



Holt & District Dementia Support



Annual Report
2022 - 23

Trustees' Annual Report for the period 2022 - 2023

Period start date: 1st April 2022

Period end date: 31st March 2023

Charity name: Holt & District Dementia Support

Charity registration number: 1179793

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	<p>The objects of the charity are set out in our Constitution and are summarised as follows:</p> <p>The promotion of social inclusion amongst those living with dementia and their carers within Holt and the immediate surrounding district to a radius of 8 miles who are socially excluded from society, or parts of society, as a result of their disability by:</p> <ol style="list-style-type: none"> 1. Providing support and services appropriate to their needs; 2. Developing greater awareness and understanding of dementia issues within our local community; 3. Establishing and developing networks and links with other service providers and businesses to enable us to support and develop a local dementia friendly community; 4. Providing accessible information on how to access advice, support and services for people living with dementia and their carers; and 5. Providing social support and access to activities through the provision of a dementia-friendly café, home visiting support and other activities.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>Activities</p> <p>Holt & District Dementia Support has endeavoured to meet its aims and objectives throughout 2022-23. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. All services were delivered free of charge although donations were welcomed.</p> <p>The activities / services delivered to meet these objectives have included the following:</p>

Poppy Café

The organisation provides a drop-in Poppy Café for people living with dementia and their carers. Carers are invited to leave the person living with dementia in the care of the Café volunteers and to enjoy some respite time to themselves. Each session lasts two hours and is staffed by volunteers and managed by a co-ordinator.

Since the beginning of this reporting period the organisation has provided Poppy Café on both Monday and Tuesday mornings. The Monday Poppy Cafe aims to create a quieter environment for those clients that can no longer cope in a more stimulating setting. The additional session has also enabled the provision of a Covid-safe environment.

The Café offers –

- Opportunities for support in a safe, friendly and relaxed environment;
- Social contact and friendship, allowing families and carers time to share ideas and information;
- A wide selection of activities including a monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting care coordinators from the local authority and members of other voluntary organisations;
- Information leaflets on available resources and access to a library of books on dementia care.

Poppy Home Visiting Service

The charity also provides a Poppy Home Visiting Service that offers respite for families and carers who look after those with dementia in their own homes.

This service –

- Is provided by volunteers who offer company, support and reassurance to the client and enable carers to take time out;
- Is undertaken by volunteers that have successfully completed training in Adult Safeguarding, Communication skills, Dementia Awareness and Lone Working and who have received clearance via the DBS screening service;
- Provides visits lasting up to a maximum of 3 hours;
- Offers visits on a weekly, fortnightly, monthly or occasional basis and these are pre-arranged to suit both the clients and families' needs;
- Ensures that all visits are risk assessed, planned and coordinated.

Poppy PM

Poppy PM was provided on two afternoons a month and carers were encouraged to leave the person living with dementia in the care of volunteers while they had a period of time to themselves.

The clients were catered for in a therapeutic environment that offered social interaction, individual activities and refreshments. Poppy PM consistently only attracted two or three clients as many clients were not functioning as well in the afternoon and would rather attend a morning session.

