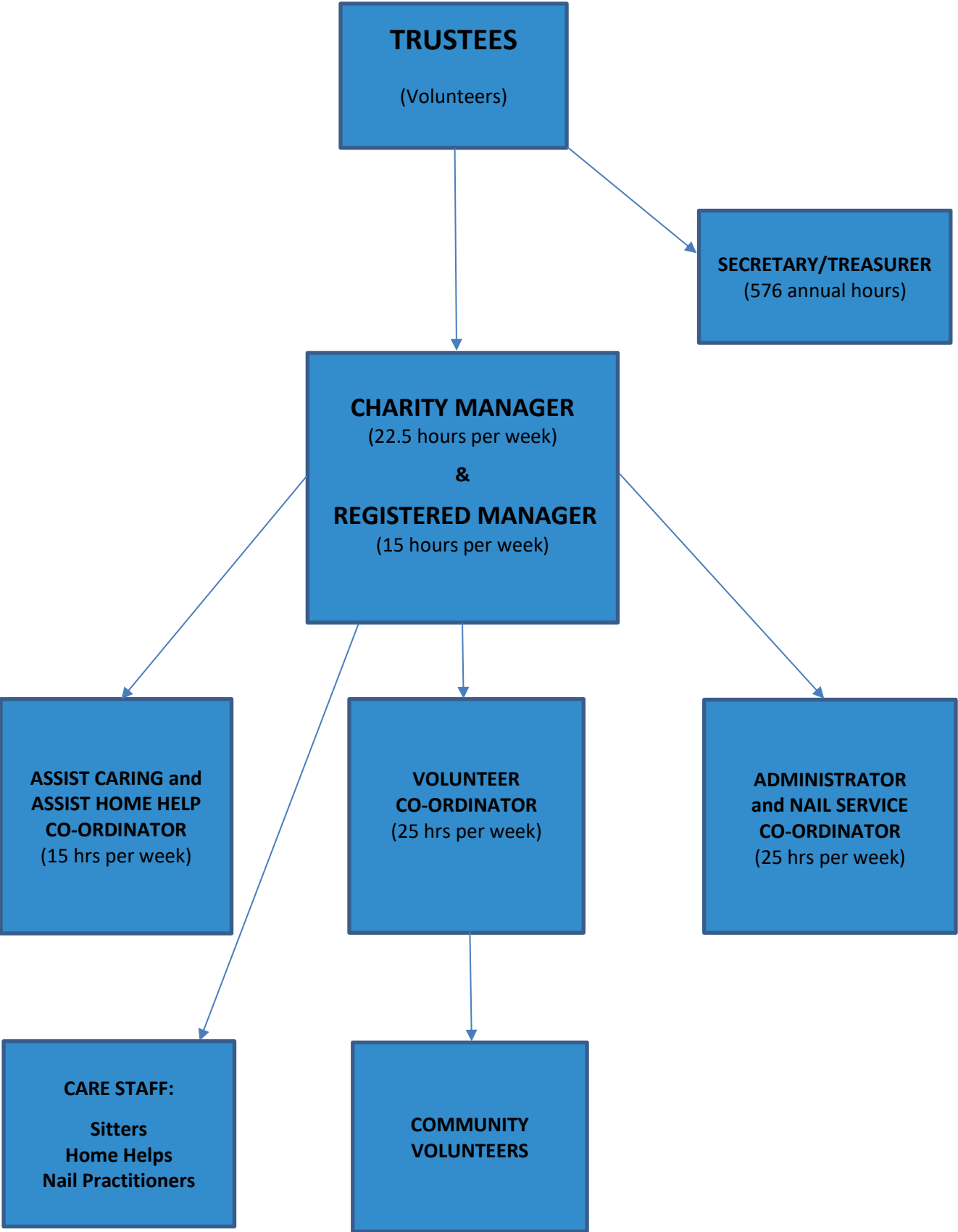
Dawn has quickly become a valued member of our team, and we look forward to building on our strengths as we move forward.

