



Holt & District Dementia Support



Annual Report 2024 - 25

Trustees' Annual Report for the period 2024 - 2025

Period start date: 1 April 2024

Period end date: 31 March 2025

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 2024-25. 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.

During this reporting period the organisation provided a Poppy Café on Tuesday and Friday mornings. The Friday Poppy Café replaced the original Café held on Mondays.

The Poppy Cafés offer –

- 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 twice monthly session of music and singing;
- Refreshments including tea, coffee and cakes;
- Access to visiting health and care professionals 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 met monthly ever since.

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.

	<p>It is a safe, informal support group, providing a place where carers and ex-carers can meet, supported by volunteers, to 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 2 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 initially provided to clients and carers free of charge during the first year but is now provided at the subsidised rate of £7.50 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 5 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 and is regularly provided at the Friday Poppy Café.</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 Coordinator for Carers and 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 provide information and advice.</p> <p>The Chair of the local authority, North Norfolk District Council, has nominated dementia as her key focus for her year in office and as such has provided opportunities to attend networking opportunities with other voluntary organisations involved in providing services to those living with dementia.</p> <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>
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	<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 Adult Safeguarding training as soon as possible after joining the organisation. Additional presentations are arranged for existing volunteers</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 were focused on evaluating service users' satisfaction with the service provision, determining whether clients, carers and volunteers feel supported and seeking suggestions for future developments.</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> <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>
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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.
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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 nine new volunteers have come forward and have become active volunteers at the Cafés with one new volunteer also undertaking 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	Para 1.20	<p>During 2024-25 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>During the year the organisation has seen the loss of some longstanding clients due to the inevitable attrition associated with the disease but since the beginning of 2025 there has been a marked increase in new families seeking help and support. Overall, the year began with 39 clients on the register and during the year the organisation lost 21 clients but also gained 21 new clients so that</p>

