



Holt & District Dementia Support



Annual Report
2023 - 24

Trustees' Annual Report for the period 2023 - 2024

Period start date: 1st April 2023

Period end date: 31st March 2024

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 2023-24. The trustees consider these were directed entirely for the benefit of those living with dementia and their carers. Services were delivered free of charge except for the Poppy Lunch Club where a contribution to the cost of the meal was requested. 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.

At the beginning of this reporting period the organisation provided Poppy Café on both Monday and Tuesday mornings. The Monday Poppy Café attracted a much smaller number of clients and following a loss of some of the clients who attended on that day, it was decided to suspend this service for a period from January 2024.

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 Friends

It was recognised that carers of our clients needed extra support and we could help by linking them with each other. In addition, it was also recognised that bereaved ex-carers had ongoing needs as well as much to offer to new carers in terms of providing advice, sharing anecdotes and offering friendship. This led to the formation of Poppy Friends in May 2021 and the group has been meeting monthly ever since.

		<p>Meetings were held on the last Friday of the month initially but some carers were unable to attend due to their caring responsibilities. The Poppy Friends sessions now occur on the third Tuesday of the month and carers are able to leave the person living with dementia at the Poppy Café while they attend the meeting at Loades Hall in Holt. It is a safe, 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, including sharing information about available resources, services, and events.</p> <p>Poppy Lunch</p> <p>Poppy Lunch commenced on the 2nd December 2022 and operates on the first Thursday of every month. Our clients living with dementia and their carers are invited to attend and the meal is provided by another local charitable organisation, Glaven Caring. The meal was provided to clients and carers free of charge for the first year and is still provided at the subsidised rate of £5 per head for a two-course meal with coffee and tea to follow. 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. During 2023-24 this was offered as a stand-alone service on a separate day but this proved less attractive to clients than the integrated exercise sessions so exercise has once more returned to being within the Café setting. This service is open to both clients and carers.</p> <p>Partnership working</p> <p>The Chair is a member of North Norfolk Dementia Working Group, North Norfolk Mental Health Group and the Older Peoples Working Group, all led by North Norfolk District Council but including representatives from local health and social care services and other voluntary 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 links with the University of East Anglia Research Unit into Dementia and Norfolk and Suffolk Foundation Trust Research Unit and provides information to those living with dementia and their carers on possible participation in current research.</p> <p>Between January and April 2024, the Chair supported a planning group creating a new dementia café at Fakenham Leisure Centre. This involved the provision of advice, information and training for all the initial volunteers.</p> <p>Public information and advice</p> <p>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>Members of Holt & District Dementia Support also attend local Community Events to offer information on our services.</p> <p>Training</p> <p>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 including First Aid training in July 2023.</p> <p>Performance review</p> <p>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 and to determine whether clients, carers and volunteers feel supported.</p> <p>Additional details of objectives and activities</p> <p>Website</p> <p>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>
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		<p>Newsletter</p> <p>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> <p>Fund raising</p> <p>The charity provides 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.</p>
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	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 two new volunteers for Home Visiting. This has allowed the organisation to continue to provide its services for families living with dementia.
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 2023-24 Holt & District Dementia Support pursued its charitable aims by responding to all requests for support and promoting its services to families living with dementia. In so doing, it met its duty to deliver public benefit.</p> <p>The pattern that emerged following the pandemic in which clients from further afield sought help has continued to a certain extent and we regularly see clients and carers from neighbouring towns such as Cromer, Sheringham and Fakenham as well as from more distant villages.</p> <p>The organisation's main achievements during 2023-24 were as follows:</p> <p>Poppy Café</p> <p>Both Poppy Cafés were provided from April 2023 until the second week of January 2024. The number of clients attending per month varied between 35 and 66, with an average monthly attendance of 48. This is a reduction on the previous year but sadly reflects a period in which 10 clients died, 6 moved into long term residential care, 1 moved away and 2 became housebound. Overall, there were 573 client attendances over the year.</p> <p>The organisation 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 has always attracted fewer clients, but over the year this reduced from an average of 15 per month down to two or three as this session was particularly affected by loss of clients.</p> <p>During both Poppy Cafés, carers were encouraged to leave the client living with dementia at the café and have some time to themselves. Some carers chose to remain but for most it was a welcome opportunity to have some time away from their caring responsibilities.</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 2023-24 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</p>