	<p>On the 13th March 2023 the decision was made at the Working Committee meeting to suspend this provision for the time being and all clients and carers were advised of the decision. There has been no Poppy PM since the end of March 2023.</p> <p>Poppy Friends</p> <p>It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, bereaved ex-carers were also recognised as having ongoing needs as well as much to offer to new carers by supplying advice, anecdotes and friendship, so Poppy Friends was conceived. It was launched in May 2021 and has been meeting monthly ever since.</p> <p>Meetings are held on the last Friday of the month at the Treehouse Café in Holt. It is an informal support group, providing a place where carers, ex carers and interested volunteers can meet, chat, share experiences, laugh, and discuss issues of concern with each other. The intention has been to provide mutual support in a neutral forum, including sharing information about available resources, services, and events.</p> <p>Poppy Lunch</p> <p>Poppy Lunch was a new initiative this year. It commenced on the 2nd December 2022 and now operates on the first Thursday of every month. All those living with dementia and their carers are invited to attend and the meal is provided by another local charitable organisation, Glaven Caring. The meal is currently provided to clients and carers free of charge and every effort is made to create the feel of a restaurant but in a safe, unhurried atmosphere. Assistance is provided to clients who may need support with eating and all dietary needs are met.</p> <p>Poppy Exercise</p> <p>Gentle exercise sessions to promote balance, mobility and muscle strength were commenced on September 5th 2022 at the Monday Poppy Café as a pilot initiative. This has now become an established service and is open to both clients and carers.</p> <p>Partnership working</p> <p>The Chair is a member of the local Dementia Friendly Community and she and other trustees have developed ongoing relationships with local health and social care services. Referrals for support are received from the statutory services and voluntary organisations.</p> <p>The Lead for Networking attends local meetings focused on services that support those living with dementia and their carers. Information is shared by email and at the monthly Poppy Friends meeting. Other voluntary organisations working with families living with dementia, such as the Alzheimer's Society, AgeUK, Carers Matter and Dementia Adventure liaise with the organisation and have attended meetings to provide information and advice.</p> <p>The local authority, North Norfolk District Council, has developed a new service to enable members of the public to access information on local support services and advice on entitlements. One of their Community Connectors regularly attends the Poppy Café and is available for one-to-one sessions with individual clients and carers.</p>
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		<p>The organisation also has linkage with the University of East Anglia research unit into dementia and provides information to those living with dementia and their carers on possible participation in current research.</p> <p>Public information and advice Holt & District Dementia Support reaches out to the public to publicise its activities and services to ensure that those needing support are able to access its services. This occurs via its website, posters and leaflets in public places and local publications.</p> <p>Leaflets on other local and national resources and voluntary groups providing services for this client group are made available at the Poppy Cafés and online.</p> <p>Holt & District Dementia Support also attend local Community Events to offer information on our services.</p> <p>Training The organisation will provide dementia awareness training to local businesses and organisations that request it and opens its in-house training for volunteers to other local organisations that might have either staff members or volunteers who could benefit from the training sessions.</p> <p>All new volunteers are required to attend 'Understanding Dementia' and Safeguarding training as soon as possible after joining the organisation. Additional presentations have been arranged for existing volunteers.</p> <p>Performance review Prior to the Annual General meeting all volunteers and clients are requested to provide feedback on the organisation's services and approach via a survey which can be submitted anonymously. The results of these various surveys are analysed and reported at the Annual General meeting. This year the questions have been adjusted to help evaluate the effectiveness of our new service provisions.</p> <p>Additional details of objectives and activities</p> <p>Website Holt & District Dementia Support provides a website that provides details of all its services and activities plus contact details for the organisation and other voluntary or statutory services that families living with dementia may need to access. This is kept updated and includes an online copy of the most up to date Newsletter.</p> <p>Newsletter The charity provides a regular bi-monthly newsletter. The Newsletter includes articles, details of activities and useful information for clients, carers and volunteers. This is provided electronically to volunteers and clients alike but is also available in hard copy for those not online.</p>
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		Fund raising The charity provides all its services free of charge but welcomes donations. Where applicable the organisation applies for relevant grants either locally or nationally and has benefitted from local organisations and individuals raising money on its behalf.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	The trustees have due regard to the requirement to ensure that the activities of the organisation are directed at ensuring public benefit in accordance with the guidance issued by the Charity Commission.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	The charity does not make grants to individuals or other organisations.
Policy on social investment including programme related investment	Para 1.38	The charity does not invest in other social programmes apart from those provided by the organisation but does have a close working relationship with Glaven Caring.
Contribution made by volunteers	Para 1.38	Volunteers are the lifeblood of the charity and without the interest and support of our volunteers the charity would not be able to provide any of its services. They contribute their time, interest and practical support to ensuring that the charity can offer its services to clients and carers. They also each contribute the benefit of a wealth of experience and knowledge that is of inestimable value to the clients and carers alike.
Contribution made by volunteers cont'd	Para 1.38	<p>The organisation constantly looks to recruit new volunteers and from time to time has an active recruitment campaign. Many new volunteers come to the organisation by word of mouth while others are drawn to volunteering by reading articles or leaflets about the work we do. Over the year seven new volunteers have come forward and have become active volunteers at the Cafés with three also volunteering as home visitors. This has allowed the organisation to review and expand its services for those families living with dementia.</p> <p>During 2022-23 the organisation has for the first time had a young person volunteer at the Poppy Cafés as part of their Duke of Edinburgh Award. The clients particularly enjoyed having someone young to talk to and it proved a worthwhile experience for the young person concerned.</p>
Other		

