

# ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)

England & Wales · Charity number 1182187

## Details

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Other names	ALDAG
Status	Registered
Legal form	CIO
Registered	2019-02-25
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Website	<a href="http://aldag.co.uk">aldag.co.uk</a>

## Activities

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**Objects:** FOR THE PUBLIC BENEFIT THE RELIEF IN NEED OF PERSONS WITH A LEARNING DISABILITY BY THE PROVISION OF FACILITIES FOR: RECREATION OR OTHER LEISURE TIME OCCUPATION IN THE INTERESTS OF SOCIAL WELFARE; EDUCATION; SUPPORTED EMPLOYMENT AND SHORT HOLIDAY BREAKS AND OTHER CHARITABLE MEANS FOR SUCH PERSONS IN SURREY, AND TO ADVANCE THE SOCIAL INCLUSION OF THOSE WITH LEARNING DISABILITIES WHO ARE SOCIALLY EXCLUDED, BY THE PROMOTION OF UNDERSTANDING, ACCEPTANCE AND INVOLVEMENT OF PEOPLE WITH LEARNING DISABILITIES INTO THE LOCAL COMMUNITY LIFE. FOR THE PURPOSE OF THIS CLAUSE, 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PART OF SOCIETY, AS A RESULT OF HAVING A LEARNING DISABILITY.

**Activities:** For the public benefit and relief in need of persons with a learning disability by the provision of facilities for: recreation or other leisure time occupation in the interests of social welfare; education; supported employment and short holiday breaks and other charitable means for such persons in Surrey, and to advance the social inclusion of those with learning disabilities.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, Economic/community Development/employment, Recreation
- **Who:** People With Disabilities

## Geography

- Surrey

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£143,897	£143,855	-	-
2024-12-31	£138,875	£151,573	-	-
2023-12-31	£163,860	£159,808	-	-
2022-12-31	£133,704	£203,301	-	-
2021-12-31	£74,346	£69,259	-	-
2020-12-31	£86,976	£71,607	-	-

## Trustees

Name	Role	Appointed
<b>PAMELA BETTY WALDEN</b>	Chair	2017-05-19
ANTONY LEACH		2020-10-28
Annette Mary Webb		2026-03-20
HAZEL GIBSON		2017-05-19
Jennifer BLACKBURN		2018-04-06
John Richard Ashurst		2024-04-19

**ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)**

England & Wales - Charity number 1182187

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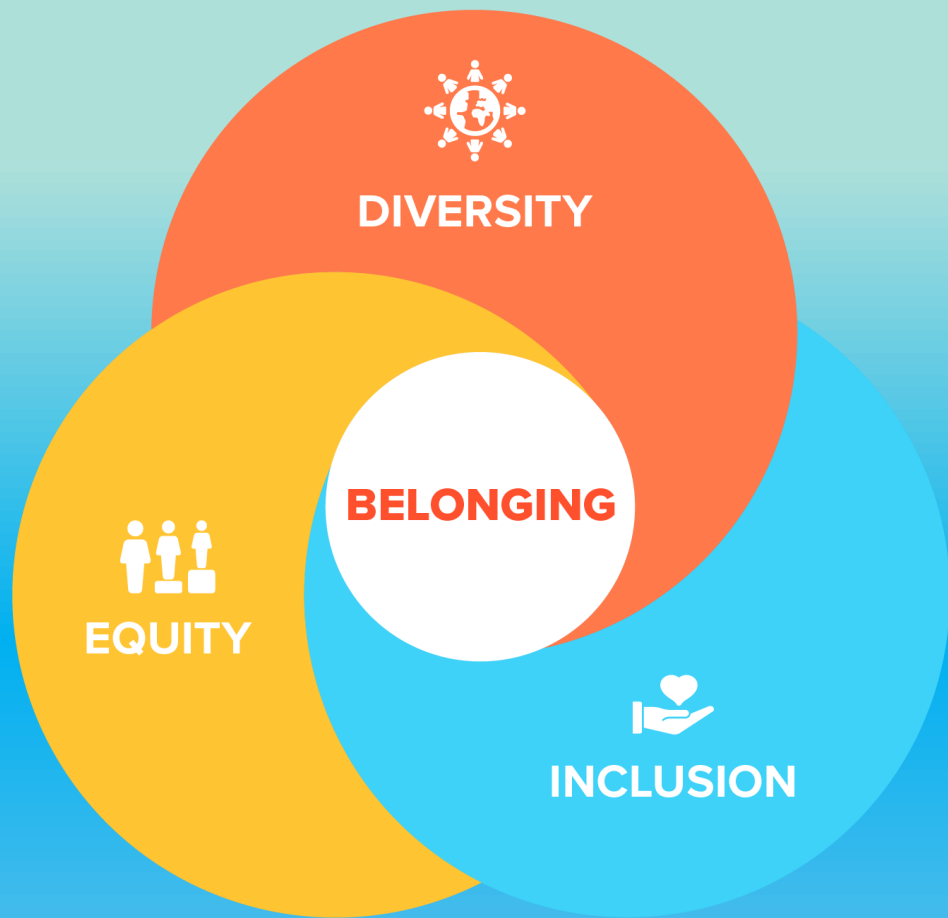
# Accounts

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# Trustee Annual Report for 2025

Advancing the social inclusion of  
people with learning disabilities





Advancing the social inclusion of people with learning disabilities

Index		
1.	Our Vision	p4
2.	Our Values	p5
3.	Supporting inclusion and well-being	p6
4.	Re-Use It	p14
5.	Cups & Co	p17
6.	Gardening Team	p22
7.	Social Activities	p25
8.	Connecting with the community	p27
9.	Volunteering	p31
10.	Fundraising and donations	P32
11.	Financial Review	p34

*The Trustees confirm that they have complied with their duty to have regard to the public benefit guidance issued by the Charity Commission when exercising any powers or duties to which the guidance is relevant.*

# Reference and Administration

**Charity Commission number:** 1182187

**Charity's registered office:** Greendene, Glebe Road, Ashtead, Surrey KT21 2NT

Trustee name	Office	Dates	Election due	Structure and Governance	
<b>Pamela Walden</b>	Chair	Elected, June 2023	June 2026	Governing document	Constitution
<b>Tony Leach</b>	Vice Chair	Elected, June 2023	June 2026	How the charity is constituted	Charitable Incorporated Organisation (CIO)
<b>John Ashurst</b>	Treasurer	Elected, April 2024	April 2027	Trustee selection methods	Elected by members in line with constitution
<b>Liz Newhouse</b>	Secretary	Elected, June 2023	June 2026		
<b>Hazel Gibson</b>		Elected, June 2023	June 2026	Bankers	Lloyds Bank plc VICTORIA (309897)
<b>Jennie Blackburn</b>		Elected, June 2023	June 2026	Independent Examiners	HM Day BSc (Hons) FCA DChA ICAEW Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey, KT17 IHQ
<b>Vacancy</b>					

# OUR VISION

Growing independence

Social opportunities  
that support friendships

Developing work skills

Being part of the local  
community





# OUR VALUES

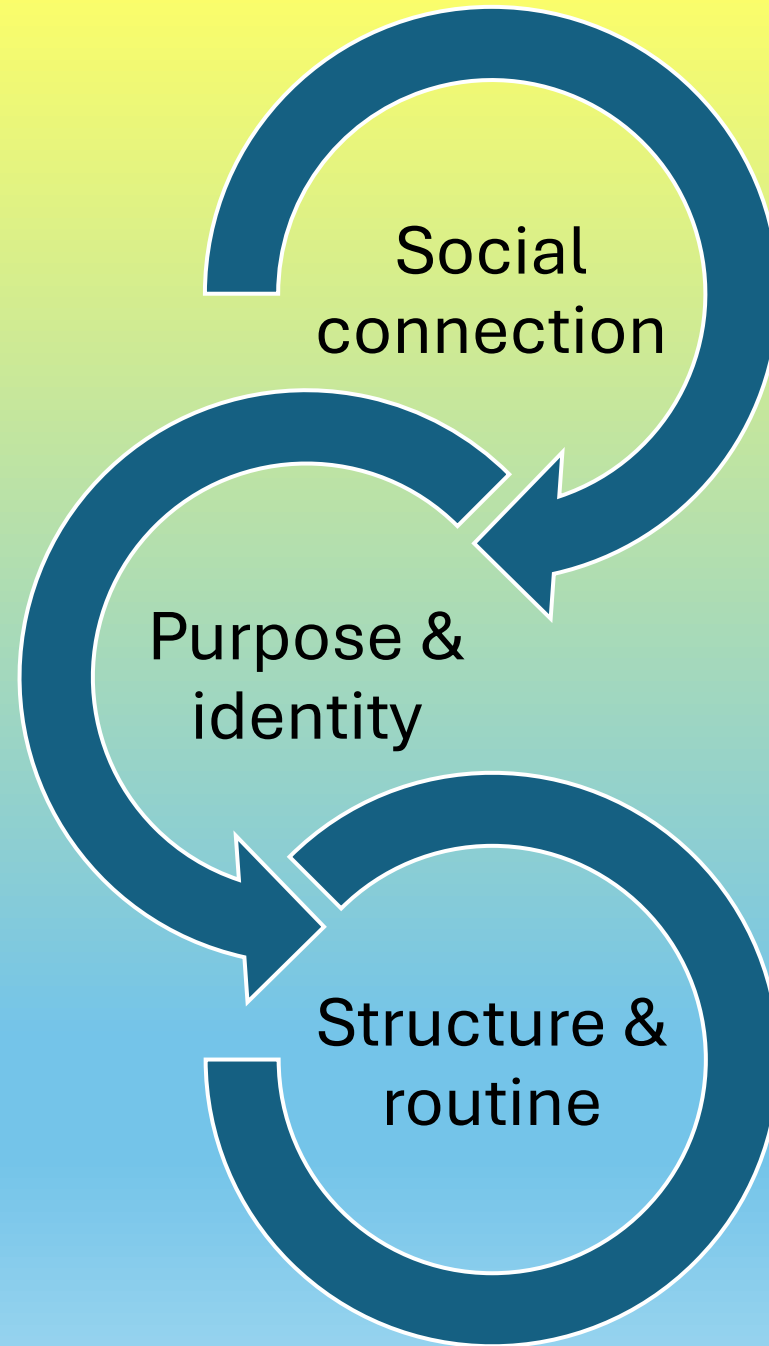
**Growing in self-confidence**  
through experience and  
achievements

**Building self-esteem**  
through interactions  
that support feelings  
of self-worth



**Advancing the social inclusion of people with learning disabilities.**

# How we support the social inclusion of people with a learning disability...



# Social connection

**Making new friends and meeting ‘old’ ones**  
A good way to make new friends and strengthen existing relationships is to commit to a shared activity together.