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



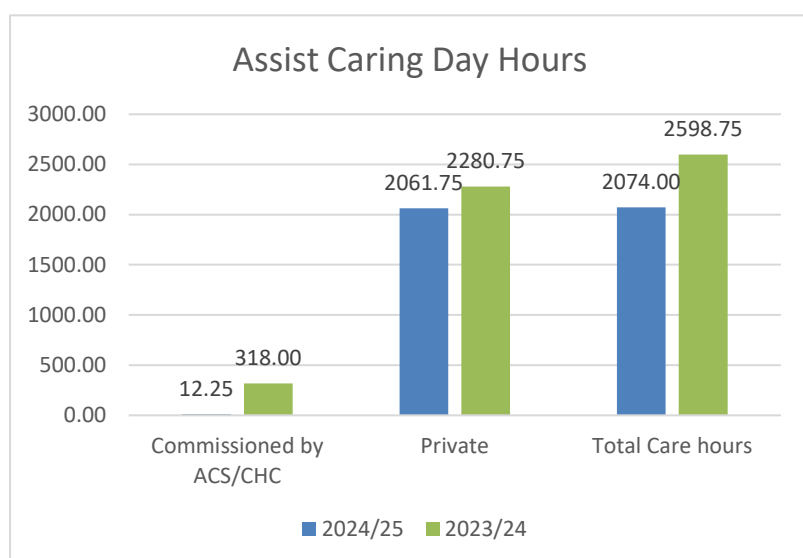
Charged-for services: Assist Caring & Assist Home Help

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.

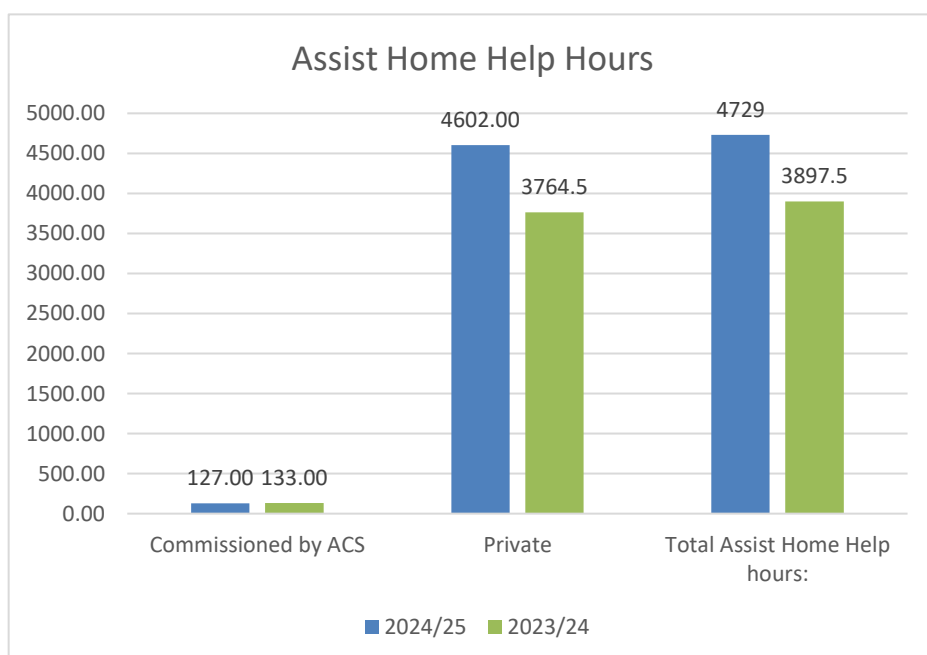


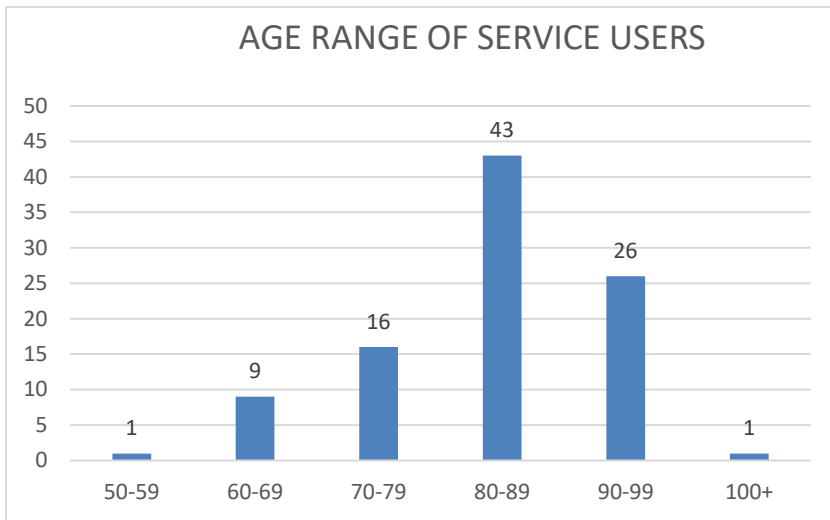
Our role extends beyond immediate care—we can connect people with a wide range of services and support.