<p>any wider benefits to society as a whole.</p>		<p>the number on the register remains at 39. 7 clients died, 6 went into full time care, 5 left the services and 3 were discharged.</p> <p>The organisation's main achievements during 2024-25 were as follows:</p> <p>Tenth Anniversary In April 2024 the organisation marked its tenth anniversary since its foundation with a special event to which all volunteers were invited, both past and present. The event was also attended by our initial founding members, our current patron, The Right Honourable Sir Norman Lamb, other representatives of local organisations and past donors. It was a very successful event that enabled the work of the organisation to be acknowledged as well as the contribution of individual supporters and volunteers.</p> <p>A smaller but similar event was then held separately for our current clients and carers.</p> <p>Poppy Café Following the closure of the Monday Poppy Café in January 2024 the organisation provided only one Café session a week until May, when a second weekly Café commenced on Friday 10 May 2024. The aim of this second session shifted to include specific scheduled activities including baking, exercise sessions, games and crafts. Attendance was small initially but as the year progressed attendance increased. This session remains the one of choice for those clients whose degree of disability means that they require a less stimulating environment.</p> <p>There were 814 client attendances at the two Poppy Cafes with 651 attendances by carers. The Cafes were supported by 528 episodes of volunteering by our volunteers.</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. However, an increasing number are choosing to remain as they enjoy the atmosphere and camaraderie that is evident during the Café sessions.</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 2024-25 the Cafés have provided a range of activities including games, quizzes, colouring books, flower arranging, baking 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 are now two music sessions per month including the Singing Café, where client participation is actively encouraged, plus a further session led by a pianist, which involves more modern music. Words for songs are now being displayed on an electronic white board to aid participation.</p>
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	<p>During 2024-25 there were also some visits from a local guitarist, Nigel Stewart. 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>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>Major national and cultural events are recognized and celebrated so that clients are to participate along with the wider community.</p> <p>Poppy Home Visiting Service</p> <p>Poppy Home Visiting continues to provide support and companionship to those who may not be able to attend one of our cafes due to disability, advanced disease or whose carer needs additional support.</p> <p>At the 31 March 2025 there were 18 clients receiving regular visits, an increase on the same period last year. 11 clients have joined the service with 8 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 one new volunteer has joined the Home Visiting team with one leaving after ten years' service volunteering as a home visitor. The current number of available volunteers stands at 16 volunteers with an additional 4 resting. Thanks to the commitment of the volunteers, there have been 377 home visits during 2024-25, a slight decrease on last year.</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> <p>Poppy Friends</p> <p>This is an informal support group, providing a place for carers to meet, chat, share experiences, laugh, and discuss issues of concern with each other. They provide each other with mutual support in a neutral forum, including sharing information on available resources, services and events. We serve refreshments and most importantly offer a warm welcome.</p> <p>The meetings take place on the third Tuesday of the month at Loades Hall (Holt Methodist Church). Carers can come along knowing that their loved one is being entertained and cared for by volunteers at the Poppy Café. Many of our carers attend regularly and find it helpful to meet up with each other. Average attendance is 8 to 10 carers each month.</p>
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	<p>This year we have welcomed regular visits from two advisors from the Alzheimer's Society, who have offered support and advice to carers on a group and individual basis.</p> <p>Poppy Lunch Poppy Lunch commenced in December 2022. It has attracted between 6 and 17 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 157 lunches over the year.</p> <p>At Christmas we had a special Christmas lunch and 28 clients and carers attended with everyone enjoying a very festive occasion.</p> <p>Poppy Exercise 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 one of the Friday Poppy Café sessions where the uptake is better, with both clients and carers taking part.</p> <p>Poppy Outings During 2024-25 the organisation arranged an outing to the gardens at Severals Grange in July 2024, by kind invitation of Jane Lister and Brenda Hine.</p> <p>Afternoon 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 in July 2024 the Poppy Cafés were obliged to vacate their usual venue and the Cafés were kindly accommodated in 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 Carers and 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>
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	<p>The organisation has established a fruitful relationship with North Norfolk District Council (NNDC), which has led to the Chair being actively involved in the North Norfolk Dementia Working Group, Mental Health Group and Older Peoples Group. The Chair of NNDC for 2025 has chosen to have dementia as her key focus during the year and is initiating events throughout the year to promote better care and support for families living with dementia. Holt & District Dementia Support is actively participating in this programme.</p> <p>Close ties have been maintained with the local parish church, Glaven Caring, the Methodist church, all of whom have supported the organisation throughout the year and facilitated opportunities for the families of those living with dementia. Members supported the celebrations to recognise the 50th Anniversary of the founding of The Glaven as a Day Care Unit.</p> <p>The organisation has reached out to the two local care homes that have opened in Holt and in January 2025 we were asked to officially open the new Memory Care Unit at King's Court Care Home in Holt.</p> <p>In September 2024, Amy Colley, who works as a carer with a local care agency, Home Instead, organised a fundraising event at North Walsham focused on dementia care. She subsequently donated the entire sums raised to Holt & District Dementia Support.</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> <p>The surveys for 2023-24 were circulated in April 2024 and were reported at the Annual General Meeting on the 27 June 2024. 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 as usual, some clients expressed a wish for more home visiting.</p> <p>Carers commented on the new provision of a second Café on a Friday and although it was early days when the survey was undertaken, there were favourable comments about possible activities for the Friday session. These were taken up during this last year.</p> <p>The Poppy Lunch Club was well evaluated by those that attended with helpful suggestions about introducing background music and altering the seating plan.</p> <p>Poppy Friends was highly valued by those that attended and attendance had increased with the change of day to a Tuesday so that the person living with dementia could be cared for at the Poppy Café and so free the carer to attend.</p> <p>Volunteers reported that they found it easy to volunteer and felt well supported in their role. Some expressed a desire for more information about the outcome of operational meetings and many provided helpful suggestions about activities and the general running of the Café sessions. These were acted upon in 2024-25.</p>
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		<p>Many expressed how much they had enjoyed our ten-year anniversary celebrations.</p> <p>This year's questions have been circulated and will be reported at the Annual General Meeting on the 19th June 2025. 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. The tenth anniversary of the organisation was well publicised in the Eastern Daily Press and other local publications.</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 2024-25 and new volunteers have been provided with the opportunity to attend sessions on Understanding Dementia and Safeguarding Adults.</p> <p>The Chair has provided additional on-site training to staff and volunteers at the Glaven Day Care Centre.</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> <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>
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		In late 2024 the charity was nominated for a King's Award for Voluntary Services by a small group of the organisation's carers. Over the following few months two deputy lieutenants of the county attended all our services and spoke to clients, carers and volunteers. Their report was submitted by March 31 2025 and the organisation will hear whether the nomination has been successful in November 2025.
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 2024-25 the charity received a number of substantial donations, the largest being £1,735 from an individual donor as well as smaller donations from many 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 £30.5k at 31 March 2025. 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 £12.5k for the year ended 31 March 2025.
Amount of reserves held	Para 1.22	The reserves held at 31 March 2025 totalled £30.5k.
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 £12.2k.
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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>A risk assessment is undertaken if new services are commenced or outings are considered. These are shared with the volunteers. In 2024-25 the church premises in which the Poppy Cafes take place, underwent an external fire risk inspection. The subsequent fire risk assessment report led to a new Fire Prevention policy and written Evacuation Procedure for the premises. This was incorporated into the Poppy Cafe's guidelines.</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	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:

