

Annual Report and Accounts 2022-23

April 2023



Wetherby in Support of the Elderly Annual Report 2022/23

WiSE is a Charity Commission Registered Charitable Incorporated Organisation (CIO Foundation) No. 1163698.

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Chair's Introduction:

Welcome to the WiSE Annual Report 2022/23.

An annual report is an opportune moment to reflect upon everything the charity has achieved in the last 12 months.

As Chair of Trustees, I regularly get to hear about the incredible work WiSE's fantastic volunteers and small team of dedicated staff do for older people in our region.

But to see it all captured in a single report like this, not only gives me the reassurance that the charity is fulfilling its statutory requirements – it also gives me a great sense of pride in all that we have achieved together.

I sincerely hope WiSE will build on this work yet again in 2023/24, extending its reach to help even more older people live happy and fulfilling lives in their communities.

Mark Storey
Chair of Trustees.



Trustee's Report:

The trustees present their Annual Report together with the Financial Statement of the charity for the year 1 April 2022 to 31 March 2023.

The trustees confirm these documents comply with the current statutory requirements, the statutory requirements of the charity's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) as amended for accounting periods commencing from 1 January 2016.



A message from our Chief Operating Officer:

The last 12 months have flown by for us as a charity – but what a year it's been.

First, 2023 brought our 20th year of operation – a significant milestone which everyone who's been involved in the charity over the years should be rightly proud of achieving. We will be celebrating this later in the year.

Then, we received the incredible news that we'd been named recipients of The Queen's Award for Voluntary Service. This is not only the highest honour a UK charity can ever receive, it's also fitting tribute to the role of our selfless volunteers without whom none of our work would be possible.

Yet we've not stood still.

We might be small, but WiSE has shown how adaptable it can be – responding to the cost of living crisis by introducing a pay-as-you-feel 'Winter Warmer' café (now extended into the summer).

We've also launched a Memory Café for those living with dementia and their carers, in response to a growing local need for this sort of provision.

This is all on top of delivering our existing range of services, many of which you'll read more about in the pages of this report.

What a year. What a team. And roll on 2023/24.

Mark Dobson
Chief Operating Officer
WiSE



Strategic Report

Our Strategy for 2023/24

In 2023/24 we will continue to adapt and extend our services to adapt to local requirements.

We will continue to focus on the provision of much needed services for older people who live in Wetherby and its surrounding villages. We aim to do this to ensure older people are supported to retain their independence and continue to live active lives within their community.

Through the implementation of our strategic framework, we are challenging ourselves to improve our services to be first-class and in high demand, so that the health and wellbeing of those we support is truly enhanced.

Our strategic framework is made up of five core aims:

Continual development of our performance to deliver our operational aims

We are outcome-focused and constantly keep our services under review to ensure they reflect best practice, changing demand and to ensure our services match the needs of our clients, commissioners and broader health and wellbeing agenda. Our services have clear objectives. We set and measure these using evidence.

Reflective practices and monitoring practices are in place, including performance appraisals and review. Our database is kept under review to ensure data capturing is up-to-date, robust and accurate.

Statutory and regulatory requirements are understood, implemented and complied with.

To provide safe and secure services for our client base

Policies and procedures are in place for safeguarding, with a strong focus on adult and child risk, and these are reviewed regularly.

Policies and procedures are in place to ensure we operate within a safe work space and we employ safe working practices and these are reviewed regularly.

Information and data is stored securely in line with regulatory requirements.

An appropriate risk management framework is in place.

To be well led

We are up-to-date with our policies and procedures and ensure these are adhered to. We have effective management systems including a robust trustee body and a management structure that feeds in to the trustees.

Managers proactively support a positive culture which is person-centred for staff, volunteers and the people we support. It is open, inclusive and empowering.

Governance structures are clear and transparent, clearly documented and are regularly implemented and reviewed through meetings.

Current legislation and regulations are complied with.

To be effective in our strategic and operational aims and objectives

We ensure our services are reviewed to reflect our clients' needs.

We have the correct number of staff and amount of staff knowledge to undertake strategic and operational requirements.

Changes in need and local priorities are identified and responded to.

We work effectively with other agencies and our commissioners. We are inclusive and accessible to all within our client base.

To engage with our friends to ensure they are involved with our services to help steer the organisation

We engage with our clients in a variety of ways and ensure they are involved in our work.

Our client base is given opportunities to be involved with the delivery and changing nature of our services. We listen and act upon client feedback.

Through our policies and procedures, our client base and others know how to complain or pass compliments to the service to help steer client involvement and service delivery.