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**.



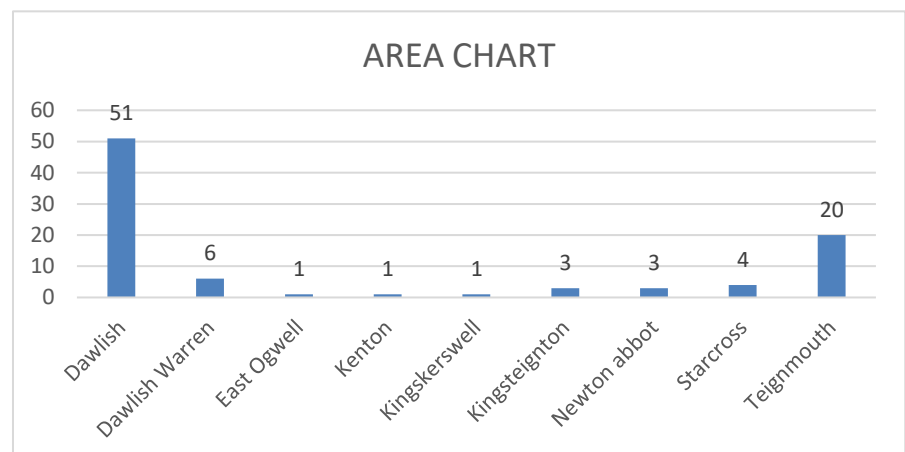


Our oldest client is a remarkable 102 years old, and our youngest is 53. Our longest-standing service user has been with us since 2014.

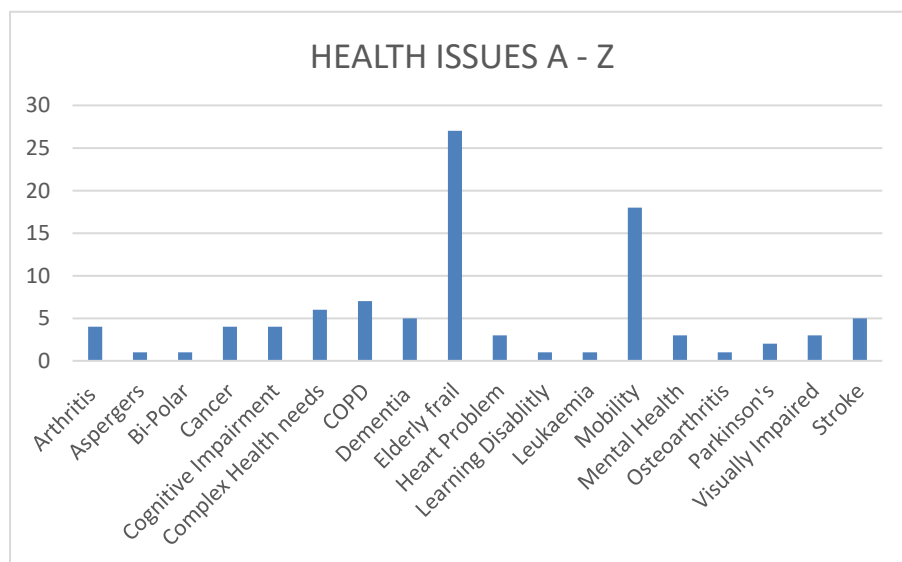
We are honoured to be part of each person's journey, offering services tailored to evolving needs—whether mobility aids, medical intervention, or the reassurance of dedicated staff acting in their best interests.

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.