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>During 2022-23 Holt & District Dementia Support pursued its charitable aims by responding to the increased level of demand for its services that emerged following the end of the pandemic by both consolidating and expanding its provision. In so doing, it met its duty to deliver public benefit.</p> <p>It became apparent that a number of other organisations that had previously supported families living with dementia had ceased to operate during the pandemic and some have failed to re-commence during this reporting period. This has meant that a number of families from further afield have sought support from us as well as an increasing number of local families.</p> <p>This year marked the first full year of service provision post-pandemic although the organisation has remained vigilant to the possibility of infection and continues to advise both clients and carers on safe practices to reduce the infection risk to others.</p> <p>Opportunities for development have arisen as a result of both financial donations to the organisation and the personal interests and expertise of new volunteers.</p> <p>The organisation's main achievements during 2022-23 were as follows:</p> <p>Poppy Café</p> <p>Both Poppy Cafes have been provided throughout 2022-23. The number of clients attending per month varied between 23 and 79, with an average monthly attendance of 62.</p> <p>The organisation has continued to differentiate between the provision of a quieter environment on the Monday and a livelier, more interactive session at the Tuesday Café. This better met the needs of some clients whose degree of disability meant that they required a less stimulating environment. The Monday Café attracts fewer clients, averaging about 15 a month, but the smaller numbers suit the client group that attend.</p> <p>Since the pandemic both Poppy Cafés encourage carers to leave the client living with dementia at the café and have some time to themselves. Some carers choose to remain but for most it is a welcome opportunity to have some time away from their caring responsibilities.</p> <p>The number attending the Poppy Cafés has remained buoyant and within the first six months of the year 6 new clients joined Poppy Café and a further 7 in succeeding months. However, overall numbers remain fairly consistent as disease progression leads to other clients being admitted into permanent residential or nursing home care or sadly to them succumbing to the inevitable effects of their condition. During 2022-23 there was a total of 706 client attendances at the Poppy Cafés.</p>