This might be attending our twice monthly social group, being part of our gardening team, a shop team, or joining one of our ‘takeaway’ evenings.

# Social connection



Both shops and the allotment continue throughout the year and are especially important for members when other term based activities are not taking place.



The gardening team are our longest established group and have been together for a number of years. They enjoy the sociability of the allotment and have made firm friends with the allotment community, some of whom join them for coffee each week. Members and some families also enjoy attending the allotment barbeques. The gardening group remains a very important part of our members' lives.



# Social connection

Social networks and teamwork provide many opportunities for friendship, being part of a community and reducing feeling lonely.



Volunteering in our shops or allotment gives a meaningful context to both practise and develop social skills, including interacting with both peers and the public.

# Purpose & identity



Purpose-driven activities are linked to better emotional resilience and mental well being which supports feelings of self-worth, achievement and a sense of being useful. Positive feedback has an important role in developing those feelings of self-worth. The better you feel about yourself, the more likely you are to have a positive view of your life.

Our shop assistants do all the practical tasks involved in running a shop or coffee shop with the manager's role being one of training and support. Everyone learns specific retail or hospitality skills as well as generic work skills such as independent travel, time keeping, reliability, initiative and social communication.

# Purpose & identity

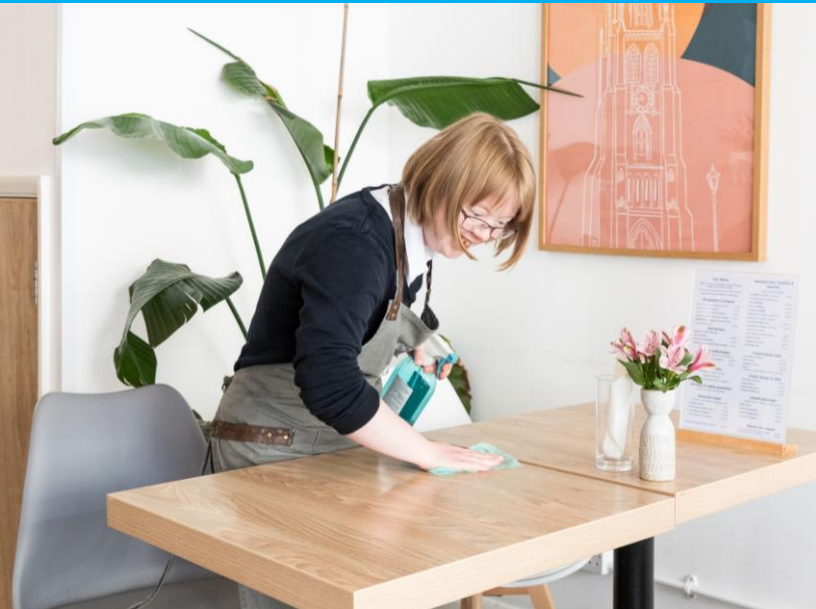


Knowing that your time and effort are making a difference develops self-worth. The group continue to grow in confidence and on arrival walk round the allotment identifying the jobs needed for the day.



Everyone has their favourite tasks, whether this is picking and trimming the vegetables or more physical maintenance jobs. The team enjoy both working at the allotment and in customers gardens.

# Structure & routine



Having a structure and routine to the day reduces anxiety and knowing what is expected is very important. Tick lists of tasks needed to set up the shop before customers arrive are useful and enable the young people to be independent and use their initiative, e.g. prioritising the tasks, which might include changing the table flowers. Regular shift rotas offer stability which can reduce anxiety.



OPENING SCHEDULE						
Week beginning	MON.	TUES	WED.	THURS	FRID	SAT.
<b>Cleaning</b>						
Fridges, freezer and chiller temperatures checked						
Kitchen counters clean and disinfected						
Counter areas clean and disinfected						
Tables are clean						
Check stocks of handwashing and cleaning materials						
Clean trays						
Ensure the milk wands on coffee machine are clean						
Check cups above coffee machine are clean						
Check cutlery in drawers is clean						
Clean cupboard doors, kitchen & counter						
Clean skirtings and doors						
<b>Food safety</b>						
Allergen information is accurate for all items for sale						
Defrost cakes if needed						
Check food stock in fridge – in date for all the menu						
Check food stock in fridge upstairs						
Check probe thermometer is working.						
Check probe recording is being recorded.						





In our shops ALDAG ensures that all our trainees are supported to learn work skills whilst developing independence, self-initiative, and social interaction skills.





### **Being work friendly for people with a learning disability:**

- clear and logical rules and expectations
- a calm environment
- a quiet area away from the main workspace available if needed
- training for managers in recognising positives and skills
- all instructions and policies communicated clearly and accurately
- non ambiguous language used at all times
- work schedules adhered to as much as practicable, potential changes communicated in advance
- fixed hours rather than variable shifts
- a clear routine and work schedule
- visual prompts and cues available
- accessible information (communication strategies)
- repetition of tasks
- tasks supported until person is confident enough to work independently
- success and achievements acknowledged immediately and not left to a cumulative summary
- trainees given 1:1 feedback
- small step targets
- work skills include trainees own generated targets

# Re-Use It shop

62a West Street, Dorking

Team meetings provide an opportunity for everyone to talk about what is going well and how we could improve what we do.

	<b>Re - Use It</b>
<b>Trainees Report for trustees</b>	
	<b>Likes</b> Working on the till Putting items on display Sorting out the sizes for clothes Talking to and greeting customers Sorting donations Finding out if donations work
	<b>Don't like</b> Working in the backroom for too long A lot of sorting Don't like throwing things away
	<b>Suggestions</b> When it is busy make sure that the person working in the front has help on the till Make sure that everything has a price on it as it is difficult when I am on the till and <u>have to</u> ask

## Self esteem - learning using small steps

### Target: identify currency and its value

#### Managers comments

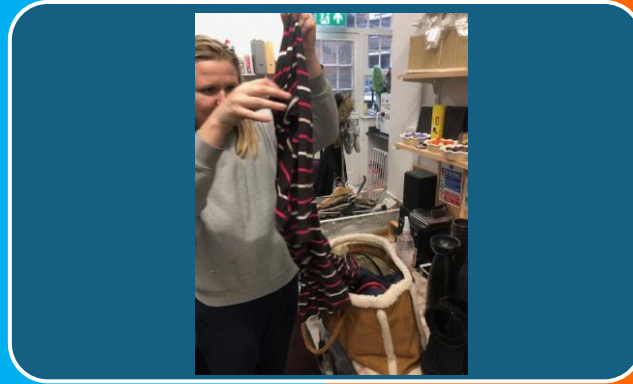
I have asked Jxx to work with me every few weeks to count the amount in the donation tin, to help her with coin recognition and simple addition. When we first started this, Jxx could not count to ten without help. Neither did she recognise coins other than 1p and 2p. Her confidence has grown tremendously since then. She still asks for support when counting out coins, but if a transaction on the till requires simple change, Jxx can do this unaided.

#### Jxx's comments 05.06.25

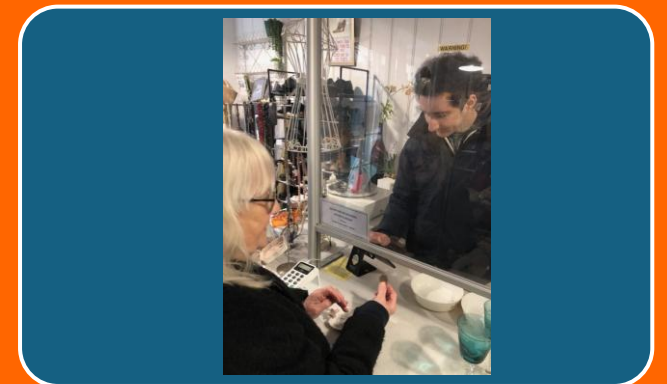
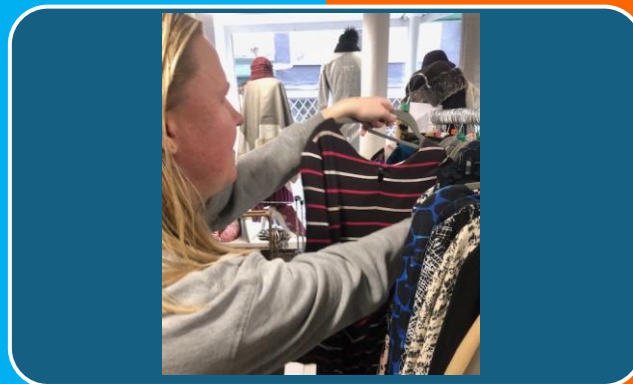
I am a lot better at doing the till and the money box. I can recognise different coins and am working on counting them. I enjoy doing this. It helps me with my money at home. I can recognise old pound coins. When we had a game to find the coins the fastest, I won nearly every time. I know you have two 50p coins to make a pound.