Achievements and Performance 2022-23

What did we say?	What did we do?
We would continue to monitor and evaluate our services and activities and respond to need.	We have continued to expand our services during the reporting year, including adding many new permanent and one-off fixtures to the WiSE activities calendar. This includes a weekly Pay-As-You-Feel Café to support the community with the cost of living crisis, and a Memory Café to support those living with dementia and their carers.
What did we say?	What did we do?
We will continue to increase our fundraising and community activities to secure the future of our provision.	<p>We have raised a significant amount of external funding this year to enable us to relaunch the Memory Café in January, where demand is so high that there is already a waiting list to attend.</p> <p>We also continue to increase our community fundraising opportunities. For example, we asked the community to make Christmas and Easter products which were sold to generate funds to support the work we do. We also host evening fundraising events featuring musical tribute acts, bringing in further revenue for the charity.</p>
What did we say?	What did we do?
We would continue to improve our profile within the community.	<p>We have continued to significantly raise our profile both in broadcast media, printed journalism and our social media footprint, which has increased pointedly within the last 12 months.</p> <p>In this reporting period, 30 news releases were distributed and there were 117 pieces of press coverage in print, online and broadcast media.</p> <p>Our Facebook page followers have increased by 32% this financial year.</p>
What did we say?	What did we do?
We would increase our volunteer base and offer wider opportunities for volunteers.	<p>Our volunteer coordinator is successful in drawing in new volunteers and ensuring they are matched to an appropriate service area/s. We work with Voluntary Action Leeds and Doing Good Leeds to recruit appropriate volunteers for our roles.</p> <p>Our volunteers are at the heart of everything we do. Our coordinator continues to ensure opportunities increase through the provision of adequate training packages – for example, First Aid training and an increased emphasis on volunteer communication.</p>
What did we say?	What did we do?
Ensure the charity meets the high standards listed in The Charity Governance Code.	<p>Our trustees meet regularly and make sure the chief operating officer is working within the remit laid down by the organisation, ensuring our ethics and values are achieved and that we are working in line with our strategies.</p> <p>We ensure these essential checks and balances are in place and that all our staff and volunteers are working to the highest possible standards reflecting the code of governance at all times.</p>

The Queen's Award for Voluntary Service

In this reporting period, WiSE and its incredible army of volunteers were granted The Queen's Award for Voluntary Service – the nation's highest possible royal honour for the voluntary sector.

This prestigious award, which was announced just before HM's Jubilee celebrations, was a fitting reward for our 123 volunteers who go above and beyond to help isolated, older people across the district.

In January, more than 75 people came together for a gala dinner where we were formally granted The Queen's Award with a certificate signed by the Queen and a domed glass crystal, which was presented by the Lord Lieutenant Ed Anderson. The Lord Mayor of Leeds, Councillor Robert W Gettings also attended.

The Queen's Award for Voluntary Service (now The King's Award) recognises outstanding work done by charity volunteers in their own communities.

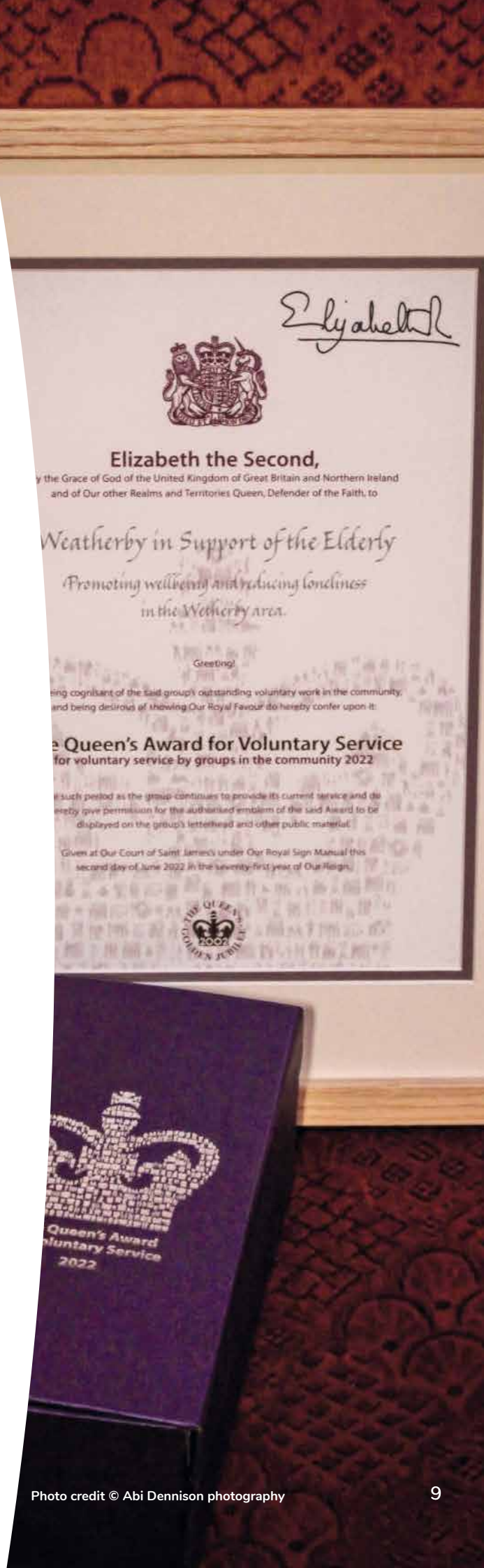
Any group doing volunteer work providing a social, economic or environmental service to the local community can be nominated for the award. The groups are then assessed on the benefit they bring to the local community and its standing within that community.

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“This national honour is the greatest recognition a charity like ours can ever receive and represents deserved appreciation for the efforts of our incredible volunteers over many years. Volunteers are the lifeblood of our work – generously giving their time and energy to help older people in Wetherby and its surrounding villages live healthy, fulfilling lives.”

Mark Dobson, Chief Operating Officer.

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DEREK MATCHAM
CHAIRMAN
1973-1985
WALTON VILLAGE HALL

Other matters of significance during the reporting period

We have had a strong year, delivering our goals across all our core services.