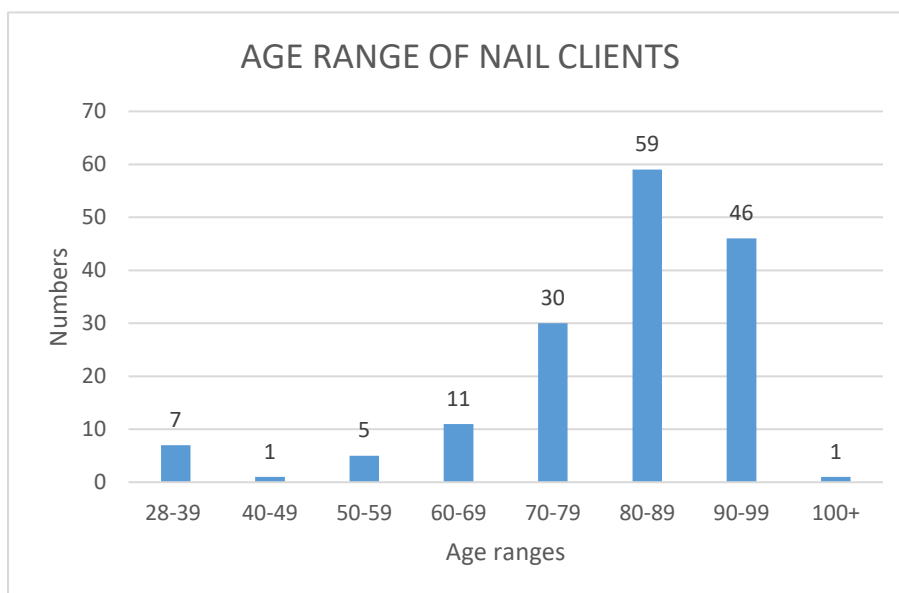
We also provide our service to people who have:

- **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:

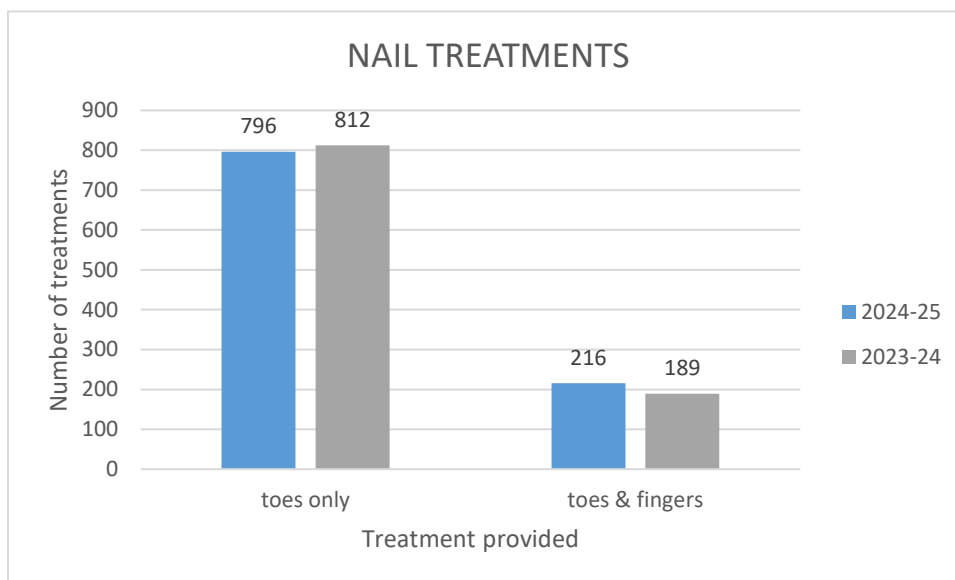
Dawlish	80	Dawlish Warren	10	Starcross	4	Cockwood	1
Teignmouth	29	Bishopsteignton	3	Shaldon	5	Ogwell	2
Newton Abbot	9	Kingsteignton	7	E.Ogwell	1	Ipplepen	2
Bovey Tracey	2	Stokeinteignhead	1	Kingskerswell	1	Chudleigh	3