# Re-Use It shop

62a West Street, Dorking



**Routine sequences support achievement, building confidence and independence.**



**Advancing the social inclusion of people with learning disabilities.**

# Re-Use It shop

62a West Street, Dorking

## Target: Sorting donations

Empty donations onto table (or floor) before sorting  
Identify clothes or shoes that are dirty or torn  
Place rejected clothes into appropriate rag bag (clothes, shoes, books, belts etc)  
Place good clothes on hangers and onto steaming rail  
Check china and glass for chips, put in box for disposal  
Check puzzles, games are complete and in good condition

## Manager's comment

Jxxx is getting extremely competent at sorting through the donations. He is quick to spot faults and when to “rag” an item, placing it in the appropriate container. He is not so good at recognising brands as yet, but as he does this job in tandem, it isn't an issue. He has an excellent ability to put garments neatly on a hanger.

## Trainee's comment 30.04.25

When I'm unpacking a bag I have to see if it is broken or discoloured then I have to put it in the rag bag. When we get the bric a brac we do the same thing we have to wash it and see if it has a crack and put it in the box. It's the same as the clothes.

## Target: Customer service

Welcome people when they come into the shop  
Smile at customers  
Be helpful, respond quickly when a customer asks for help  
Say 'goodbye', 'thank you'

## Manager's comments

Cxxx is always very bright, positive and welcoming to the customers coming into the shop, even when he, himself, is feeling anxious.

He is polite and tries to listen carefully to what they are saying, but if he becomes overwhelmed, is quick to call the manager for help.

After concluding any sale, he thanks them for coming and shopping. He is also quick to open the door for customers who are struggling with bags, prams or wheelchairs.

## Trainee's comments 29.05.25






I feel like I am doing the right thing when I do that.

# Cups & Co coffee shop

114 High Street, Dorking RH4 1BA

Over 2025 we have had 20 trainees, working in the coffee shop, including three students working on their Duke of Edinburgh Award, with shifts varying from half a day a week to two days a week. Everyone follows an individualised training programme focusing on three specific hospitality areas; customer service including taking orders and managing money, making hot drinks and food to order and maintaining kitchen hygiene. Personal targets may include getting to work on time, how to communicate with customers, numeracy or literacy skills. Online training in Food Safety & Hygiene has been successfully completed by 10 trainees and our apprentice achieved his Level 2 in Food & Beverage with a distinction. Following the end of his apprenticeship we employed him for one day a week whilst he applied for jobs, successfully moving onto a paid job in a busy pub focusing on food preparation. As a bridge to employment in the community we have employed one other trainee for two days a week as the apprenticeship scheme was inappropriate and a paid job supports her CV moving forward.

Staff meetings provide an opportunity for everyone to talk about what is going well and how we could improve what we do.

 <b>Trainees Report</b> Trustee Meeting October 2025 	
	<b>Likes</b> Drying up Cleaning tables Using the till Refilling the napkins Making coffees Making food
	<b>Don't like</b> Washing up Being quick in the kitchen
	<b>Suggestions</b> Add fishfinger & baked beans to children's menu Try cooking bacon and scrambled eggs in the air fryer Have a noticeboard in the main shop for photos and leaflets Have a noticeboard in the kitchen so we can write on things we are getting short of Swap over the aprons so that the green ones are on lower pegs as they are difficult to reach Collect the coffee grounds and give to people for their gardens Only fill the milk jugs half full so we don't waste so much milk Don't have more than 4 people working at the same time

## Different types of coffees

### SHORT BLACK ESPRESSO

Short black espresso is the 25-30 ml extraction of coffee beans ground for the espresso machine with pour time of 15-30 seconds. The short black espresso is the foundation part to every [espresso based](#) coffee drink. Short black is traditionally served in a preheated small ceramic cup.



date:  
date:  
date:

### DOPPIO (DOUBLE ESPRESSO)

Double espresso or Doppio is a strong coffee simply consisting of two short black espresso of the 2oz or 60 ml extraction of coffee filter. A double shot of espresso served in a demitasse or ceramic cup which is preheated. It is often referred to as a standard double.



date:  
date:

### AMERICANO (LONG BLACK)

Americano or Long Black is very simply an espresso shot topped up with hot water or just a filtered coffee.

- Simply boil water around 200 ml or 6 oz or 2/3 cup and pour in a cup or mug.
- Extract 1 shot of espresso around 75 ml or 2 oz (more if you like it stronger) over the hot water.



date:  
date:  
date:

### CAFÉ LATTE

Café latte or "Latte" for short, is an [espresso based](#) drink with steamed milk in a 1:3 to 1:5 ratio with a little micro-foam added to the coffee.

- Extract 1 shot of espresso around 2 oz or 75 ml into a cup or tumbler.
- Add steamed milk and pour on top around 5 oz or 150 ml.
- Putting some micro-foam around 1 cm on top of the steamed milk.



date:  
date:  
date:

### CAPPUCCINO

Cappuccino Espresso is [similar to](#) a Café Latte and made with hot milk and steamed milk foam. Main difference is that a cappuccino is served in a cup instead of a glass tumbler with more foam and sprinkle chocolate on top of the drink.

- Extract 1 shot of espresso around 2 oz or 75 ml into a cup.
- Add steamed milk (5 oz or 150 ml).
- Add micro-foam around 2-3 cm on top of the steamed milk.
- Place sprinkle chocolate powder on top of the coffee.



date:  
date:  
date:

### FLAT WHITE

A flat white an espresso made [similar to](#) a latte or [cappuccino](#) but it does not have any micro-foam or chocolate on top drink, it contains only steamed milk.

- Extract 1 shot of espresso around 2 oz or 75 ml into a cup.
- Add steamed milk and with less or no micro-foam.



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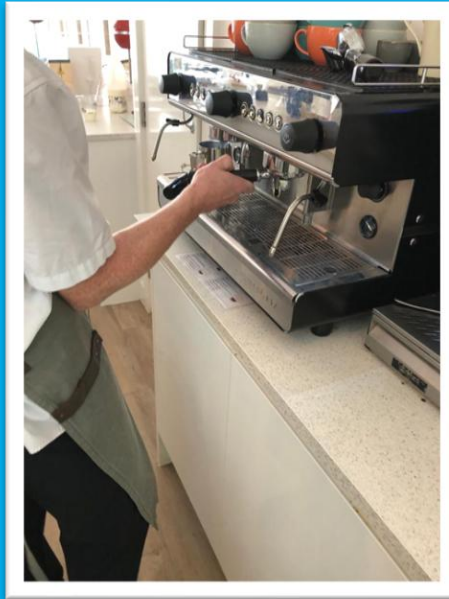
### MOCHA

Mocha (cafe mocha) is [similar to](#) a latte only hot chocolate syrup is added.

- Pour 1 shot of espresso into a cup.
- Add 1 spoon of chocolate syrup or cocoa powder into the espresso shot and stir.
- Add steamed milk (5 oz or 150 ml).
- Top off with 2-3 cm of micro foam.
- Sprinkle chocolate powder on top.



date:  
date:  
date:



## Learning using small steps

Making an Americano

Place saucer on tray

Use the grinder to pour out 1 or 2 shots into holder

Use the coffee press

Fit holder into coffee machine

Place cup under spout and press double icon

Place cup onto saucer – no spills

Add jug of milk, sugar and teaspoon to tray



## Making cold food to order



**Structure and routine support achievement.**

## Using pictorial recipes for independence

A collage of images illustrating the use of pictorial recipes for independence in making pancakes. The images include:

- A finished pancake topped with strawberries, chocolate sauce, and a mint leaf.
- A stack of three plain pancakes.
- A hand pouring batter into a toaster.
- A single fresh strawberry.
- Hands slicing a strawberry into thin rounds.
- A bottle of Jude's chocolate sauce.
- A slice of pancake with chocolate sauce and a strawberry.

**Allergens**

- Dairy
- Wheat, gluten



I first started working at Cups & Co in September 2022 as an intern as part of my internship at Nescot college, it was enjoyable and very supportive. My social skills were increased, my mental health improved, I learned very fast and was supported the whole time. If I made a mistake, I was gently informed and was able to correct it with no difficulties. After the year was up, I was offered an apprenticeship which I accepted, and my time there became even more enjoyable. I learned so much more and I became even more confident in myself and my capabilities, my time there has been very special and enjoyable.

It has been an experience I am never going to forget and has done a magnificent job in preparing me for the working world. Thanks to the experience and teaching that I gained through Cups & Co I now have a job as a kitchen assistant in a busy pub. I prep food, make dishes and help the head chef with whatever needs doing. It took a little bit longer than I hoped to find a job but I did not give up, and the support of friends and family gave me strength and determination to keep going. Cups & Co is a wonderful place and working there has been an absolute privilege and it has helped me in so many ways, and I will always be grateful.



# What do our customers think?

Lovely little cafe! Staff are incredibly nice. Food was lovely and well priced. We had 2 avocado on toast, which were delicious! Everything is clean and very well presented.