		<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 are elected by those members that are in attendance at the Annual General meeting and are drawn from both the membership and from individuals from outside the organisation but with a proven interest in the aims of the organisation.</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>
The charity's organisational structure and any wider network with which the charity works	Para 1.51	<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.</p> <p>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 2024-25 two trustees, David Sidgwick and Isobel Horsley, stood down but were re-elected for a further term of office. Elizabeth Brett was appointed as Administrator for the following year.</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.</p> <p>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. During 2024-25 the Volunteers had an opportunity to attend a Volunteer Lunch before the meeting took place.</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, Risk Management 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. During this year an additional Managing Conflicts of Interest policy was ratified and the Volunteer Handbook was updated and re-printed.</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;"> <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 Carers / Networking Home Visitor Volunteer Poppy Café Volunteer Representatives from associated organisations"] B --> C["MEMBERS Current volunteers who have completed the recruitment process"] </pre> </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> <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, Glaven Caring and Heritage House 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
Alzheimer's Society	Russell Simpson	russell.simpson@alzheimers.org.uk
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

Lead for Communications, Media Relations and Website – Sue Wharfe

Administrator – Elizabeth Brett

Representatives from:

Poppy Café – Maureen Buckey

Clients and Carers / Lead for Carers & Networking – Helen Banham

Exemptions from disclosure

Reason for non-disclosure of key personnel details

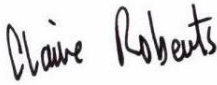

All disclosed

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	19 June 2025
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Holt & District Dementia Support

Annual Report 19th June 2025

Registered Charity No. 1179793



BALANCE SHEET

AS AT 31 MARCH 2025

31.03.24				31.03.25
£		£	£	£
ASSETS				
Current assets				
969	Barclays Community Account		763.03	
28,286	Barclays Business Premium Account		9,289.05	
0	CCLA Charities Deposit Fund		20,500.30	
28	Cash in hand		28.26	30,580.64
£29,283				£30,580.64
FUNDS AND RESERVES				
GENERAL FUND				
	Balance brought forward		27,746.18	
	Less: Transfer to Risk Reserve	24,500.30		
	Transfer to Poppy Lunch Fund	1,000.00	25,500.30	
			2,245.88	
	Add: Transfer of funds from Grant Fund	121.11		
27,746	Surplus for the year.	2,389.09	2,510.20	4,756.08
RISK RESERVE				
0	Transfer from General Fund			24,500.30
POPPY LUNCH FUND				
	Balance brought forward		1,415.46	
	Add: Transfer from General Fund		1,000.00	
			2,415.46	
1,416	Less: Deficit for the year		1,091.20	1,324.26
GRANT FUND (EXERCISE)				
	Balance brought forward		121.11	
121	Less: Transfer to General Fund		121.11	0.00
£29,283				£30,580.64