During the reporting period (1 April 2022 to 31 March 2023), we:

- Served 8,618 visitors to the WiSE Owl Café.
- Regularly scheduled 13 different socials groups, hosting 279 timetabled activities, in 8 different venues, in various settings across Wetherby, and surrounding villages. At these events we welcomed - 4,355 older people through our doors, between April 2022 and March 2023.
- Arranged for 75 people to have their grass cut each month.
- Made 635 transport journeys, whereby our volunteers drive older people to activities or social engagements and local health appointments they would otherwise not have been able to attend.
- Ensured 14 people received contact from a friendly caller or visitor.
- Administered 715 contacts via the Information & Advice service.
- At the end of the reporting period, we had 123 volunteers across our programmes.
- Sent 1,469 Send a Smile cards and 542 birthday cards to friends and volunteers of WiSE.

We funded the autumn course of Wetherby Man With A Pan. This is a partner initiative which aims to help older men with no cooking experience become more confident in the kitchen.

This year we have received Household Support Funding from the government. This has enabled us to help local people of all ages with the cost of living crisis. We have opened our extremely popular Winter Warmer/Pay-As-You-Feel Café which has been an enormous success working in partnership with our friends at Wetherby Town Hall. We will be extending the service into 2023/24.

We've also used this grant to become micro commissioners - giving start-up grants to other community groups, such as churches and local parish councils. This has helped us support more local people and forge excellent community partnerships which we always endeavour to be at the heart of.

As you have already read, this year we were awarded the Queen's Award for Voluntary Service – the highest accolade that we as a charity can receive. We have also had our funding renewed for three-year period to continue the gardening scheme via BBC Children In Need.

Finally, in September 2022, we welcomed Jacquie Clarke as our sixth Trustee.

Our Activities – An overview

We carry out a wide range of services and activities in line with our charitable objectives. The trustees consider that these services and activities provide benefit to older people and their carers in our area.

Our activities and services are promoted in a variety of ways. We actively engage with local parish councils and community groups and more than 500 newsletters are issued each quarter, via e-mail, post or hand. We also produce a monthly activities sheet which is distributed to hundreds of our friends.

Our in-house communication officer provides publicity material to the media in Wetherby and Leeds and we continue to advertise in parish magazines. We display information on our services at GP surgeries, local churches, Wetherby Town Hall, and the One Stop Centre. We also promote our events and activities on our website and social media platforms.

WiSE Owl Café

The café is based in Boston Spa Village Hall and has recently celebrated its 10 year anniversary. It is still a popular event, acting as a regular meet up for many of our customers, be it for coffee and a chat, or lunch. The café has two part-time staff members supported by a dedicated band of volunteer servers and bakers. It sources its food from local suppliers and volunteer bakers make the delicious cakes and scones.

Line Dancing

Line dancing promotes balance, coordination and is an excellent cognitive exercise which is relevant for our target age. The session leader is very popular with our clients. They provide weekly online dances to keep our regulars in practise.

Move & Groove

Move & Groove is a fun, informal dance class with an instructor from Funky Jives, who teaches everything from Salsa to Bollywood, Disco to Freestyle and anything in-between. Participants are invited to stay for a drink and a chat afterwards.

Elderberries

Elderberries is a monthly social gathering which takes place at St Joseph's Village Hall. All friends and carers are welcome to attend Elderberries, where they are entertained by professional musicians or local entertainers.

Knit, Natter, Craft & Chatter

Knit, Natter, Craft & Chatter is held every Thursday at Deepdale Community Centre. Every week there is a new craft theme including; latch hook cushions, paper flowers, gnome painting, keyrings and wreath making. People are also invited to bring their own project. The event is increasing in popularity and we have recently moved into a bigger room.



Bingo & Fun

Bingo & Fun involves bingo, games and quizzes along with prizes for the winners. It is held during the winter at Wetherby Sports Association.

Walton Coffee Morning

This event is held on the first Monday of every month, at Walton Village Hall. Everyone of all ages is welcome – not just the over 60s.

WiSE Memory Café

Our Memory Café is hosted twice a month at St James' Church in Wetherby to support those living with dementia and their carers. More detailed information can be found later in this report.

WiSE Pay-As-You-Feel Café

The Pay-As-You-Feel Café was launched to support people of all ages with the cost of living crisis. It takes place weekly at Wetherby town Hall. More detailed information can be found later in this report.

Chairobics and Aerobics and WiSErcise

Both gentle chair based exercise classes, ceased in February 2023. **WiSE Warblers** – a singing group with Singtasia, ended in July 2022.

Ad hoc events and celebrations

From time-to-time, we host events to acknowledge national celebrations and to raise additional funds to enhance our key services. In this reporting period we hosted fundraising events with three tribute acts; The Pretend Beetles, Angel Eyes and Memphis Pete, all at The Engine Shed, Wetherby. We collaborated with M&Co for a fundraising fashion show and hosted a Christmas Party with 100 guests. In January, we hosted

a gala dinner where we were formally presented with The Queen's Award for Voluntary Service. We are planning a party to celebrate the King's Coronation in May.

Partnerships

The trustees are particularly grateful to our community partners for all their support. All have helped us to meet our objectives and benefit older people and their carers in our area.

We are especially grateful for the support of Boston Spa Village Hall, which is home to our much-loved Wise Owl Café.

Other local partnerships include:

- St Joseph's Church
- The Methodist Church in Wetherby
- St James' Church, Wetherby
- The Engine Shed, Wetherby
- Bramham Village Hall
- Walton Village Hall
- Thorner Over 55's Club
- Churches Together
- Wetherby District Lions Club
- Wetherby Racecourse & Conference Centre
- The Community Committee
- Voluntary Action Leeds and Doing Good Leeds
- Local Primary Care Team/NHS, Outer North East Community Committee
- Wetherby Co-operative
- Morrison's Wetherby
- Sainsbury's Wetherby
- Wetherby Sports Association

We welcome local groups, whether small and informal or larger in size, to contact us through our Activities Coordinator via email on activities@w-ise.org.uk.