		<p>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 year included a Christmas concert by a local singing group called the Samphires and a visit by Angela Dugdale and her Singers.</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 January 2024 we had a welcome repeat visit from a local group of entertainers led by Greg Powell, who came and presented a short musical/comedy routine which was well received by both clients and carers.</p> <p>To celebrate the Coronation of Their Majesties, King Charles III and Queen Camilla, Poppy Café held a celebratory party on the 9th May 2023 with a festive array of food, banners and appropriate entertainment.</p> <p>Other moments in the year were marked with special provision such as pancakes on Shrove Tuesday.</p> <p>Poppy Home Visiting Service</p> <p>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> <p>At the 31st March 2024 there were 15 clients receiving regular visits, an increase of two on the previous year. During the year 13 clients have joined the service but this has been counterbalanced by 11 leaving the service as they have been admitted into hospital or care homes, moved to be near family or sadly died.</p> <p>During the last year two new volunteers have joined the Home Visiting team with none leaving and the current number of volunteers stands at 20 volunteers. This has enabled the service to increase its provision this year. Thanks to the commitment of the volunteers, there have been 390 home visits during 2023-24, an increase on last year's total of 350 visits.</p> <p>We continue to receive requests for Home Visiting support 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>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. Volunteers aim to provide therapeutic support for clients during their visits by offering reminiscence sessions, singing, painting, going out for walks or coffee, playing games or just sitting and watching television together. Carers appreciate the time they have to themselves, knowing that their loved ones are safe and being well looked after.</p>
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		<p>Poppy Friends</p> <p>This is an informal support group, providing a place for carers, ex carers or interested volunteers to meet, chat, share experiences, laugh, and discuss issues of concern with each other. This provides mutual support in a neutral forum, including sharing information about available resources, services, and events. We offer a café serving refreshments and most importantly a warm welcome.</p> <p>This year there have been a few changes, as it was decided to move Poppy Friends meetings to Tuesdays so all carers could come along, whilst clients are looked after by volunteers at the Poppy Café. The Treehouse was not able to provide a suitable space on Tuesdays, so we now meet at Loades Hall on the third Tuesday of the month. The Friday sessions at the Treehouse were phased out slowly; the final one took place in February 2024. Usually, 8-10 carers regularly attend.</p> <p>This year we have welcomed visitors from Community Connectors, the Alzheimer's Society, North Norfolk District Council's Financial Inclusion Team and our local Social Prescriber, all of whom have been able to offer welcome support and advice.</p> <p>Poppy Lunch</p> <p>Poppy Lunch commenced in December 2022. It has attracted between 10 and 19 clients and carers each lunch this year. 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. Overall, we served 198 lunches over the year.</p> <p>At Christmas we had a special Christmas lunch and 23 clients and carers attended with everyone enjoying a very festive occasion.</p> <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 grant from Active Norfolk, additional sports equipment was purchased and for a period of six months, a separate Poppy Exercise session was offered on one Friday each month. However, this failed to attract sufficient numbers to make it viable and the Exercise sessions have returned to being offered within a Poppy Café session where the uptake is better, with both clients and carers taking part.</p> <p>Poppy Outings</p> <p>During 2023-24 the organisation arranged two outings during the year for clients, carers and families. Two bespoke open garden visits were arranged. The first in July 2023 to the Merchant's House in Blakeney, by kind invitation of David and Clare Marris and the second to Severals Grange in September 2023, by kind invitation of Jane Lister and Brenda Hine.</p>
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		<p>Tea and cake were provided on both occasions 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 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 with North Norfolk Dementia Working Group, Mental Health Group and Older Peoples Group as an active contributor. The organisation has participated as part of a network of statutory and voluntary services at public raising awareness events about local support promoted by North Norfolk District Council as Positivitea events.</p> <p>Close ties have been maintained with the local parish church, Glaven Caring, the Methodist church 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>The Chair assisted in the planning for a new dementia café at Fakenham and supported the venture with advice as well as providing training for the first group of volunteers.</p> <p>Performance review 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> <p>The surveys for 2022-23 were circulated in April 2023 and were reported at the Annual General Meeting on the 2nd June 2023. The surveys looked at the effectiveness of service provision as well as more detailed analysis of each service. Clients and carers were very positive about all the services although once more there was a plea for more home visiting. The Poppy Lunch Club was seen as a valuable addition to services but fewer saw the provision of exercise as relevant to themselves.</p>
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		<p>Poppy Friends was highly valued by those that attended but many carers had been unable to attend due to caring responsibilities and following the AGM, the decision was taken to move this provision to a Tuesday so that clients could be accommodated at Poppy Café leaving carers free to attend should they wish to do so.</p> <p>A few volunteers reported feeling that the organisation was in danger of overstretching itself as the range of service provision had increased. This resulted in a greater consolidation of services in 2023-24 and an emphasis on supporting volunteers.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 27 June 2024. This year the focus is again on whether clients feel that current services are effective and whether volunteers feel supported in their role.</p> <p>Public information</p> <p>The organisation has continued to promote the work of the charity where applicable through articles in the local press, involvement in local events to raise awareness of what we do and by distributing leaflets and posters widely throughout the area. In October 2023 there was an article in the Holt Chronicle to mark receipt of a generous donation by the Holt & District Rotary Club to support the work of 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>Education & Training</p> <p>Face-to-face training has taken place during 2023-24 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults.</p> <p>First Aid training was offered in April 2023 by two members, a retired GP and a registered nurse. This coincided with the provision of a new defibrillator in the venue in which the Poppy Café takes place. Holt & District Dementia Support made a financial contribution towards the purchase of the defibrillator.</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 continues to look for ways in which it can both improve and expand 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 2023-24 the charity received a substantial donation of £2,000 from Holt & District Rotary Club as well as smaller donations from individuals and other supportive organisations.
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	The cash held either at bank or in hand totalled £29.3K at 31 March 2024. There were no other assets and no outstanding liabilities at that date.
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 £11.7k for the year ended 31 March 2024.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2024 totalled £29.3k.
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. During the year donations received totalled £8.7k.
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 arrangements were put in place 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. The provision of a cardiac defibrillator on the premises led to the provision of first aid training.</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>