Registered charity number: 1179793

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

2024				2025
£	£		£	£
		RECEIPTS		
		General income		
	3,116	Donations at Poppy Café	4,200.94	
	50	Home Visiting Service donations	465.00	
	559	Gift Aid	304.97	
	15	Sale of disabled toilet keys	30.00	
	4	Sale of spikey ball	0.00	
	349	Deposit account interest	753.26	
	44	Commission from Amazon	0.00	
4,138	1	Sundry income	0.00	5,754.17
		One-off donations:		
	0	Blue Sky Leisure	172.00	
	0	Food for thought	660.00	
	0	Campbell Welsh	200.00	
	0	Holt Society	100.00	
	0	Gresham's School	306.15	
	0	Charities Trust for Yorkshire Building Society	850.00	
	0	Tom James	100.00	
	0	Charity Event, North Walsham	640.00	
	0	East of England Co-op	241.75	
	0	Festive Holt	350.00	
	0	Katherine Shephard	1,735.02	
	0	Holt W.I.	150.00	
	0	W.I. Noreaster Group	250.00	
	0	Collection Boxes	191.80	
	1,028	Pam's Bridge Tournament	0.00	
	2,000	Holt & District Rotary	0.00	
	261	Charity Quiz Night	0.00	
3,786	497	Other donations	260.36	6,207.08
7,924		Balances carried forward		11,961.25

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS & PAYMENTS ACCOUNT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

2024					2025
£	£		£	£	£
7,924		Balances brought forward			11,961.25
		Donations in memory of:			
	0	John Curry		150.00	
	0	Gillian Waters		484.94	
	0	Mary Price		169.42	
	0	Tony Webster		250.00	
	0	Thomas Waits		46.00	
	45	Ann Shreave		0.00	
1,065	1,020	Tony Hilton		0.00	1,100.36
<hr/>					<hr/>
8,989					13,061.61
		PAYMENTS			
		Poppy Café expenditure			
	3,268	Meeting room hire	3,558.50		
	729	Refreshments	1,297.13		
	16	Crafts, games and books	161.91		
	272	Volunteer's mileage & parking	360.76		
4,306	21	Planters and plants	0.00	5,378.30	
		Home Visiting Service expenditure			
1,522		Volunteers' mileage		1,512.85	
		Poppy Friends expenditure			
	221	Space Hire	208.00		
242	21	Refreshments	6.65	214.65	
		General expenditure			
	329	Website costs	300.00		
	422	Insurance	421.98		
	52	General mileage	0.00		
	266	Stamps, Stationery, printer ink and paper	233.50		
	0	DBS checks	180.00		
	56	Gifts	53.26		
	34	AGM costs	0.00		
	362	Meeting costs	503.80		
	69	Training costs	7.38		
	120	Christmas presents clients and carers	83.78		
<hr/>					<hr/>
2,919	1,710	Balances carried forward	1,783.70	7,105.80	13,061.61

HOLT & DISTRICT DEMENTIA SUPPORT

GENERAL FUND

RECEIPTS AND PAYMENTS ACCOUNT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2024					2025
£	£		£	£	£
2,919	1,710	Balances brought forward	1,783.70	7,105.80	13,061.61
		General expenditure (continued)			
	400	Leaflets, posters and handbooks	383.75		
	189	Volunteers' party	0.00		
	40	Cards	11.89		
	5	Disabled toilet keys	19.12		
	59	Card Reader	0.00		
	30	10th Anniversary invites	0.00		
	250	Contribution towards Defibrillator	0.00		
	132	Garden visit	0.00		
	8	'This is me' booklets	0.00		
	0	10th Anniversary costs	1,315.19		
	0	Outing costs	47.07		
2,823	0	Laminating pouches	6.00	3,566.72	10,672.52
£96		Surplus for the year			£2,389.09

HOLT & DISTRICT DEMENTIA SUPPORT

POPPY LUNCH FUND

RECEIPTS AND PAYMENTS ACCOUNT

FOR THE THE YEAR ENDED 31 MARCH 2025

2024					2025
£	£				£
		RECEIPTS			800.00
190		Donations towards lunches			
		PAYMENTS			
	1,383	Food costs	1,504.50		
	307	Hire of Parish Hall	360.00		
1,775	85	Other costs	26.70		1,891.20
£1,585		Deficit for the year			£1,091.20

HOLT & DISTRICT DEMENTIA SUPPORT

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: 25 May 2025