Activities: A case study

Joan started going to WiSE activities for the first time after the pandemic when a complex operation on her back meant she was unable to take part in regular group swimming lessons. These had formed a crucial part of her social calendar.

Now Joan is fully immersed in the charity's varied programme of activities and events, which she says have helped her to forge new friendships.

Joan said: "My daughter recommended I contact WiSE, but I was worried it was for elderly people and I do not feel elderly. I saw that there was a line dancing class, so I phoned up for more information. I really enjoyed it and I go every Friday now.

"I also attend Move & Groove, a dance based exercise class, with Kat from Funky Jives. It is brilliant because it feels like a physical work out. Kat's choreography is spot on and I love the music. I also go to WiSE's fundraising events, I went to the Elvis tribute act Memphis Pete and Abba tribute – we danced our socks off!

“

WiSE activities are great as they have something for everyone and you can choose what you're interested in. I love getting out and getting some exercise – it's not like going for a walk on your own, it's much more uplifting.

”

We moved to Wetherby around 10 years ago and did not have many friends in the area. Thanks to these classes I've made some really good friends, and we often go for coffee and lunch afterwards. It's a really friendly crowd and I like that we all laugh together.

“

My advice would be that if anyone is thinking of joining in with the charity's activities, to do so. The classes are very affordable and if you don't like it then you aren't forced to go back!

”



WiSE Pay-As-You-Feel Café

In November, we launched Wetherby's first-of-its kind winter warmer café for people of all ages – not just the over 60s. We initially launched the pay-as-you-feel facility as a winter facility at Wetherby Town Hall. This was in response to rising food and energy costs which threatened the health and wellbeing of people across the district. The café serves hot drinks, soup, rolls and cakes alongside games and activities in a warm, safe environment.

Thanks to government funding, we have been able to extend the café for another six months so that people of all ages can continue to benefit.

Mark Dobson, Chief Operating Officer at WiSE, said: "We knew this winter was going to be extremely hard for people, but even we weren't prepared for just how many people would welcome an initiative like this.

“

It's clear that demand for this café is extremely high and the feedback we've had from local people has been very good. Even when the cold weather ends, people are still struggling to make ends meet whilst also grappling isolation, this is the reason why we wanted to extend the café for a further 6 months.

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"From time-to-time, other local organisations attend the café to offer advice on how people can stay safe, warm and well this winter, so it's a real partnership effort as we come together to support people in Wetherby and its surrounding villages in a time of great need."

The WiSE Pay-As-You-Feel café opens every Tuesday, 11.30am to 1.30pm at Wetherby Town Hall. The café is supported by organisations including The Oven Door, CLO Coffee, Sainsbury's and Wetherby & District Foodbank.



Memory Cafe

The WiSE Memory Café launched in January thanks to funding from multiple sources, including the National Lottery Awards For All and McCarthy Stone Foundation.

We employed a part-time Dementia Lead to coordinate sessions designed to maintain wellbeing and social interaction for all those who attend.

The café supports those living with dementia and their carers by providing an appropriate setting to focus on clients' wellbeing, with sessions facilitated by a trained staff member, alongside WiSE's volunteers. Support and advice is also offered to family carers to assist them in their day-to-day continuing and challenging caring role.

The café is open for referrals only – both agency and personal. The session costs £3 for both carer and person living with dementia inclusive.

The café meets twice a month on Wednesdays, 1.30pm to 3.30pm at The Church Rooms, Church Centre St James in Wetherby. Already demand is so high, that we have a waiting list for new attendees.

“

It's the first time in ages I've seen mum so relaxed and enjoying herself.

”



Information & Advice

This service provides information and advice to over 60s on a range of issues, including how to apply for allowances and benefits, support for people with form filling, guidance on finding trusted tradespeople or carers and directing clients to appropriate support services and organisations.

We have an experienced and knowledgeable Information & Advice Coordinator based at our Wetherby offices, who also provides a roaming service at local venues.

From April 2022 to March 2023 there were 715 Information & Advice contacts with friends, family/carers and organisations such as Linking Leeds.

More than half of these contacts resulted in signposting / referral to appropriate organisations and sources of support, including Department for Work & Pensions, Leeds City Council, Carers Leeds and Leeds Directory.

Sixty-five clients received intensive one-to-one support, which included completion of 75 forms, from bus passes to care ring pendant alarm applications.

The Information & Advice service also completed 17 blue parking badge applications and filled in 33 attendance allowance forms using a telephone appointment service.

During the reporting period, there were 190 new referrals to WiSE, which came from NHS health practitioners, friends, family and carers and Linking Leeds amongst others.

Information & Advice – a case study – Mrs V

What we found:

- Without intervention Mrs V was at risk of increased mobility problems, and mental health problems.
- Mrs V had sight problems.
- This increased her loneliness and isolation and a further deterioration in confidence.

What we did:

- Having enquired about the Transport Scheme, Mrs V was matched with a volunteer driver to go to Bingo & Fun – one of WiSE's activities.
- Following this, Mrs V was matched with a volunteer driver to attend Knit, Natter, Craft & Chatter and enjoyed the group.
- Mrs V was then encouraged to join in the WiSE Special event – an afternoon at Wetherby Races, but Mrs V lacked the confidence. WiSE's activities and transport coordinators addressed concerns and a transport volunteer was booked and the journey was made.