We definitely will return. Highly recommend!



Food: 5/5 Service: 5/5 Atmosphere: 5/5

Lovely charity Cafe. The food was great. Staff were so friendly and great service.  
Food: 5/5 Service: 5/5 Atmosphere: 5/5

Recommendation for vegetarians

Highly recommend

Vegetarian offerings

Clearly labelled vegetarian dishes

Wheelchair accessibility

Flat entrance for wheelchairs with space inside

Source: Google reviews

What a wonderful find in Dorking, so glad we didn't just head to a chain coffee store for a bit of lunch. Cups and Co is absolutely great and what they are doing for the local disability community is absolutely wonderful and I must say the staff gave exceptional customer service and way better than any chain coffee shop I have ever been to.

Keep it up everyone and hope to visit again soon whilst I am passing

Food: 5/5 Service: 5/5 Atmosphere: 5/5

Great place for breakfast

Food: 5/5 Service: 5/5 Atmosphere: 5/5

Noise level

Quiet, easy to talk

Wait time

No wait

Parking

Parking in local car park.

Kid-friendliness

Superbly dealt with.





# Gardening Team

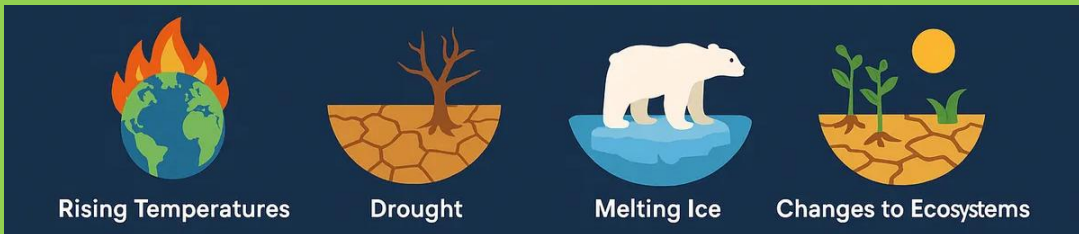
Poors Allotments, Leatherhead



This year we took advantage of our fruit cage to grow raspberries and blackcurrants which we took over to the coffee shop to sell to customers. Our tomatoes were a great success and supplied the coffee shop over the summer with all they needed for their salads. We planted up pots with our plants that we sold at Ashted Village Day and any left over were sold at the coffee shop.

**At our weekly meetings we decide whether we need to buy seeds, bulbs or plugs for our planting scheme.**

Unfortunately, 2025 hasn't been our best year for some vegetables from the allotment, mostly due to the long spells of dry weather. It can be challenging to provide enough watering and we rely on volunteers for support. Both potatoes and onions, which have been great in the past, were less successful this year. This led to a group discussion about the effects of climate change and how we need to adapt our growing plans.



**Advancing the social inclusion of people with learning disabilities.**

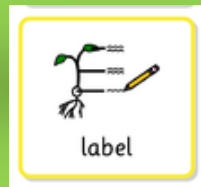
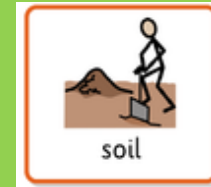


# Gardening Team

Poors Allotments, Leatherhead



The annual planning meeting is always a highlight and as usual took place over lunch at the pub. A great way to talk about what is growing well (or not) and to suggest ideas for the year's planting schemes and what is going to be the focus this time.



Advancing the social inclusion of people with learning disabilities.



# Gardening Team

Poors Allotments, Leatherhead



We have been thinking how to change what is grown.



We plan to grow more flowers for cutting including the daffodils that brighten up the allotment in spring plus more salad vegetables for use in our coffee shop.

Freezing our soft fruit as it ripens.



As soft fruit has a very short 'shelf' life we are planning on making jam with our produce that can be used in the coffee shop as well as being sold.

Reviewing our 'no dig' approach.



We were extremely busy over the winter, as we abandoned the 'no dig' policy in order to rid the beds of some persistent weeds. We're planning to resume 'no digging' in the spring.

A new plan to help with the summer watering problem.



Bury some terracotta pots (known as ollas) which will release water over time into the ground – it's a very old watering system that has recently become popular.

# Social Activities

## The Dell Centre, Ashtead

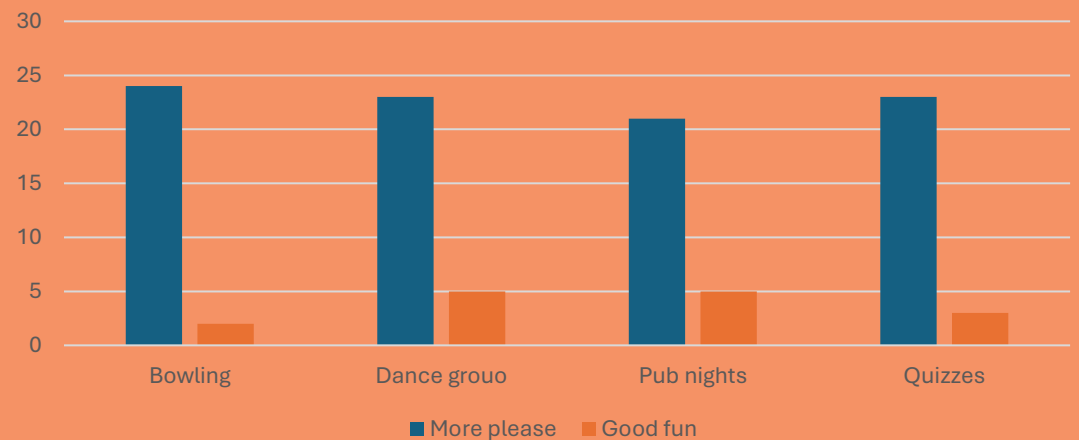
Conquerors Club continues to meet on alternate Fridays from 7.30pm to 9.30pm. There is a good regular turnout of members with new people joining throughout the year. We enjoy our annual activities such as celebrating festivals (especially if they involve food) plus a visit to the local pantomime. Regular meetings include dance activities led by outside providers, e.g. ballroom dancing in the style of Strictly Come Dancing or Funky Moves with a rather different focus! The music during our non dancing evenings is provided by our own brilliant DJ, Alex, and those who want to can practice their boogying. Craft is popular with our young ladies whilst the young men tend to choose more sports based activities such as pool or table tennis. Everyone enjoys the healthy eating projects although the results rarely make home! Our outdoor space is used whenever we can – ball games in the summer and the firepit, sparklers and toasted marshmallows in the autumn. We always enjoy a quiz and both Nicola and Claire are ace quiz setters with prizes for the winners.

**Regular surveys make sure that the members are part of the planning team.**

Which of our usual evening activities do you like best?



What other activities would you like more of in 2026?



# Social Activities



Trip to a garden party organised by Lewis Communications



Having fun!



A 'takeaway' evening for all the shops teams

# Connecting with the community



We are members of Circular Dorking and also network with the other businesses through social events. Both shops, Cups & Co and Re-Use It were nominated for a Mole Valley sustainability award and received highly commended at the Mole Valley **Sustainability Awards** Evening, in October. The event brought together local organisations, businesses, and community leaders to share ideas, foster collaboration, and celebrate the efforts shaping Mole Valley into a leader in sustainability.