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 2023-24 the Chair stood down but was re-elected for one further term of office. An additional trustee was nominated, Jocelyn Wiggins, who was unanimously appointed.</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>H&DDS ORGANISATIONAL STRUCTURE</p> <pre> graph TD A["TRUSTEES Chair / Lead for Poppy Lunch Deputy Chair/ Lead for Home Visiting Treasurer Lead for Poppy Cafés Volunteer/ Health Professional Volunteer / Home Visitor"] --> B["THE WORKING COMMITTEE Trustees Lead for Home Visiting Lead for Poppy Cafés Lead for Media / Newsletter Lead for Networking / Carers Home Visitor Volunteer Poppy Café Volunteer Representatives from associated organisations"] B --> C["MEMBERS Current volunteers who have completed the recruitment process"] </pre>
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> <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.</p>

Other		
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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 Coordinator for Poppy Lunch	Whole period	Membership of organisation
2	Eleanor Sidgwick	Deputy Chair / Lead Coordinator for Home Visiting	Whole period	Membership of organisation
3	David Sidgwick	Treasurer	Whole period	Membership of organisation
4	Isobel Horsley	Lead Coordinator for the Poppy Cafés	Whole period	Membership of organisation
5	Stephen Gillam	Poppy Café & Home Visiting Volunteer/ Retired GP	Whole period	Membership of organisation
6	Jocelyn Wiggins	Home Visiting Volunteer	From AGM	Membership of organisation

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 (Recently retired)	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

Administrator – Elizabeth Brett

Representatives from:

Poppy Cafe – Maureen Buckey

Clients and Carers / Lead for Networking – Helen Banham

Exemptions from disclosure

Reason for non-disclosure of key personnel details

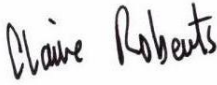

All disclosed

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 27 June 2024

Holt & District Dementia Support

Annual Report 27th June 2024

Registered Charity No. 1179793



BALANCE SHEET

AS AT 31 MARCH 2024

31.03.23			31.03.24
£		£	£
GENERAL FUND			
	Balance brought forward	30,650.48	
	Less: Transfer of funds to Poppy Lunch Fund	<u>3,000.00</u>	
		27,650.48	
30,650	Add: Excess of receipts for the year	<u>95.70</u>	27,746.18
GRANT FUND (EXERCISE)			
	Balance brought forward	1,226.00	
1,226	Less: Excess of payments for the year	<u>1,104.89</u>	121.11
POPPY LUNCH FUND			
	Transfer of funds from General Fund	3,000.00	
0	Less: Excess of payments for the year	<u>1,584.54</u>	1,415.46
<u>£31,876</u>			<u>£29,282.75</u>
Represented by:			
ASSETS			
1,561	Cash at bank - current account	968.40	
30,287	deposit account	28,286.09	
28	Cash in hand	<u>28.26</u>	29,282.75
<u>£31,876</u>			<u>£29,282.75</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, NR25 7LL