Mrs V described the day as:

“

The best experience I have had in years.

”

Transport Scheme

The Transport Scheme provides a low cost door-to-door pick up and drop off service for people over 60 who are less mobile, don't drive, or struggle with public transport. The scheme has been running for six and a half years and is greatly valued by our friends.

The service – which operates in Wetherby and surrounding areas – has a number of trusted volunteer drivers who will collect a service user and drive them to GP and local healthcare appointments, WiSE activities, or to meet up with friends.

Journeys are offered Monday to Friday 8am to 6pm and all bookings are made through our transport booking line. The service is more cost effective than taxis. It costs £2 per journey, plus 60 pence for every mile travelled, which is paid for at the destination. Drivers are able to accommodate fold-up rollators or walking sticks, but unfortunately can't take wheelchairs.

During the reporting period, 635 transport journeys have been completed, whereby the charity's volunteers drive older people to activities or social engagements they would otherwise not have been able to attend.

Grass Cutting

This year, the first funding for our successful Grass Cutting Scheme ended. We'd delivered the scheme in collaboration with the HM Wetherby Young Offenders Prison Service, using funds provided by BBC Children In Need.

This unique collaborative project has meant many local people have had access to cheap and affordable grass cutting. Once we identify older people in need of help, WYOI provide a trained horticulturist to supervise young offenders who have expressed an interest in developing horticultural skills. It has been fantastic for so many under privileged young people from the prison to be working in the community and learning new skills.

In the reporting period, 75 people have had their grass cut each month.

The gardeners have all been risk assessed for suitability to earn Release or Temporary Licence before they take part in the project. The aim is for them to use this work experience to go towards a relevant qualification, giving them a greater chance of future employment.

The scheme helps to improve relationships between young and older people and is greatly valued by those who use it. The scheme was only one of its kind in the country. It was granted a 'Connecting Communities Award' for the impact it has made so far.

We are extremely pleased that the feedback from Children In Need was exceptional and, the BBC have decided to give us further grant funding for a further three years of the scheme from April 2023.

Befriending

Our befriending service matches an isolated older or vulnerable person living alone with a volunteer who gives up their time to regularly provide friendly conversation and companionship.

Where possible, matches are made based on shared interests and both parties living in the same area. Once a befriending match has been made, each person is introduced in the company of one of our co-ordinators.

We have a team of 10 befriending volunteers who come from all walks-of-life and are asked to commit to a minimum of one hour per week. This involves dropping in for a cup of tea and a chat.

In the last year, our volunteers made, on average, more than 360 befriending visits and 150 calls to our older friends.

For an older person, regular social interaction helps to break their feeling of isolation and helps to make them feel a part of the community.

For the volunteer, the visits are often satisfying, enjoyable and an opportunity to meet someone new to hear about their stories and experiences.

‘Send a Smile’ Scheme

The ‘Send a Smile’ scheme has gained huge popularity with the community. The scheme was launched as a way of further extending the charity’s work to reduce isolation and loneliness in older people.

It is also designed to build new and lasting two-way community relationships, including between organisations like care homes, craft groups and schools. It complements the existing Befriending Scheme for people who live alone and promotes positive intergenerational interactions by establishing partnerships with schools and colleges.

‘Send a Smile’ encourages people of all ages, from across the region and afar, to submit postcards, pictures or hand drawn cards to make an isolated, older person smile. Cards are sent to the WiSE offices where they are then distributed to our friends.

In this reporting period we have received 1,469 cards, letters and postcards. This year we launched a Christmas Card appeal to let people know that someone is thinking of them over the festivities, which can be a lonely time for many older people. The appeal was so successful that we launched an Easter appeal, asking the community to send spring cards to brighten up an older person’s day.

We have now also opened a nomination system, where people can nominate their family, friends or neighbour to receive a card.



“

I just wanted to say thank you for the Easter Smile Card made by Tockwith School, it certainly did put a smile on my face. The work you do in supporting the elderly in Wetherby is amazing and when you live alone, even the little things like receiving a Smile Card lifts your spirit. Without your organisation and volunteers, Wetherby would be a lot worse off.

Jeff..

”



PAY AS
YOU FEEL
CAFE
ALL WELCOME



11:30 — 1:30 pm

Volunteering

We actively recruit volunteers over the age of 16 to assist in the delivery of our services. We work with Voluntary Action Leeds and Doing Good Leeds to advertise our volunteering roles, plus on our own social media channels.

Volunteering is a worthwhile and enjoyable activity and there are a wide range of opportunities available with us. Our Volunteer Co-ordinator is based at our Wetherby offices and welcomes enquiries from people who want to support those in the local community. All volunteers undertake an induction and receive training appropriate to their role.

Volunteers are vital to our success. Without them we could not continue to develop our services and programme of events. Their help in delivering our services, through roles such as activity helpers, befrienders, dementia supporters, drivers, fundraising, and trusteeship means we can continue our vital work. At the end of the reporting period, we had 123 volunteers across our programmes. The volunteers range from younger people to very senior adults. Our volunteer coordinator is working hard to improve our support through training, recognition and communication. We are also continuing to develop additional volunteering opportunities.