		<p>Poppy Café has continued to focus on not only providing an opportunity for social interaction, but also aiming to create a therapeutic environment to maintain and where possible, regain functional capacity.</p> <p>During 2022-23 the Cafés have provided a range of activities including games, quizzes, colouring books and occasional craft sessions. The use of an interactive white board has enabled some clients to participate in jigsaws and word searches on the bigger screen and also to enjoy background pictures and music that helps to initiate memories and conversations with volunteers.</p> <p>There is a monthly 'Singing Café' on the last Tuesday of the month which encourages client participation, as well as additional monthly visits from a local guitarist and a pianist, the latter two also take place on the Monday as well as the Tuesday Cafés. Music and singing remains very popular and enables clients who struggle to talk to find a medium to express their feelings and emotions.</p> <p>Other musical events have taken place within the larger setting of the local church at key moments in the year such as Christmas. This has included a memorable concert by the professional singer, Paul Phoenix, as well as a short concert by a local singing group called the Samphires. Within the Tuesday Café setting there has also been a couple of visits from a small group of local singers led by Angela Dugdale.</p> <p>Regular monthly visits from our PAT dog, Tilly, remain very popular and help to reach some of those living with dementia who find speech and oral expression difficult.</p> <p>In September 2022 a local group of entertainers led by Greg Powell came and presented a short musical/comedy routine which was well received by both clients and carers.</p> <p>To celebrate the Diamond Jubilee of Her Late Majesty, Queen Elizabeth II, Poppy Café held a celebratory party with a festive array of food, banners and appropriate entertainment. 13 clients attended plus their carers and it was a very enjoyable occasion.</p> <p>Poppy PM Poppy PM was provided during the first three months of the year and again from October to the end of March 2023.</p> <p>Attendance remained low and only occasionally exceeded 3 clients per session. It was a similar provision to the Monday Poppy Café and as such appeared to be duplicating this service. It was well received by those that attended but with such low numbers it became unviable and so has been indefinitely suspended.</p> <p>Poppy Home Visiting Service Poppy Home Visiting remains a very popular and worthwhile service with many seeking to benefit from the offer of respite and support for carers as well as friendship and company for the clients.</p>
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		<p>At the 31st March 2023 there are 13 clients receiving regular visits but it remains an ever-changing scene. During the year 21 clients have joined the service but this has been counterbalanced by 13 leaving the service as they have been admitted into hospital or care homes or moved to be near family. An additional 8 clients have sadly died.</p> <p>During the last year two volunteers have left the service and three have joined the Home Visiting team, leading to an overall gain of one volunteer.</p> <p>A general concern for the organisation has been the number of requests we have received to provide Home Visiting for clients who live outside our area. There is no equivalent service elsewhere and it is both worrying and frustrating that we are not able to refer people to other providers.</p> <p>Thanks to the commitment of the volunteers, there have been a total number of 350 home visits during 2022-23. Volunteers continue to provide a wonderful service, giving of their time, care and support on a regular and consistent basis, which is greatly appreciated by all in receipt of their visits.</p> <p>Poppy Friends</p> <p>Poppy Friends is a very open forum and everyone is welcome. The meetings have provided a neutral place for carers to share useful information, tips and ideas, but also somewhere that people can also share feelings and frustrations, knowing that they are among friends who will not judge.</p> <p>Regular visits from speakers are organised to let attendees know about available support. This has included regular attendance from the Community Connector from North Norfolk District Council as well as speakers from the Alzheimer's Society, Age UK, Dementia Adventure and Driveability.</p> <p>Poppy Friends has continued to help carers feel they are not alone and encourage them to look after themselves and seek help before a crisis occurs.</p> <p>The clientele has changed over the two years, but there are usually about 12 people attending, roughly half being existing carers with the other half being ex-carers. The organisation has recognised that provision of this service may need to be re-scheduled so that carers can continue to attend when disease progression leads to it being unsafe to leave the person living with dementia alone for the duration of the meetings.</p> <p>Poppy Lunch</p> <p>Poppy Lunch commenced in December 2022. It has attracted between 14 and 18 clients and carers each lunch since the outset. The atmosphere is convivial and everyone is encouraged to enjoy their meal in a relaxed setting and conversation is encouraged. Volunteers serve the meal and clients and carers enjoy their meal as though they are in a restaurant but without any worries about client behaviour.</p>
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	<p>Poppy Exercise</p> <p>Poppy Exercise started with only one or two clients and support was provided on a one-to-one basis. Those that took part felt that it helped them with their balance and muscle strength.</p> <p>Following a presentation to the North Norfolk Dementia Workgroup by the organisation, an approach was made by the Locality Officer from Active Norfolk in relation to Poppy Exercise. Holt & District Dementia Support was encouraged to apply for a grant from the Together Fund and was successful in achieving a grant to purchase exercise equipment, access training and expand provision. A project is now underway to develop Poppy Exercise and offer its benefits to all clients and carers.</p> <p>Poppy Outings</p> <p>During 2022-23 the organisation arranged one outing during the year for clients, carers and families. A bespoke open garden visit was arranged to Blakeney House in July 2022 by kind invitation of Clare and David Marris. Tea was provided and clients and carers were able to explore the lovely gardens. Photographs taken on the day have been used on the interactive white board to initiate conversations during subsequent Poppy Café sessions.</p> <p>During the Holt Festival the Poppy Cafés were obliged to vacate their usual venue and the Cafés were kindly accommodated in the Loades Hall by invitation of Holt Methodist Church. This lasted three weeks and provided a change of scene that was a welcome alternative for clients.</p> <p>Partnership working</p> <p>Holt & District Dementia Support has continued to work with other partner organisations to strengthen services for those living with dementia.</p> <p>The Lead for Networking has maintained electronic contact with the local Carers Matter voluntary organisation and has passed on information and advice to carers.</p> <p>Referrals of clients and carers have been received from the Alzheimer's Society and local health and social care organisations.</p> <p>The organisation has established a fruitful relationship with North Norfolk District Council which has led to regular attendance at the Poppy Cafés and Poppy Friends by the Community Connectors as well as involvement by the Holt & District Dementia Support Chair and Lead for Networking with North Norfolk Dementia Working Group as active contributors.</p> <p>Close ties have been maintained with the local parish church, Glaven Caring and with local businesses such as the Treehouse Café, all of which have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia.</p> <p>Performance review</p> <p>Clients and carers at each of the organisation's services are issued with a survey questionnaire each year as are all volunteers within the organisation.</p>
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		<p>The surveys for 2021-22 were circulated in April 2022 and were reported at the Annual General Meeting in May 2022. During 2021-22 Holt & District Dementia Support introduced a number of new services and the annual client and volunteer surveys focused on how effective these services had been in meeting the needs of both clients and carers as well as looking at more specific questions focused on aspects of the existing provision. Overall, the response was very positive and the majority asked for more of the same. New services such as Poppy Friends were favourably rated although a couple of respondents indicated they were unable to attend at that time as they had no one to care for their relative living with dementia.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 2 June 2023. This year the focus is again on whether both clients and volunteers feel the new services are effective and supportive.</p> <p>Public information</p> <p>The organisation has had a focus on promoting the work of the organisation with an article in the Holt Chronicle in October 2022 plus a media interview on Poppyland Radio in February 2023. The article in the Holt Chronicle led to a couple of new volunteers coming forward to join the organisation.</p> <p>The website has continued to be updated regularly with information about current services and events. The bimonthly Newsletter is published online and there is access to all previous copies for those new to the site.</p> <p>Updates have also taken place to listings of the organisation on local authority information sites and those of partner organisations such as the Alzheimer's Society.</p> <p>Leaflets and posters about the organisation's activities have been distributed widely throughout the local area.</p> <p>Education & Training</p> <p>Face-to-face training has taken place during 2022-23 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults. Prior to the commencement of the Poppy Lunch service, a training session on Safer Food Handling was presented in November 2022 by a qualified trainer and 16 volunteers attended.</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<p>The charity has achieved against all its agreed objectives and with the resumption of normal life, the organisation has looked to both improving and expanding its services to maximise its support for families living with dementia.</p> <p>It remains focused on raising awareness about the needs and interests of those living with dementia, sharing information with partnership organisations and helping to raise the profile of those living with dementia when new developments are envisaged in the local community.</p>
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		<p>The organisation has ensured that communication with families living with dementia and the public has been assured through the publication of its Newsletter, website, articles in the local media and the distribution of leaflets about the charity's activities.</p> <p>Holt & District Dementia Support remains a lifeline for many families and as our annual surveys attest, many families living with dementia find they are only able to continue to care for their relative due to our support and the services we provide. We continue to look for innovative ways to develop and expand our support and to assist families to live well with the challenge of dementia.</p>
Performance of fundraising activities against objectives set	Para 1.41	The charity does not set itself any objectives in terms of fundraising but has been fortunate to receive contributions towards its services from the continued support of local people, businesses and individuals who have benefitted from the service. In 2022-23 the charity not only received a grant to promote the Poppy Exercise service but also a substantial donation from another local charity when it wound up its organisation.
Investment performance against objectives	Para 1.41	The charity does not have any objectives in relation to investments.
Other		