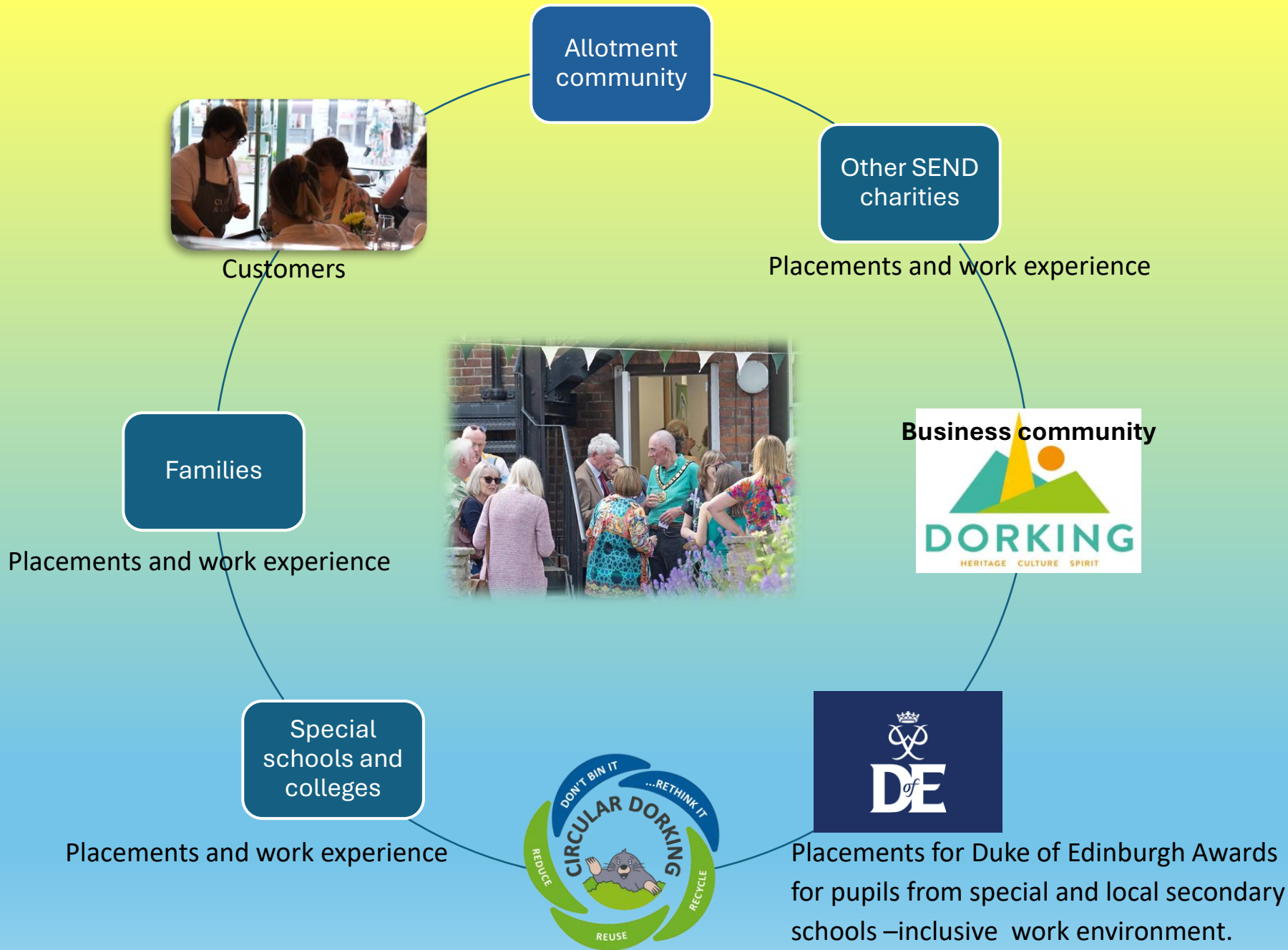


Advancing the social inclusion of people with learning disabilities.

# Connecting with the community



**Advancing the social inclusion of people with learning disabilities.**



Thank you very much for offering a work experience placement to our student ....Work experience is an invaluable opportunity to extend students' learning and we are very grateful to you for making this commitment and giving your time. Our main aim for students is to give them an insight into working life and to give them the opportunity to work alongside adults, undertaking new tasks and developing their self-confidence.

As we are nearing the end of this academic term, I wanted to touch base with you all.... This programme cannot run without you and your teams. The encouragement, patience and kindness you have all showed to our interns has been incredible. They have all had a wonderful year, and have learnt so many new skills.

I just wanted to send an email about L, he is loving being a part of the Friday team and is very happy to continue working at Cups and Co, I have been very impressed with his progress and ability to work independently. I just wanted to check in to make sure you were happy with L continuing his work experience on Fridays, his parents are happy for him to continue and would be keen for him to also work in half terms and over the holidays on Fridays.

Dear Lovely Planter Waterers!  
First of all, a huge thank you for agreeing to look after a planter (or two or three in some cases). The whole town is grateful for your community spirit.

# Connecting with the community



As members of Dorking BID with over 300 businesses we take part in all the planned celebrations and town trails that form part of BID's 'Hello Dorking'.



Our fundraising plans often involve working with other groups and joining in with the wider local community.



Advancing the social inclusion of people with learning disabilities.

# Central Surrey Voluntary Action's Volunteer Awards 2025

## AWARD RECIPIENTS



**Central Surrey Voluntary Action**  
Supporting the voluntary sector in Elmbridge, Epsom & Ewell and Mole Valley



info@aldag.org.uk

www.aldag.org.uk

At ALDAG our mission is to promote the inclusion of people with learning disabilities into their local community life through developing social and supported employment opportunities.

### TEAM CITATION



ALDAG promotes the social inclusion of people with a learning disability. We achieve this through our two shops – Cups & Co and Re-Use It who each have a manager, and our allotment. Our teams of people with a learning disability work each day in different provisions and this is when our volunteers are so important – supporting and developing relationships enabling our young people to grow in confidence, self-esteem and skills.

Our social club is run entirely by volunteers – sometimes the only opportunity for friends to meet up. Thank you to all our volunteers for a massive 2,400 hours of support.

### LONG SERVICE AWARD RECIPIENTS

#### ANNE WARREN

Anne is a very special person who has volunteered in our charity shop since it opened in 2019. She is a highly valued, totally reliable member of the team helping so many of our trainees to develop in confidence and social communication by creating a happy, welcoming working environment.

#### GLYNIS GRAYSON

Glynis is such an enthusiastic and supportive volunteer in our Conquerors Club, she has volunteered for over ten years – and has provided friendship and fun for all our members. Glynis will always go the extra mile and in addition has volunteered to take members home when this is needed.

#### HILARY BRADLEY

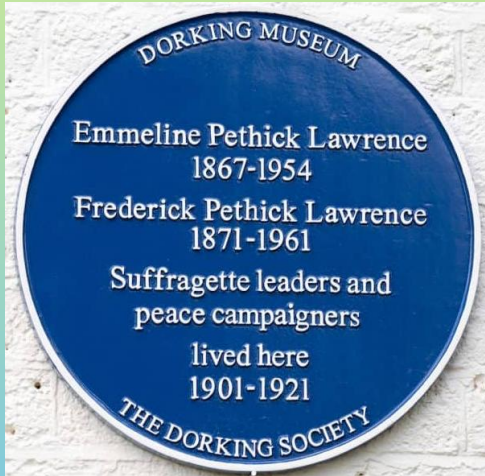
Hilly has been a brilliant volunteer in ReUse-It for six years and her enthusiasm extends to taking objects to auction and raising extra funds for the charity. Hilly has been a great support covering for absent colleagues so the shop can stay open and not let down our trainees.



Thank you to  
all our  
volunteers  
for a massive  
2,400 hours  
of support  
during 2025



# Pixham Ladies



# Rotary Club of Dorking



# John Ede Trust

# The Baily Thomas Charitable Fund



# MOLE VALLEY COMMUNITY LOTTERY



# Fundraising

Thank you



And a special thank you to all the individual people who donate regularly or raise funds for us – and that includes some anonymous supporters too. ALDAG relies on donations and grants to keep funding all our activities – THANK YOU from everyone in ALDAG.



# Financial Review



This is the fifth full year of the Charitable Incorporated Organisation ALDAG (Always Learning Developing And Growing).

## **Statement of Risks and Safeguarding**

The Trustees regularly review their safeguarding policies and procedures to ensure that ‘protecting people and safeguarding responsibilities is a governance priority...and all reasonable steps are taken to protect people who come into contact with the charity from harm’ (Charity Commission October 2018). All volunteers and trustees are subject to a DBS check and a code of conduct is included in induction. All trustees report on the risks associated with their remit to the full Trustee Board.

## **Statement of Responsibilities**

Trustees of the Association are required to prepare Financial Statements for each financial period that provide a true and fair view of the state of affairs of ALDAG and of its incoming resources and the application of the resources for that period. In preparing these Financial Statements the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements

Registered Charity No. 1182187

**Advancing the social inclusion of people with learning disabilities.**

# Financial Review



Trustees of the CIO are responsible for keeping proper accounting records which disclose at any time the financial position of ALDAG and to enable them to ensure that the Financial Statements are correctly prepared. They are also responsible for safeguarding the assets of ALDAG and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## **Reserves Policy**

Charity law requires any income received by a charity to be spent within a reasonable period of receipt. Trustees should be able to justify the holding of income as reserves. The trustees have decided that 12 months funding should be held in reserves to manage unforeseen financial difficulties, i.e. £54,000 to meet 2026's legal liabilities for one year.

## **Independent examiner's report to the trustees of ALDAG (Always, Learning, Developing And Growing)**

I report to the charity trustees on my examination of the accounts of ALDAG for the year ended 31 December 2025.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