Governance Structure and Management

Our constitution

WiSE is a Charitable Incorporated Organisation (CIO). It is governed according to a Charity Commission Foundation Model Constitution (dated 22 September 2015) and is therefore detailed and fit for purpose and protects the continuation of the charity.

Our objective

The objectives of the CIO are all for the public benefit.

Chiefly, our aim is to support older people, and those who care for them, who live in the Wetherby area (Wetherby, Linton, Boston Spa, Thorp Arch, Walton, Clifford, Bramham, East Keswick, Harewood, Collingham, Bardsey, Scarcroft and Thorner) and who are socially isolated, or living with chronic or degenerative conditions. This is so that they can retain their independence and continue to live active lives within their community.

Public benefit

In planning our activities, the trustees consider the specific objectives of the charity, along with our vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future activities to make sure our work continues to deliver the most benefit against our charitable objects.

This report contains more information on the way our work has benefited older people over the last 12 months, measured against objectives set at the beginning of the year.

The trustees confirm they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

This is our 20th year supporting Wetherby's older people. During that time, we have seen our organisation grow, both in terms of services we provide and the requests for help we receive. It is well-known that older people are living longer and need more support to enable them to live a comfortable and independent lifestyle and through our range of activities and services we aim to make this happen.

We want to place WiSE at the heart of its community. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our friends and their carers. Our current provision includes:

- Befriending
- Information and Advice
- Transport Scheme
- Grass Cutting
- Send a Smile Scheme
- The WiSE Owl Café
- Line Dancing
- Move & Groove
- Elderberries
- Knit, Natter, Craft & Chatter
- Bingo & Fun
- Walton Coffee Morning
- WiSE Pay-As-You-Feel Café
- WiSE Memory Cafe

The schemes are co-ordinated by a team of staff, with a large amount of work carried out by our 123 volunteers. These volunteers work in many different roles in the community, support roles or directly with friends - not only making many of our schemes possible by giving their time freely, but also bringing a true community perspective to our work.

All our work supports the wellbeing of older people in Wetherby and surrounding area. This means we help people to stay safe, well and live independently in their community for as long as possible.

We had more than 715 contacts with friends and their families during the reporting period. We also received at least 190 new formal referrals- with the number of informal referrals likely to be even higher.

Whilst these numbers illustrate our activity levels, they do not reflect the significant positive ripple that comes from many actions, bringing additional benefits to our friends, their family, wider networks and community. This is something we are looking to measure in the future. The social benefit that WiSE brings is without question, but as yet we cannot attribute a value to that benefit. This is something we want to change.

We are committed to collaborative working and this continued in 2023/24 with renewed partnerships with voluntary, statutory and private sector organisations, all of which were focused on promoting and supporting the welfare of older people living locally. Adopting a joint approach means we can keep our friends and their families as the focus of our attention when designing and delivering new services.

Governance and management

The overall management and control of the charity rests with the individual members of the board of trustees who give their time freely and receive no remuneration

or other financial benefits. The charity's trustees meet in accordance with the constitution which requires the presence of at least two or, if greater, a third of its members to be quorate. The Board may appoint a chairperson and revoke such appointment at any time. All business is decided by a simple majority, each trustee having one vote. In the event of an equality of votes, the chairperson of the meeting has a second or casting vote. The trustees are responsible for decisions taken in relation to the strategic running of the charity, but the day-to-day running of the charity is delegated to staff.

Trustee committees

The trustees delegate responsibility for more detailed consideration of the charity's affairs to four sub groups, each including at least two places for trustee members, chaired by a trustee and reporting to the board of trustees. These subgroups are:

- Finance
- HR and Policies
- Strategy and Service Development
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing trustees are responsible for the recruitment of new trustees. The trustees undertake a skills audit, which identifies specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of trustees. Trustees retiring at the end of their term are eligible for reappointment. A trustee who was served for three consecutive terms of three years may not be reappointed for a fourth consecutive term, but may be reappointed after an interval of at least one year.

There shall be a minimum of four trustees and a maximum of 10. At the end of the reporting period there were five trustees.

Following appointment, new trustees are introduced to their new roles and given a Trustee's Handbook, which covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the Charity's Governing Document, financial statements and a guide to the policies and procedures adopted by the charity. An induction checklist is included to ensure everything is covered and signed off. All Trustees are Disclosure & Barring Service (DBS) checked and references obtained.

Voluntary support

Whilst voluntary help is not valued for the purposes of the financial statements, we benefit immensely from the services provided by our incredible volunteers.

During the reporting period, 123 volunteers completed several thousand volunteer hours between them. This volunteer contribution supports all of our schemes as well as support functions and fundraising.

The trustees thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the board of trustees. There is an overarching risk management policy which involves a regular review of key risks faced by the charity. It also sets up systems and procedures to address those potential risks and to minimise any impact the charity if the risks materialise. The risk register is reviewed annually.

The trustees also have policies in place addressing the main operational risk areas. The trustees consider the following to be the key risks facing the organisation:-

- Similar to many charities, the main risks facing WiSE are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Due to the reliance identified above, we need to take account of changing economic, policy and social conditions which may affect individual supporters, corporate donors and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and the continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the long term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure fundraising is carried out to high ethical standards. We are continuing to invest in income diversification projects to mitigate the risk where possible.
- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers. Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.



- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users. We have a Data Protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff and volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and any health and safety concerns are reported to the trustees at regular board meetings.

Fundraising

The majority of our voluntary income last year was raised through charitable trusts and foundations which supported our projects and services. A small amount of income came from service users and individuals supporting our work.