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Cash held at the bank totalled £31.9k at 31 March 2023, following an excess of receipts over expenditure of £7.9k for the year ended 31 March 2023.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The main financial risk to the charity is reduced donations and the reserves are held to cover operational costs in the event of a loss of income, to meet the costs of possible new initiatives and to meet any unforeseen expenditure that may occur. It is the charity's policy to maintain reserves that would cover 24 months expenditure in the event of a loss of income. Expenditure totalled £9k for the year ended 31 March 2023.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2023 totalled £31.9k.
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	Not applicable
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Currently there are no uncertainties about the charity continuing as a going concern.

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	The charity's principal source of funds is from donations. These come from the clients and carers who use the services, fundraising initiatives by local individuals, organisations, businesses and from bequests. The charity applies for community grants where applicable and received a grant of £1.2k in 2022-23. In addition, in 2022-23 the organisation received a donation of £7.5k following the winding up of Bristol Care Centre.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable.
A description of the principal risks facing the charity	Para 1.46	<p>Risk Management</p> <p>The charity has a proactive approach to risk management. The Trustees have identified their key risks and have in place a risk management plan to manage and mitigate the identified risks. This is monitored regularly and updated as required.</p> <p>The risk register of key risks identified the potential health & safety risks associated with commencing the Poppy Lunch service and put in place arrangements to minimise the risks to the health of clients, carers and volunteers. This included the provision of training for volunteers, safe practices in the kitchen, requirement to record opening and closing checks and registration with the Environmental Health Office.</p> <p>The Home Visiting Service undertakes a risk assessment on all new clients and the subsequent risk management plan is made available to all volunteers visiting the client and this is updated as required.</p> <p>Specific guidance is available for volunteers at both the Poppy Café and the Home Visiting service to manage risks associated with the health and well-being of clients. This guidance is brought to the attention of all new volunteers with the service as part of the volunteer's induction to the organisation.</p> <p>The risks associated with Covid-19 have been downgraded to reflect the reduction in risk to individuals following the vaccination programme and the presence of lower impact dominant variants.</p> <p>Poppy Exercise has also been added to the risk register and mitigations have included training for key volunteers, health assessment of all participants and guidance for the use of equipment.</p> <p>Checks with the Disclosure and Barring Service are undertaken for all members who exercise positions of responsibility within the organisation and all those who volunteer as Home Visitors to ensure protection for our vulnerable clients.</p> <p>Public liability insurance is in place plus additional accidental cover for volunteers undertaking duties with the organisation.</p>
Other		