Date: 7 May 2024

Registered charity number: 1179793

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

2023			2024	
£	£		£	£
RECEIPTS				
General income				
	792	Donations at Poppy Café (Monday)	571.23	
	2,027	Donations at Poppy Café (Tuesday)	2,545.19	
	187	Donations at Poppy PM	0.00	
	85	Donations at Poppy Lunch (2024: separate fund)	0.00	
	110	Home Visiting Service donations	50.00	
	111	Gift Aid	558.92	
	0	Sale of disabled toilet keys	15.00	
	3	Sale of spikey ball	4.00	
	60	Deposit account interest	349.10	
	57	Commission from Amazon	43.96	
3,433	1	Sundry income	0.98	4,138.38
One-off donations:				
	0	Pam's Bridge Tournament	1,028.40	
	0	Holt & District Rotary	2,000.00	
	0	Charity Quiz Night	260.50	
	474	Holt Tractor Run	0.00	
	7,500	Winding-up donation from the Briston Care Centre	0.00	
	274	Disputed donation	0.00	
8,525	277	Other donations	496.99	3,785.89
Donations in memory of:				
	0	Ann Shreave	45.00	
	0	Tony Hilton	1,019.86	
	631	Donny March	0.00	
	727	David Carter	0.00	
	1,008	Paul Abendroth	0.00	
	552	Hugh Braes	0.00	
	387	Colleen Norman	0.00	
	299	John Rayner	0.00	
3,704	100	Val Clifft	0.00	1064.86
15,662		Balances carried forward		8,989.13

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS & PAYMENTS ACCOUNT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2023					2024
£	£		£	£	£
15,662		Balances brought forward			8,989.13
		PAYMENTS			
		Poppy Café expenditure			
	3,018	Meeting room hire	3,268.50		
	768	Refreshments	728.57		
	212	Crafts, games and books	16.48		
	300	Volunteer's mileage & parking	271.57		
	102	Jubilee event	0.00		
	121	Planters and plants	21.05		
4,717	196	Exercise equipment	0.00	4,306.17	
		Poppy PM expenditure			
	473	Meeting room hire	0.00		
	11	Refreshments	0.00		
524	40	Volunteers' mileage & parking	0.00	0.00	
		Home Visiting Service expenditure			
	870	Volunteers' mileage	1,522.27		
871	1	Calendar	0.00	1,522.27	
		Poppy Friends expenditure			
	132	Space Hire	221.00		
132	0	Refreshments	21.03	242.03	
		Poppy Lunch expenditure			
679		Setting up and running costs (2024: separate fund)		0.00	
		Paul Phoenix concert			
129		Net costs		0.00	
		General expenditure			
	300	Website costs	328.78		
	418	Insurance	421.98		
	48	General mileage	52.20		
	244	Stamps, Stationery, printer ink and paper	266.13		
	96	DBS checks	0.00		
	136	Gifts	55.99		
8,610	1,242	Balances carried forward	1,125.08	6,070.47	8,989.13

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

2023					2024
£	£		£	£	£
8,610	1,242	Balances brought forward	1,125.08	6,070.47	8,989.13
		General expenditure (continued)			
	0	AGM costs	34.00		
	349	Meeting costs	361.63		
	0	Training costs	68.58		
	160	Christmas presents clients and carers	119.60		
	85	Leaflets, posters and handbooks	400.20		
	8	First Aid	0.00		
	103	Covid costs	0.00		
	16	Fundraising costs	0.00		
	2	Sundry expenses	0.00		
	0	Volunteers' party	188.76		
	0	Cards	39.97		
	0	Disabled toilet keys	5.49		
	0	Card Reader	58.80		
	0	10th Anniversary invites	30.00		
	0	Contribution towards Defibrillator	250.00		
	0	Garden visit	132.40		
1,965	0	'This is me' booklets	8.45	2,822.96	8,893.43
£6,645		Excess of Receipts for the year			£95.70

GRANT FUND (EXERCISE)

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

2023				2024
£		RECEIPTS		£
1,226		Grant from Active Norfolk (Norfolk County Council)		0.00
		PAYMENTS		
	0	Equipment	860.61	
	0	Hire of Hall	195.00	
	0	Training - Exercise course	40.00	
0	0	Refreshments	9.28	1,104.89
£1,226		Excess of Payments for the year (2023: Excess of Receipts)		£1,104.89

HOLT & DISTRICT DEMENTIA SUPPORT

POPPY LUNCH FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE THE YEAR ENDED 31 MARCH 2024

		2024
		£
RECEIPTS		
Donations towards lunches		190.00
PAYMENTS		
Food costs	1,382.50	
Hire of Hall	307.00	
Other costs	<u>85.04</u>	1774.54
Excess of Payments for the year		<u><u>£1,584.54</u></u>