The Pay-As-You-Feel' Café received £14,900 from five separate funders. Letters sent to Charitable Trusts have generated £5,000 for our activities programme. Letters focusing on loneliness sent out to Charitable Trusts have generated £10,767. We also received £2,500 from a local company, Eaden Wealth to replace telephone and digital equipment in the WiSE office. Unsolicited donations totalled £4775.00 and £100 was received in private donations.

The majority of donations for our Memory Café were received in financial year 2021/22, this financial year an additional funding of £4,250 has been received, taking the overall total to £73,558.00.

All our activities deliver on our fundraising promise. We proactively comply with all fundraising related legislation and marketing regulation. All of our fundraising activity has been led by staff and volunteers.

As part of our approach, policies and standards, we make sure we protect vulnerable people and other members of the public from inappropriate behaviour. We proactively train everyone involved in fundraising, with clear processes in place to monitor and manage every interaction. In the past year, we have not uncovered any failure by staff or volunteers to comply with these schemes and standards and we received no fundraising complaints in 2022/23.

FINANCIAL REVIEW – 1 APRIL 2022 – 31 MARCH 2023

During the period covered by this set of accounts, WiSE continues to operate both strongly and efficiently, from a financial prospective which is reflected in the 2022-2023 Financial Statements.

BANK ACCOUNTS:

During this period the Charity operated with two bank accounts.

CURRENT ACCOUNT:

This account is used for the daily income and expenditure of the organisation.

Within this account are also restricted funding, which is ring-fenced for specific projects and funding was obtained.

All the funds within this account are used to deliver services and activities, primarily for older residents, but also for the broader community based on the particular funding stream.

Each element of funding that sits within this account is carefully monitored, and records are retained and updated on a monthly basis. This enables us to present a clear audit trail at any time and produce a correct set of accounts at our year end.

RESERVE ACCOUNT:

Funds in the Reserve Account are maintained in a savings account held with the Yorkshire Building Society. These reserves fulfil the Trustees responsibilities in ensuring that:

- * Monies received are used to further the purpose and work of the Charity;
- * The Charity can meet its long-term debts and obligations; and
- * The Charity has reserves to enable it to fulfil its legal and statutory obligations if wound up.

The trustees review the reserve account on an annual basis to ensure that sufficient reserves are held in this account.

FUNDING RECEIVED:

The Charity's principal source of funding is from Leeds City Council Adult Care, BBC Children in Need, Government obtained Household Support Fund, and smaller one-off grants and donations.

Again, each funding stream is individually monitored and income and expenditure recorded for presentation and inclusion in the year end accounts.

FUNDRAISING:

Fundraising is a extremely important to our charity. We therefore thank every organisation and individual who has contributed to our funds during this financial year.

Without that generosity, we would not be able to successfully achieve our objectives around supporting the elderly and vulnerable in our area.

Independent Examiners Report

WISE – WETHERBY IN SUPPORT OF THE ELDERLY

Independent Examiner's Report to the Trustees

I report on the accounts of the Trust for the year ended 31 March 2023, which are set out on pages 6 to 10.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. [The Charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of The Association of Chartered Certified Accountants]

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- To follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with s. 130 of the Charities Act 2011; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Graeme Peter Greenfield
G L Barker & Co LLP
Chartered Certified Accountants
49 Austhorpe Road
Cross Gates
Leeds
LS15 8BA

Signed 

Date: 31/01/23

Statement of Financial Activities

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
		£	£	£	£
Turnover					
Core funding		132,396	-	132,396	139,356
WISE Café		44,082	-	44,082	23,953
Hubs activities		12,740	-	12,740	3,609
CIN Gardening scheme grants		-	-	-	40,560
Dementia Café (was Meet up Monday)		-	46,500	46,500	24,108
Donations and grants		28,677	-	28,677	15,980
Household Support Fund		-	20,250	20,250	-
Covid grants		-	-	-	69,000
		<u>217,895</u>	<u>66,750</u>	<u>284,645</u>	<u>316,566</u>
Other income					
Employment allowance		5,000	-	5,000	4,000
Interest income		<u>1,953</u>	<u>-</u>	<u>1,953</u>	<u>233</u>
		<u>6,953</u>	<u>-</u>	<u>6,953</u>	<u>4,233</u>
Total Income		224,848	66,750	291,598	320,799
Expenditure					
Rent		3,233	-	3,233	5,817
Insurance		1,093	-	1,093	1,105
Café expenditure		17,980	1,304	19,284	10,649
Salaries		145,523	14,718	160,241	127,096
Social security		11,142	-	11,142	8,216
Pensions		2,946	-	2,946	2,288
Telephone and internet		213	1,340	1,553	1,642
Post printing and stationery		3,630	1,125	4,755	4,185
Advertising and marketing		1,890	1,104	2,994	4,761
Travelling		1,966	-	1,966	1,173
Hub activities expenditure		17,726	7,846	25,572	13,624
Wetherby hub expenditure		-	-	-	-
CIN gardening expenditure		-	21,862	21,862	33,422
Computer equipment and consumables		6,721	-	6,721	12,804
Cleaning		-	-	-	-
Covid expenditure		-	120	120	12,346
Subscriptions		206	-	206	188
Sundry expenses		5,400	-	5,400	591
Training		4,441	-	4,441	1,149
Accountancy fees		2,580	-	2,580	2,400
Bookkeeping		2,573	-	2,573	2,153
Legal & professional fees		2,165	450	2,615	2,821
Donations		<u>700</u>	<u>2,000</u>	<u>2,700</u>	<u>-</u>
		<u>232,128</u>	<u>51,869</u>	<u>283,997</u>	<u>248,430</u>
		(7,280)	14,881	7,601	72,369