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document	Para 1.25	<p>Holt & District Dementia Support is governed by a Constitution that was agreed and ratified by the entire membership when the organisation registered with the Charity Commission in September 2018. In 2021-22 an amendment was made to the Constitution at an Emergency General meeting held on the 9 December 2021 as follows:</p> <ul style="list-style-type: none"> Trustees to serve for three terms of three years before compulsorily having to stand down instead of two terms. A charity trustee who has served for three consecutive terms may not be reappointed for a fourth consecutive term but may be reappointed after an interval of at least three years.
How is the charity constituted?	Para 1.25	The organisation is registered as a Charitable Incorporated Organisation.
Trustee selection methods including details of any constitutional provisions E.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p>Recruitment and appointment of trustees</p> <p>Trustees have been appointed from within the membership of the organisation and are elected by those members that are in attendance at the Annual General meeting.</p> <p>Trustees are proposed and seconded by current members and are required to indicate their willingness to take on the additional responsibilities associated with being an officer within the organisation and the duties and responsibilities associated with being a trustee prior to the Annual General meeting. Members are eligible to be considered as trustees based on their personal abilities, specialist knowledge and skills and commitment to the aims and objectives of the organisation.</p> <p>If a trustee vacancy occurs before the Annual General meeting is due to take place the existing trustees will appoint an interim trustee to ensure continuity of governance and the appointment will be subject to a vote of the membership at the next Annual General meeting.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>Induction and training of trustees</p> <p>On appointment as a trustee, the appointee is provided with an introduction to the role by an existing trustee and given a copy of the Constitution and the organisation's policies and procedures.</p> <p>In addition, the new trustee is directed to the guidance issued by the Charity Commission on the duties and responsibilities associated with being a trustee and the importance of public benefit.</p>
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<p>The charity's organisational structure and any wider network with which the charity works</p>	<p>Para 1.51</p>	<p>Organisational structure</p> <p>The charity has a well understood structure that supports good governance and operational management.</p> <p>The charity trustees are responsible for exercising responsibility for the corporate governance of the organisation, setting its strategic direction and ensuring compliance with both its Constitution and the requirements of being a Charitable Incorporated Organisation.</p> <p>The operational management of the various services provided by the charity are overseen by the Working Committee, which comprises the trustees plus other appointees and advisors that contribute specific knowledge and expertise. The trustees and members of the Working committee receive no remuneration other than payment for incidental expenditure associated with undertaking their role as either committee members or as volunteers. All give of their time freely.</p> <p>The Working Committee meets six times a year with a separate Trustee committee meeting preceding that of the Working committee meeting at least twice a year. Otherwise, the meetings are integrated. Each committee has specific terms of reference which ensure that responsibilities, delegation and decision-making is clearly defined and duplication is avoided. Both committees are chaired by the Chair of the organisation to ensure continuity and good communication between both committees.</p> <p>During 2022-23 the Lead for Home Visiting stood down but was re-elected for one further term of office. Dr Stephen Gillam was elected to the vacant trustee position.</p> <p>Volunteers are core to the organisation and are recruited from the general public and specifically for their commitment to the aims and objectives of the organisation in supporting those living with dementia and their carers. Volunteers are invited to attend a meeting twice a year to ensure that all members have an opportunity to contribute to the direction of the organisation and to discuss issues with the membership of both committees. All members are invited to attend the Annual General meeting.</p> <p>In addition to the Constitution, Holt & District Dementia Support has a suite of policies to support good governance including policies on Safeguarding, Recruitment, Data Protection and Lone Working and all members are directed to these policies on joining the charity. This guidance is supplemented by a comprehensive Volunteer handbook that is issued to all new members.</p> <p>Training is provided to all new volunteers who have been accepted as members through the recruitment process including training on understanding dementia, safeguarding and communication skills. Bespoke training is arranged when needed.</p>
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		<p style="text-align: center;">H&DDS ORGANISATIONAL STRUCTURE</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">TRUSTEES</p> <p style="text-align: center;">Chair</p> <p style="text-align: center;">Deputy Chair/ Lead for Home Visiting</p> <p style="text-align: center;">Treasurer</p> <p style="text-align: center;">Lead for Poppy Cafés & Poppy PM</p> <p style="text-align: center;">Volunteer/ Health Professional</p> <p style="text-align: center;">Vacancy</p> </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">THE WORKING COMMITTEE</p> <p style="text-align: center;">Trustees</p> <p style="text-align: center;">Lead for Home Visiting</p> <p style="text-align: center;">Lead for Poppy Café & Poppy PM</p> <p style="text-align: center;">Lead for Media / Newsletter</p> <p style="text-align: center;">Lead for Networking / Carers</p> <p style="text-align: center;">Lead Rota Administrator</p> <p style="text-align: center;">Home Visitor Volunteer</p> <p style="text-align: center;">Poppy Café Volunteer</p> <p style="text-align: center;">Representatives from associated organisations</p> </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">MEMBERS</p> <p style="text-align: center;">Current volunteers who have completed the recruitment process</p> </div> </div>
Relationship with any related parties	Para 1.51	<p>Relationship with related parties</p> <p>The charity is the principal voice for those living with dementia in Holt but endeavours to work with other organisations and authorities that are engaged in supporting families living with dementia including the local district council, health authorities, local care homes and local businesses that actively promote dementia-friendly practices.</p>