Registered Charity No. 1182187

# Financial Review



I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

HM Day BSc (Hons) FCA DChA

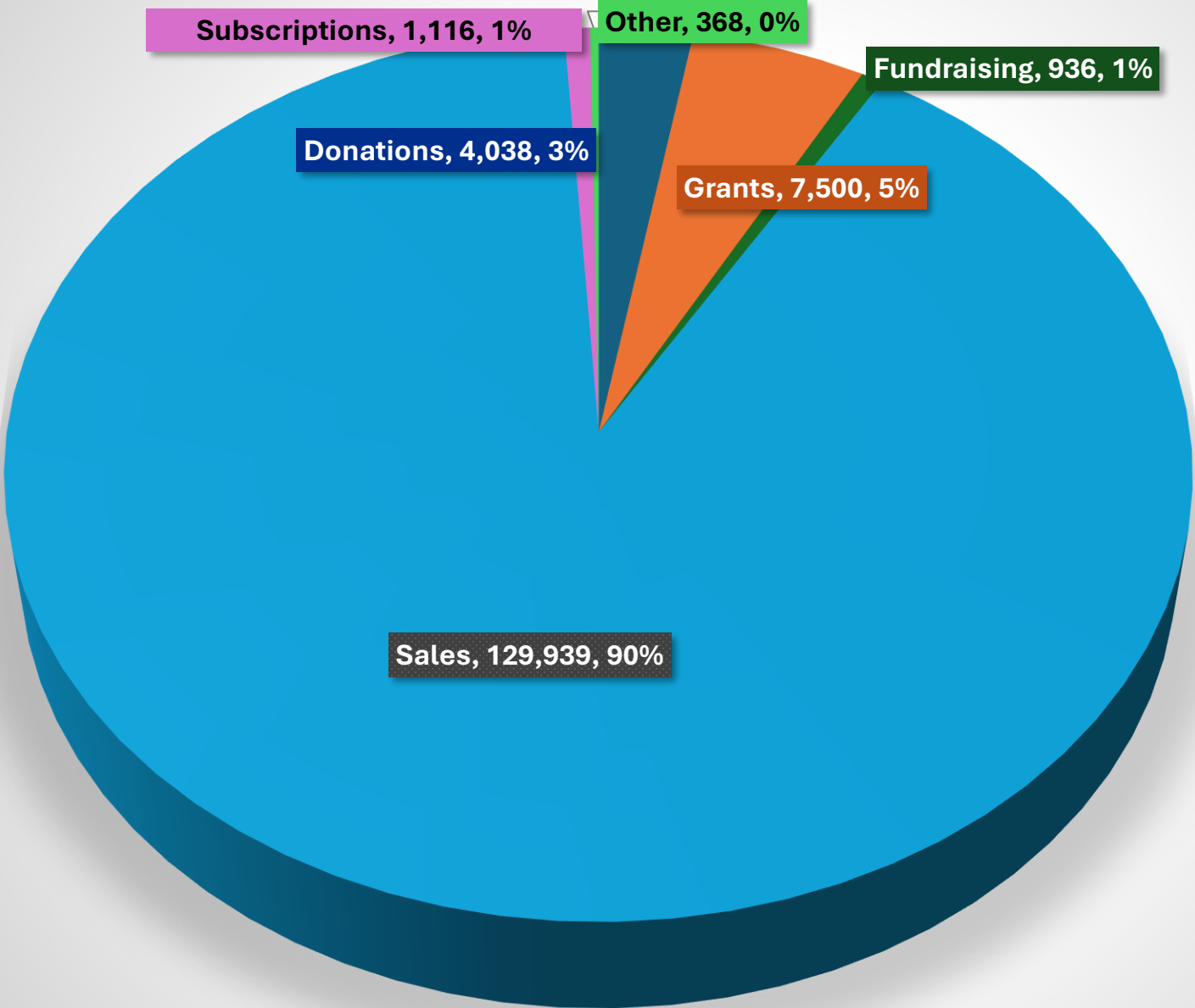
A handwritten signature in black ink, appearing to read 'H.M. Day', is written over a horizontal line.

Xeinadin London Limited, Nightingale House, 46-48 East Street, Epsom, Surrey KT17 IHQ

Date: 12.03.26

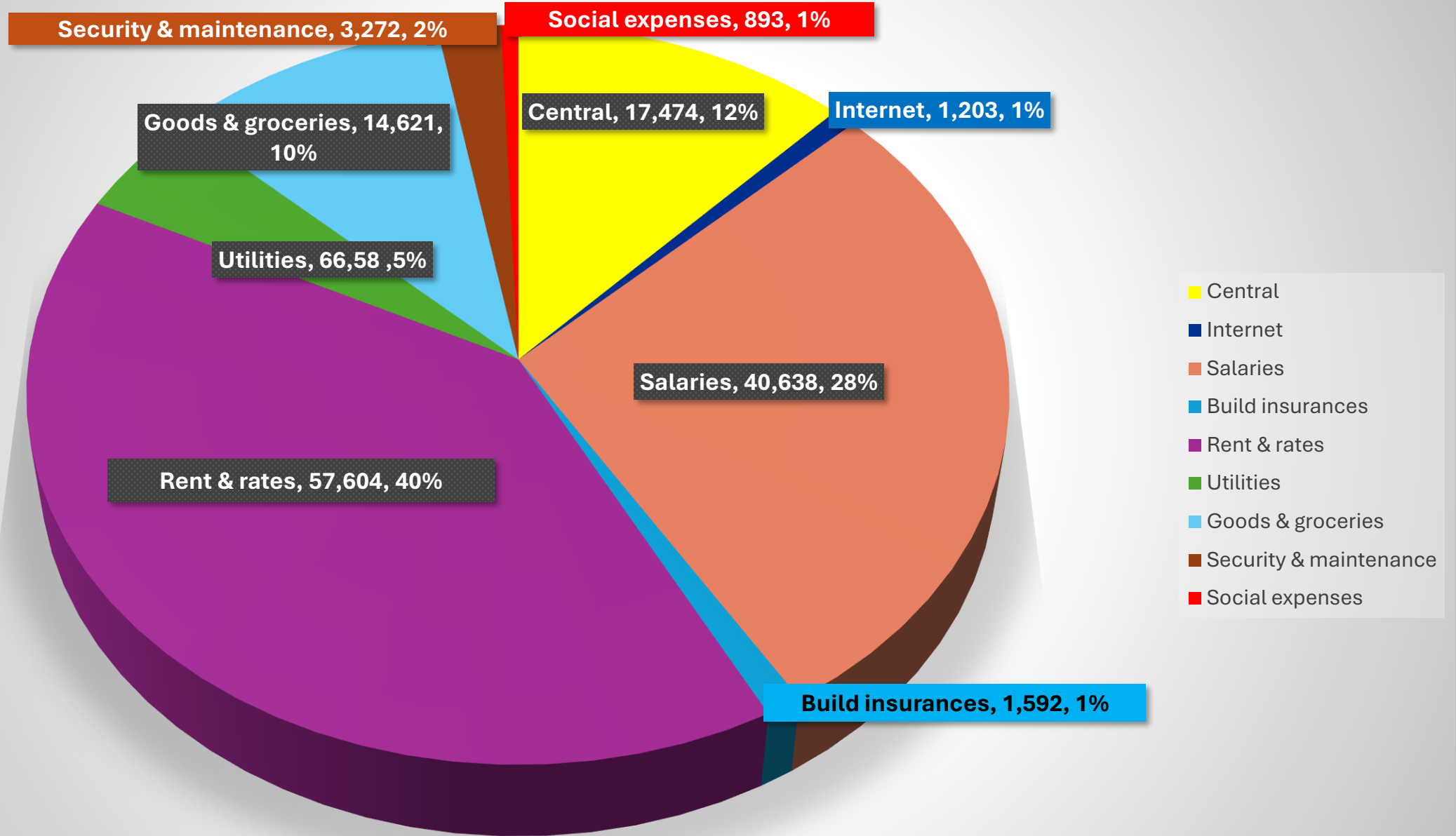
Registered Charity No. 1182187

# Total receipts 2025 £143,897



- Donations
- Grants
- Fundraising
- Sales
- Subscriptions
- Other

# Total payments 2025 £143,855



## Transactions & Financial Position

The accompanying Financial Statements have been prepared in accordance with The Charities Statement of Recommended Practice published in March 2005, applicable Accounting Standards and the Charities Act 2011 and are presented on a Receipts and Payments basis. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to be satisfactory.

## Financial Statements

### Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025

	Total	Unrestricted Funds	Restricted Funds
Receipts	£	£	£
Donations including Gift Aid	4,038	4,038	-
Grants	7,500	-	7,500
Fundraising	936	466	470
Sale of goods & services	129,939	129,939	-
Subscriptions	1,116	200	916
Gardening donations	368	-	368
<b>Total Receipts</b>	<b>143,897</b>	<b>134,643</b>	<b>9,254</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025 continued



	Total	Unrestricted Funds	Restricted Funds
Payments	£	£	£
Central	17,474	11,974	5,500
Managers salaries	40,538	38,068	2,470
Rent & rates	57,605	57,604	-
Utilities	6,659	6,658	-
Security & maintenance	3,271	3,272	-
Building insurances	1,592	1,592	-
Goods & groceries (Cups)	14,621	14,621	-
Internet	1,202	1,203	-
Conquerors	893	-	893
<b>Total Payments</b>	<b>143,855</b>	<b>134,992</b>	<b>8,863</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025 continued



CENTRAL Payments			CENTRAL Receipts			CENTRAL movement
Advertising & Marketing	1,070		CIO Membership Fees	200		
Fundraising costs	385		Donations from APCC	2,596		
Audit & Accountancy fees	840		Fundraising	466		
Xero subscription	494		Donations	1,037		
Bank fees	618		Grants for trainee salary	5,500		
Training	9,695		Gift Aid	405		
DBS	323					
Insurance	1,273					
Payroll	1,124					
NCVO	197					
VAT paid	1,455					
<b>TOTAL PAYMENTS</b>	<b>£17,474</b>		<b>TOTAL RECEIPTS</b>	<b>£10,204</b>		<b>MOVEMENT (£7,270)</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025 continued



CONQUERORS Payments		CONQUERORS Receipts		CONQUERORS movement
Expenses	893	Subscriptions (restricted)	916	
<b>TOTAL PAYMENTS</b>	<b>£893</b>	<b>TOTAL RECEIPTS</b>	<b>£916</b>	<b>MOVEMENT £23</b>

RE-USE IT Payments		REUSE IT Receipts		REUSE IT movement
Building insurance	754	Card sales	44,966	
Electricity	2,939	Cash sales	19,593	
Water	231	Fundraising	135	
Salaries	23,493	Pethick Lawrence grant	500	
Rent	20,000			
Rates & BID levy	1,749			
Security & maintenance	1,403			
Internet	600			
<b>TOTAL PAYMENTS</b>	<b>£51,169</b>	<b>TOTAL INCOME</b>	<b>£65,194</b>	<b>MOVEMENT. £14,025</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025 continued