Balance Sheet

Bank charges	635	-	635	410
Interest on taxation	-	-	-	25
	635	-	635	435
Net Profit	(7,915)	14,881	6.966	71,934

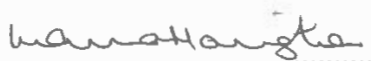


Notes to the Accounts

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	£	2023 £	£	2022 £
FIXED ASSETS					
Tangible fixed assets				-	-
Current Assets					
Debtors and prepayments	5	2,587		1,436	
Cash at bank and in hand		<u>356,885</u>		<u>358,784</u>	
		359,472		360,220	
Current Liabilities					
Creditors	6	<u>4,568</u>		<u>12,282</u>	
NET CURRENT ASSETS			<u>354,904</u>		<u>347,938</u>
NET ASSETS			<u>354,904</u>		<u>347,938</u>
FUNDS					
Restricted funds			174,850		159,969
Unrestricted funds			<u>180,054</u>		<u>187,969</u>
			<u>354,904</u>		<u>347,938</u>

Approved by the trustees on
and signed on their behalf by:



N. HARRINGTON
Vice-Chair of the Trustees

Date : 17.10.2023

Notes to the Accounts



NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

a. **Basis of preparation of accounts**

The accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and follow the recommendations in 'Accounting and Reporting by Charities' (SORP).

b. **Income**

Grants receivable are accounted for on receipt, unless the period to which they relate is specified by the funder, in which case they are applied to the appropriate accounting period and that part of the grant relating to a future accounting period is included in deferred income. Voluntary income and donations are accounted for as received by the charity.

c. **Resources expended**

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

d. **Unrestricted funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

e. **Restricted funds**

Restricted funds are those funds which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Notes to the Accounts

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

2. NET OUTGOING RESOURCES FOR THE YEAR

The net outgoing resources for the year are stated after charging:

	2023	2022
	£	£
Accountancy	1,935	1,800
Independent Examiner's fee	645	600

3. STAFF COSTS AND NUMBERS

Staff costs were as follows:-

	2023	2022
	£	£
Wages and salaries	160,241	127,096
Social security costs	11,142	8,216
Pension contributions	<u>2,946</u>	<u>2,288</u>
	<u>174,329</u>	<u>137,600</u>

The average weekly number of employees during the year, was as follows:-

	2023	2022
Charitable work – activities for the elderly	10	9
Administration	<u>-</u>	<u>-</u>
	<u>10</u>	<u>9</u>

All staff members do their own administration.

4. TRUSTEES

No remuneration or expenses were paid to trustees in the year.

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

5. DEBTORS AND PREPAYMENTS

	2023	2022
	£	£
Prepayments	2,571	1,425
Other Debtors	<u>16</u>	<u>11</u>
	<u>2,587</u>	<u>1,436</u>

6. CREDITORS

	2023	2022
	£	£
Trade Creditors	1,891	9,808
Accruals	2,677	2,474
Deferred Income	-	-
	<u>4,568</u>	<u>12,282</u>

7. ANALYSIS OF NET ASSETS BY FUND

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Current assets	184,622	174,850	359,472
Current liabilities	<u>(4,568)</u>	-	<u>(4,568)</u>
	<u>180,054</u>	<u>174,850</u>	<u>354,904</u>

8. MOVEMENTS IN FUNDS

	Balance 1 April 2022	Movement in Resources		Balance 31 March 2023
	£	Incoming £	Outgoing £	£
Children in Need Gardening Scheme	22,622	-	22,622	-
Dementia Café (was Meet up Monday)	44,368	46,500	5,065	85,803
Household Support Fund	-	20,250	5,300	14,950
Covid	<u>92,979</u>	-	<u>18,882</u>	<u>74,097</u>
Restricted Funds	159,969	66,750	51,869	174,850
Unrestricted Funds	<u>187,969</u>	<u>224,848</u>	<u>232,763</u>	<u>180,054</u>
	<u>347,938</u>	<u>291,598</u>	<u>284,632</u>	<u>354,904</u>

9. INDEMNITY INSURANCE

Indemnity insurance has been purchased to protect the charity, trustees and officers from loss arising from the neglect or default of the trustees or officers.

Corporate information

Wetherby in Support of the Elderly (WiSE)
(A charitable incorporated organisation).

Principal address:

The One Stop Centre
Westgate
Wetherby
LS22 6NL

Telephone 01937 588994

Website www.w-ise.org.uk

Registered charity number- 1163698

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Mark Storey (Chair)
Caren Rowe (Treasurer)
John Wardley
Norma Harrington
Michelle Atkinson
Jacquie Clarke

Chief Operating Officer

Mark Dobson

Independent Examiner

GL Barker & Associates,
47-49 Austhorpe Road,
Leeds,
LS15 8BA

Bankers

Barclays Bank
24/26 Market Place
Wetherby
LS22 6NF

Yorkshire Building Society
12/14 High Street
Wetherby
LS22 6LT





Thank You

The trustees would like to offer their thanks, again, to everybody who has supported the organisation either through volunteering, offering their valuable time and skills or through invaluable financial support.

We remain as committed as ever to supporting older people in Wetherby and our surrounding communities.

Thank you!