		The charity is also in regular contact with other charities in this field such as Age UK, the Alzheimer's Society, the Admiral Nursing Service, Dementia Action Alliance and Glaven Caring so that advice, support and service provision is integrated and focused on the needs of the local client group.
Other		

Reference and Administrative details

Charity name	Holt & District Dementia Support
Other name the charity uses	None
Registered charity number	1179793
Charity's principal address	39 Cromer Road Holt Norfolk NR25 6EU

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Claire Roberts	Chair/ Lead for Poppy Lunch	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Isobel Horsley	Lead Coordinator for Poppy Café & Poppy PM	Whole period	Membership of organisation
5	Stephen Gillam	Poppy Café & Home Visiting Volunteer/ Retired GP	Whole period	Membership of organisation
6	Vacancy			

Corporate trustees – names of the directors at the date the report was approved

Director name		
None		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
None		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	None
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of Adviser	Name	Address
Admiral Nurse	Sarah Farmer-Wright	https://www.dementiauk.org/get-support/find-an-admiral-nurse/
Examiner	Angela Harcourt	Hard Farm, Little Marsh Lane, Field Dalling, Holt, NR25 7LL
Bank	Barclays Business Banking	Online

Name of chief executive or names of senior staff members (Optional information)

Working Committee

Trustees plus:

Lead for Communications, Media Relations and Website – Sue Wharfe

Lead Rota Administrator– Lee Rix

Representatives from:

Poppy Cafe – Maureen Buckey

Home Visiting – Giselle Couch

Clients and Carers / Lead for Networking – Helen Banham

Exemptions from disclosure

Reason for non-disclosure of key personnel details

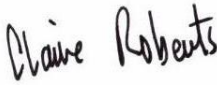

All disclosed

Other optional information

Declarations

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature(s)		
Full name(s)	Claire Roberts	David Sidgwick
Position (eg Secretary, Chair, etc)	Chair	Treasurer

Date	2 June 2023
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Holt & District Dementia Support

Annual Report 2nd June 2023

Registered Charity No. 1179793



BALANCE SHEET

AS AT 31 MARCH 2023

31.03.22			31.03.23
£		£	£
GENERAL FUND			
15,097	Balance brought forward	24,005.29	
8,908	Add: Excess of receipts for the year	<u>6,645.19</u>	30,650.48
GRANT FUND			
0	Receipt during the year		£1,226.00
<u>£24,005</u>			<u>£31,876.48</u>

Represented by:

ASSETS			
2,229	Cash at bank - current account	1,561.23	
21,751	deposit account	30,286.99	
25	Cash in hand	<u>28.26</u>	31,876.48
<u>£24,005</u>			<u>£31,876.48</u>

Independent Examiner's Report.

I confirm the accounts were presented, ready for examination.