CUPS & CO Payments		CUPS & CO Receipts		CUPS & CO movement
Goods & groceries	14,621	Card sales	50,730	
Building insurance	838	Cash sales	14,650	
Electricity	3,340			
Water	149	Fundraising (restricted)	335	
Salaries	17,045			
Rent	33,000			
Rates & BID levy	2,856	John Ede and Pethwick Lawrence grants (restricted)	1,500	
Security & maintenance	1,868			
Internet	602			
<b>TOTAL PAYMENTS</b>	<b>£74,319</b>	<b>TOTAL RECEIPTS</b>	<b>£67,215</b>	<b>MOVEMENT. (£7,104)</b>

GARDENING Payments		GARDENING Receipts		GARDENING movement
	-	Gardening donations	368	
<b>TOTAL PAYMENTS</b>	<b>-</b>	<b>TOTAL RECEIPTS</b>	<b>£368</b>	<b>MOVEMENT. £368</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2025 continued**

		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Receipts minus payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Receipts	<b>143,897</b>	<b>134,643</b>	<b>9,254</b>
	Payments	<b>143,855</b>	<b>134,992</b>	<b>8,863</b>
<b>Surplus/(Deficit)</b>		<b>42</b>	<b>(349)</b>	<b>391</b>

		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Net movement in funds</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Retained funds b/fwd	<b>72,862</b>	<b>72,105</b>	<b>757</b>
	Current year surplus	<b>42</b>	<b>(349)</b>	<b>391</b>
<b>Treasurer's account</b>		<b>72,904</b>	<b>71,756</b>	<b>1,148</b>

### Balance sheet for the year ending 31<sup>st</sup> December 2025

	Total	Unrestricted Funds	Restricted Funds
<b>Assets</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lloyds Business Current Account	59,154	58,006	1,148
Cups & Co Rent Deposit	13,750	13,750	-
<b>Total Assets</b>	<b>72,904</b>	<b>71,756</b>	<b>1,148</b>

	Total	Unrestricted Funds	Restricted Funds
<b>Reserves</b>	<b>£</b>	<b>£</b>	<b>£</b>
Retained Funds b/fwd	72,862	72,105	757
Current Year Funds	42	(349)	391
<b>Total Reserves</b>	<b>72,904</b>	<b>71,756</b>	<b>1,148</b>

Restricted subscriptions of £915.50 were received in the year from members of the social group Conquerors, contributing towards running costs. £22.50 of this amount was remaining at the year end, and to be carried forward to 2026. Gardening donations of £368 were received during the year and carried forward to 2026.

	Total	Rent	Building maintenance
Liabilities per annum	55,500	47,500	8,000

The above Statement of Assets and Liabilities and associated Receipts and Payments Account were approved by the Board of Trustees on 05.02.26, approved by the Members on 20.03.26 and are signed on their behalf by:

Pamela Walden (Chair of trustees) *Pamela Walden*

John Ashurst (Treasurer) *John Ashurst*

**ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)**

England & Wales - Charity number 1182187

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# Accounts

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**Trustees**

**Annual**

**Report**

**2024**

**ALDAG**

Always Learning Developing And Growing



Index			Index		
1.	Reference and administration	p3	8.	What out trainees think	p26
2.	Vision	p4	9.	What our partners and parents think	p27
3.	Re-Use It shop	p7	10.	Volunteers	p28
4.	Gardening	p11	11.	Fundraising and donations	p30
5.	Cups & Co	p15	12.	Financial Review	p33
6.	Community engagement	p22	13.	Overview of receipts and payments	p36
7.	Conquerors	p23	14.	Balance sheet	p44

*The Trustees confirm that they have complied with their duty to have regard to the public benefit guidance issued by the Charity Commission when exercising any powers or duties to which the guidance is relevant.*

# Reference and Administration

**Charity Commission number:** 1182187

**Charity's registered office:** Greendene, Glebe Road, Ashtead, Surrey KT21 2NT

Trustee name	Office	Dates	Election due	Structure and Governance	
<b>Pamela Walden</b>	Chair	Elected, June 2023	June 2026	Governing document	Constitution
<b>Tony Leach</b>	Vice Chair	Elected, June 2023	June 2026	How the charity is constituted	Charitable Incorporated Organisation (CIO)
<b>John Ashurst</b>	Treasurer	Elected, April 2024	April 2027	Trustee selection methods	Elected by members in line with constitution
<b>Liz Newhouse</b>	Secretary	Elected, June 2023	June 2026		
<b>Hazel Gibson</b>		Elected, June 2023	June 2026	Bankers	Lloyds Bank plc VICTORIA (309897)
<b>Jennie Blackburn</b>		Elected, June 2023	June 2026	Independent Examiners	HM Day BSc (Hons) FCA DChA ICAEW Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey, KT17 IHQ

**Advancing the social inclusion of people with learning disabilities.**



**To expect the same life experiences and chances as any other young person.**



**Work experience**

- Gardening
- Retail
- Hospitality



**Nurturing independence, social opportunities and the right to work.**

**Supporting adults with learning disabilities to lead fulfilling lives within their local community.**



# Advancing the social inclusion of people with learning disabilities

## Outcome: social inclusion opportunities

### Social events

- Club meetings
- Celebrations
- Small teams



### Small groups

- Meals together
- Panto
- Pub nights



## Outcome: social inclusion in the workplace

### 37 work experience placements

- 13 retail placements
- 18 hospitality placements
- 6 gardening placements



### 2 apprenticeships

- 1 in retail
- 1 in hospitality



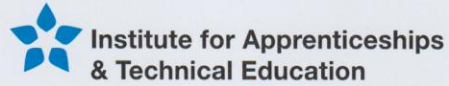
### 3 different work experience provisions

- Re-Use It shop
- Cups & Co coffee shop
- Gardening services





HM Government



CERTIFICATE OF ACHIEVEMENT AND RECOGNITION

*This is to certify that*  
**Alexander Kemp**

*has passed their apprenticeship*  
**HOSPITALITY TEAM MEMBER  
(FOOD & BEVERAGE SERVICE):  
LEVEL 2**

*Achieved grade*  
**DISTINCTION**

*Awarded on*  
**04 NOVEMBER 2024**



**Baroness Ruby McGregor-Smith CB  
CHAIR, THE INSTITU  
FOR APPRENTICESH  
AND TECHN'  
EDUCA**



00696508

Celebrating achievement is at the heart of what we do - a growth in self confidence and social communication or maybe a more formal achievement whether ALDAG related or at home.

All our provisions continue to attract new members, often through word of mouth. We have not been able to actively recruit this year as we are oversubscribed in most provisions.

Being an ordinary part of the local community is our vision and 2024 has seen the consolidation of our coffee shop Cups & Co, now in its second year and fast becoming part of Dorking's community along with Re-Use It. A year to celebrate success!





‘Love this shop! Packed with goodies and very friendly, welcoming staff. Can always find a little gem in there.’

## Re-Use It 62a West Street Dorking



Over the past year 13 trainees have worked in the shop including our apprentice who finishes at the end of the year. Our trainees have a wide range of abilities including those who are working to gain experience and work skills before applying for paid jobs and others for whom their placement progression initially focuses on a social communication pathway.

‘Interesting mix of things for sale, some nice vintage items, good quality clothes, books etc. I always manage to find something a bit different. Friendly staff, and they allow dogs which is great for me!’

# Re-Use It

Our "Achievement" window display at the Re-Use It shop coincided with the start of the Olympic Games, the last week in July and beginning of August. We flagged up the wonderful things our young people have achieved, with a display of photographs and certificates including food hygiene, health & safety, swimming, dancing, sponsored walks and exam results. Medals and awards won (from paralympic medals to awards for the best onions in the local flower and produce show). All along with photographs of our young people in television shows plus art works, mugs, bird houses, jewellery.



## Target: using initiative

### Manager's comments

J has a very good attitude to work. She is very conscientious in her approach and always makes the most of every moment. She takes pride in the appearance of the shop, making sure everything is in the right place.

## Target: using the Point of Sale

### Manager's comments

J has grown in confidence since the old till died. She responds to the newer, more familiar technology with ease and has dealt with customers completely independently and accurately. She always respectfully looks away when the customer uses their pin number. She still looks for confirmation in selecting the less familiar categories on the iPad, and often when selecting the right amount of change.

### J's comments

I like to look around if the books are nice and neat, and the DVDs are ok. I like the hangers to face the right way. If they are the wrong way they don't look good. I like to check that the donations don't have a big hole in them. Then they go in the bin. If they are good then I hang them, check the sizes and if they need steaming and hang them out.

### J's comments

I enjoy the using the iPad and it's easier to use than the till we had last time. I am now confident to use the till and use the iPad on my own, because when the manager is doing something I don't want to disturb her. I don't watch when the customer is putting in the pin number and then I'll tell them to take the card out of the machine when they've finished. It's difficult to give the right change so I need some help with that. Some people give you £20 and you have to give them lots of change. But if it's just £3 then I can do that.



**Target: Use own initiative to have impact on sales and customer experience**

### **Manager's comments**

J is good at questioning why things are as they are, and he is naturally reflective to offer good ideas & suggestions.

Areas to work on for this target:

- Visual example - menswear display, tie rack
- Practice USPs (unique selling points) - getting familiar with stock for conversations with customers e.g. in certain area of shop like Film/Music or new stock that comes in
- Using knowledge of regular customers' interests to work with USP's before point of sale

J has a lovely approach with customers, asking very politely if they'd like a bag, receipt, if they are paying by cash or card. J can handle busy customer sales really well, staying calm and steady, and asking appropriate questions when needed. The till is accurate with sales at the end of the day even after a busy one.

### **Trainee comments**

I think I'm good at it but see others who I think are better, so it's a scenario I'd like to develop in. I understand 'initiative' as being helpful, communicating with the customers.