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

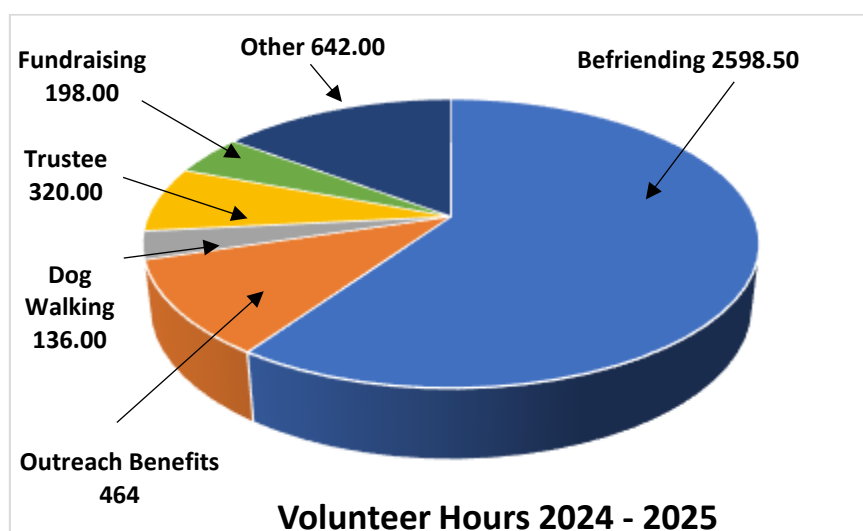
- To **maintain** the independence of individuals in the community for as long as possible;
- To **prevent**, for as long as possible, progression to dependency on more intensive and costly care;
- To **alleviate** isolation and prevent associated deterioration in physical and mental health.