In connection with my examination, no material matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: *Angela Harcourt*

Address: *HARD FARM, FIELD DALLING
HOLT NR25 7LL*

Date: *17/05/2023*

Registered charity number: 1179793

HOLT & DISTRICT DEMENTIA SUPPORT
GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

2022				2023
£	£		£	£
		RECEIPTS		
	116	Donations at Poppy Café (Monday)	791.60	
	1,654	Donations at Poppy Café (Tuesday)	2,026.95	
	338	Donations at Poppy PM	187.30	
	0	Donations at Poppy Lunch	85.00	
	180	Home Visiting Service donations	109.52	
	560	Gift Aid	111.25	
	16	Sale of disabled toilet keys	0.00	
	0	Sale of spikey ball	2.91	
	2	Deposit account interest	60.24	
	10	Commission from Amazon	57.28	
2,897	21	Sundry income	1.00	3,433.05
		One-off donations:		
	0	Holt Tractor Run	474.00	
	0	Winding-up donation from the Briston Care Centre	7,500.00	
	0	Disputed donation	274.14	
	441	Other donations	276.75	
	6,531	Winding-up donation from The Holt Friday Club	0.00	
	1,000	Winding-up donation from The High Kelling Society	0.00	
	400	Donation from The RC Snelling Charitable Trust re. Thorpland Hall Gardens	0.00	
	1,219	Norfolk Community re. Duncan Baker marathon run	0.00	
	250	Paul Basham Charitable Trust re. Duncan Baker marathon run	0.00	
	500	Blakeney PCC	0.00	
11,341	1,000	Anonymous personal donation	0.00	8,524.89
		Donations in memory of:		
	0	Donny March	631.00	
	0	David Carter	726.59	
	0	Paul Abendroth	1,008.38	
	0	Hugh Braes	552.24	
	0	Colleen Norman	386.80	
	0	John Rayner	298.80	
	0	Val Clift	100.00	
14,238	0	Balances carried forward	3,703.81	11,957.94

HOLT & DISTRICT DEMENTIA SUPPORT
GENERAL FUND

RECEIPTS & PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2022				2023
£	£		£	£
14,238	0	Balances brought forward	3,703.81	11,957.94
RECEIPTS (CONTINUED)				
Donations in memory of:				
	440	Geoff Stace	0.00	
	140	Angela Ward	0.00	
	147	John Newman	0.00	
	441	Leslie Gaskins	0.00	
	552	Janette Fursse	0.00	
1,840	120	Ken Gledhill	0.00	3,703.81
<u>16,078</u>				<u>15,661.75</u>
PAYMENTS				
Poppy Café expenditure				
	1,795	Meeting room hire	3,018.00	
	593	Refreshments	768.40	
	151	Crafts, games and books	212.64	
	256	Volunteer's mileage & parking	299.88	
	26	Lanyards	0.00	
	0	Jubilee event	101.59	
	0	Planters and plants	121.13	
2,821	0	Exercise equipment	195.84	4,717.48
Poppy PM expenditure				
	604	Meeting room hire	472.50	
	33	Refreshments	11.48	
690	53	Volunteers' mileage & parking	40.08	524.06
Home Visiting Service expenditure				
	1,063	Volunteers' mileage	869.93	
1,063	0	Calendar	1.00	870.93
Poppy Friends expenditure				
77		Space hire		132.00
Poppy Lunch expenditure				
0		Setting up and running costs.	678.54	
<u>11,427</u>		Balances carried forward	<u>6,923.01</u>	<u>15,661.75</u>

HOLT & DISTRICT DEMENTIA SUPPORT
GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2022					2023
£	£		£	£	£
11,427		Balances brought forward		6,923.01	15,661.75
PAYMENTS (CONTINUED)					
		Paul Phoenix concert			
0		Net costs		128.99	
		General expenditure			
	390	Website costs	300.00		
	292	Insurance	417.72		
	71	General mileage	48.14		
	219	Stamps, stationery, printer ink and paper	244.38		
	24	DBS checks	96.00		
	141	Gifts	135.44		
	295	Meeting costs	349.42		
	124	Training costs	0.00		
	159	Christmas presents clients and carers	159.73		
	10	Piano music	0.00		
	165	Leaflets, posters and handbooks	85.00		
	0	First Aid	7.99		
	0	Covid costs	103.00		
	0	Fundraising costs	15.49		
	16	Sundry expenses	2.25		
	50	Volunteers' party	0.00		
	24	Volunteers' Christmas cards	0.00		
	379	Laptop	0.00		
	125	Microsoft 'Office'	0.00		
2,519	35	Disabled toilet keys	0.00	1,964.56	9016.56
<u>£8,908</u>		Excess of Receipts			<u>£6,645.19</u>

GRANT FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

2022		2023
£0	RECEIPTS	
	Grant from Active Norfolk (Norfolk County Council)	<u>£1,226.00</u>