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

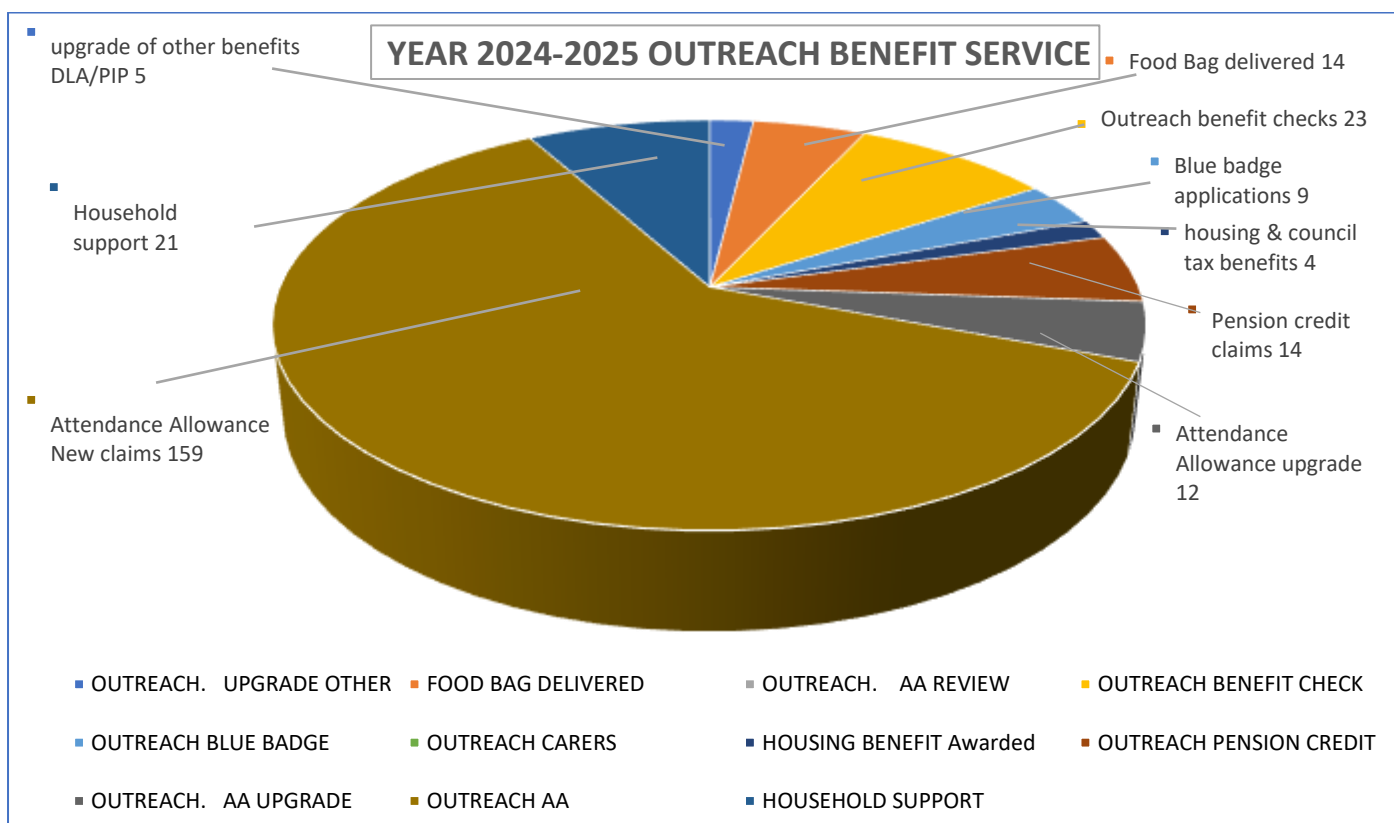


Our Tom-Ball-La stall was up and running for the first time at the Turn the Tide event in June. It proved very popular and the prizes ran out mid-afternoon. Unfortunately, the Christmas Market was cancelled due to bad weather. We did host a Bingo, with thanks to Sue Thompson for facilitating, at The 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

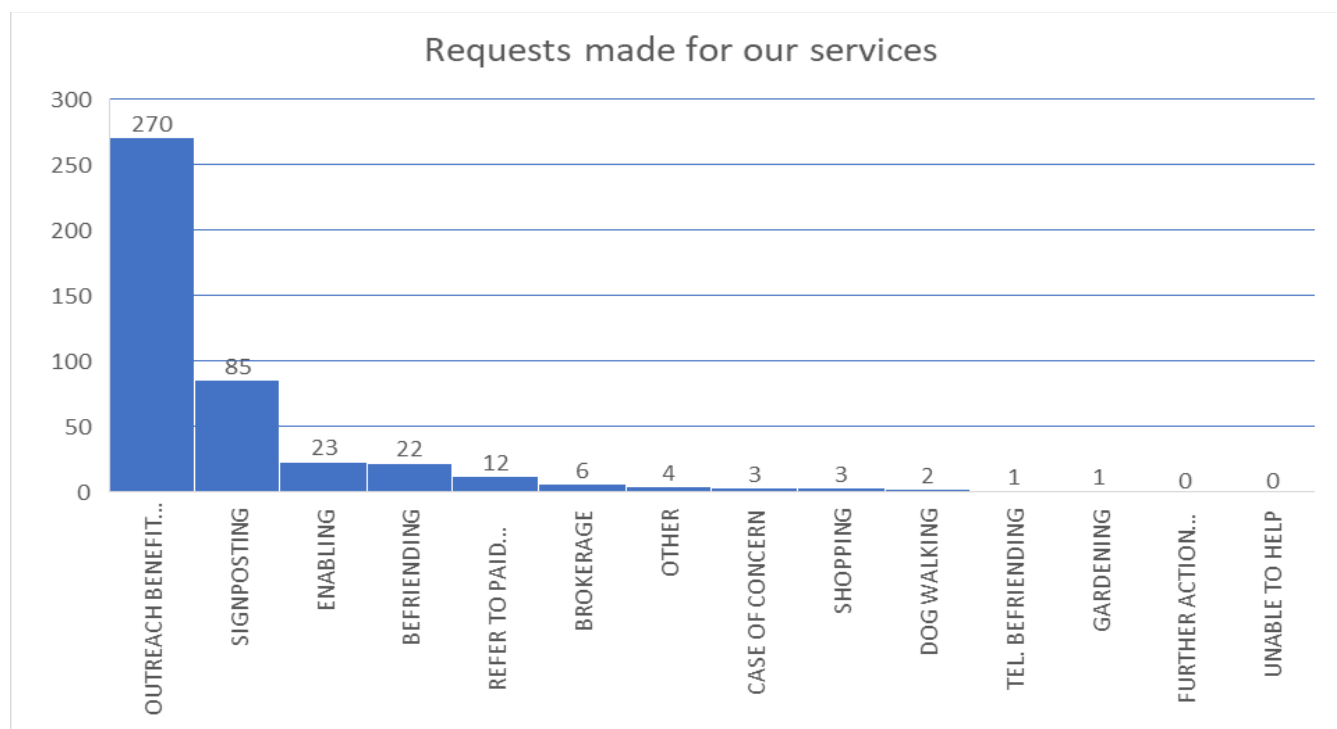
Where our clients live

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