# Gardening, Leatherhead Allotments

Spring '24

- In the beginning of the year, we tidied up the allotment. We laid paths with new woodchip and were donated pallets for a new bed. The group demolished the old dilapidated compost bins and Mike our volunteer made us some really smart new ones. We planned what we would like to harvest in the summer and planted lots of seeds - the new greenhouse was a real asset and has meant that we can expand our range of produce.

Summer '24

- We have sold our produce locally - Ashted Village day was a very successful outlet and our Re-Use It shop in Dorking continues to be a regular outlet. This year we have grown tomatoes, lettuce, green beans, turnips, beetroot, onions, potatoes, butter beans, courgettes, pumpkins, cucumber, rhubarb, spring onions, squash, raspberries, cauliflower, broccoli, brussel sprouts, chard, curly kale and herbs. We planted up small flowerpots and they proved a success in the shop.

Autumn '24

- Rhubarb has been popular with customers and also the most productive plant this year, this has encouraged us to grow other fruit. We have planted raspberries, blue berries and 3 fruit trees - we chose apple, plum and pear trees. We finished our autumn season with our usual barbeque which everyone thoroughly enjoyed.

Winter '24

- We spent the Autumn and winter months weeding and sorting out the paths, shed and greenhouse, ready for next year. Mike has been doing woodwork with some members of the group and they have repaired the beds as well as laying out new ones. We had a bonfire in December along with toasted marshmallows and were joined by some of our friends from other plots at the allotment.



 **Organic Produce**

Grown for you at ALDAG's allotment in Leatherhead

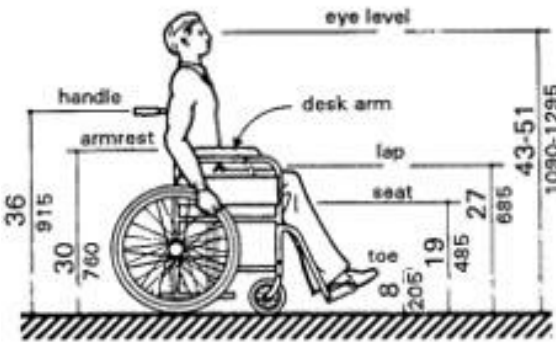
A collage of five small photographs showing various scenes of people working in the garden, including planting, watering, and harvesting. The photos are arranged in a grid-like pattern.

In the afternoons we go to customers houses to work in their gardens. We have 4 regular customers. The group enjoy going out to meet them and tend their gardens. The jobs are very different from those that they do in the allotment.



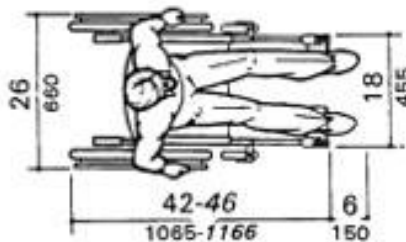
# Gardening and the local community: next steps

We have joined together with members and other charities at the allotments to raise funds for a large polytunnel, where we and other members of the allotment community can work in the cold or bad weather. Raised beds and better pathways in this area will enable access for people with disabilities, wheelchair users, the elderly and children.



**Research:** A wheelchair-accessible raised garden bed is typically higher than traditional raised beds, with room to roll a wheelchair underneath to make reaching plants easier.

- Benefits of having a wheelchair-accessible raised garden bed include improved accessibility and mobility, increased independence, and access to fresh air, sunshine, and the natural environment. Long-handled and ergonomic gardening tools, watering cans with long spouts, and sturdy plant supports make gardening more accessible with less reach needed.



- Raised garden beds are part of an overall accessible garden space by ensuring level ground, installing ramps, creating wide structural pathways, choosing easy-to-grow and maintain plants, and adding shady places to take breaks.



NOTE: Footrest may extend further for tall people

# Cups & Co, 114 High Street, Dorking



**Aim (1)** Develop opportunities for both paid and voluntary employment for people with a learning disability by opening a coffee shop/café run by a team of young people with a learning disability supported by a paid manager

- Cups & Co has had 18 trainees during 2024, plus 1 intern from NESOCOT, 2 work experience students from special schools and 1 student from a special school on the Duke of Edinburgh scheme

**How?** Create an employment pathway for our coffee shop assistants, including both generic and catering specific skills.

- One trainee has left to start a placement at a bowling centre.
- One trainee has reduced her days in order to take up a paid job at Nando's.
- First apprentice finished his placement at end of the year and is developing his CV.
- Two trainees started paid shifts in Cups & Co.

**Aim (2)** Provide an inclusive workplace for people with a learning disability where our team can develop self- confidence, social communication and interactive social skills

- All trainees enjoy interacting with customers, it is sometimes necessary to set boundaries about appropriateness.
- Staff get together - a takeaway evening and Bingo at Cups, joined by trainees from Re-Use It.

**How?** Positive reinforcement, positive team relationships, respecting everyone's views, providing time for 1:1s, setting own achievable goals

- Using people's particular skills to form a working team is important; a good communicator on the till, a barista, a 'chef' and a washer upper, with alternation of roles.
- Setting long term goals can be challenging as they need to be realistic.

**Aim (3)** Be an integral part of the local business community as evidenced by a successful coffee shop demonstrating that a learning disability doesn't need to be a barrier to work.

- Cups & Co has been open for two years and is becoming more well known in Dorking and has a number of regular customers. Customers regularly comment on the lovely atmosphere and how clean it is! The spacing of the tables means that there is plenty of room for customers who use wheelchairs or pushchairs.

**How?** Coffee shop with a distinctive presence and a reputation for providing an excellent service to the community, part of Dorking Town Partnership – special events and promotion of coffee shop

- Number 5 on Trip Advisor for Dorking “Best cafe in Dorking, A nice relaxing coffee shop” “Lots of tasty cakes and coffee tasted amazing. Cakes have their corresponding allergens listed etc low gluten - spoiled for choice.”

## All trainees will:

- arrive on time and work for a full session
  - try all jobs within the coffee shop
  - achieve their targets
  - follow direction
  - develop customer skills (polite, welcoming and helpful)
  - maintain Health and Safety requirements (clean areas, tidy)
  - work with others as part of a team
  - serve customers
  - make up trays of food for customers
- Achieved
  - Achieved
  - Achieved
  - Achieved
  - Achieved
  - Achieved
  - Achieved
  - Achieved
  - Partially achieved

## Most trainees will:

- travel independently to the coffee shop
  - achieve a Food Hygiene course
  - identify their next steps
  - use their initiative to identify tasks
  - use the cash till and card reader confidently
- 5 trainees
  - 5 trainees
  - Partially achieved
  - Achieved
  - Achieved

## A few trainees will:

- work on a catering apprenticeship
  - work on a supported internship
  - move onto a paid job in the locality
- 1 trainee
  - 2 trainees
  - 1 trainee

## Work skills



## What we have learnt

It takes a year before the young people have enough time to establish their strengths and at that point the manager can more accurately identify individual needs which would help point to possible paid work. Some of our trainees are worried about the thought of moving on. We have far more people applying than we have places. We need to be clear that at the end of the first year the placement will be reviewed and only trainees who want to work in hospitality going forward will be offered a second year.

## Next step

We have decided to put in an interim step between working at Cups & Co and a paid job in hospitality and we will be establishing some work experience placements with local businesses that we can support. Another step is paid shift work at Cups which will support CVs.

## Self- confidence, social communication and interactive social skills



### All trainees will develop:

- in self confidence
- their self esteem
- reduced anxiety that they may feel
- a sense of accomplishment
- Achieved
- Achieved
- Partially achieved
- Achieved

### Most trainees will develop:

- communication skills; facial expression, speech, body language
- Achieved

### A few trainees will:

- improved memory, concentration and problem-solving skills
- Partially achieved

### What we have learnt

Our young trainees rise to the expectations that we have for them. We assume that they can do everything and with very few exceptions the trainees are able to do the different tasks in the coffee shop. All trainees have developed their communication skills dealing with customers, for some this is a big step that will support them in whatever they decide to do next. Clear direction from the manager reduces anxiety that individuals may experience. Over time trainees are able to manage their own anxiety, e.g. initially walking away when presented with a queue of customers to methodically working through the orders. Some trainees find a full day when busy very tiring.

### Next step

Establish shorter shifts on the busiest days of the week.

## An integral part of the local business community

### All trainees will:

- contribute towards a welcoming environment in the coffee shop
- provide a good customer service
- provide good role models
- participate in events promoting the coffee shop

### Most trainees will:

- provide excellent role models
- contribute to planning promotion events

### A few trainees will:

- talk to local businesses as part of developing awareness of the skills and abilities of people with a learning disability
- move onto paid jobs in the wider community

- Achieved
- Achieved
- Achieved
- Achieved
- Achieved
- Achieved

### Reviews

A great cafe with incredible drinks - the best smoothie I've had in ages. We enjoyed sitting in the calm atmosphere and the staff were very friendly.

A planned visit today. My husband had booked a table for lunch. It was quiet when we arrived but within about 15 minutes more people arrived. This didn't affect the service however which was prompt and efficient. The staff were lovely, the food was excellent, we each ordered a different panini and chips, the orders were accurate and delicious. Would definitely recommend this cafe.

Relaxed coffee- no feeling of being rushed! Lots of tasty cakes and coffee tasted amazing. Cakes have their corresponding allergens listed etc low gluten all out on the counter too - spoiled for choice Beautifully decorated interior and I love that this is a charity. 19

# Meet the teams



Monday team



Tuesday team



Wednesday team



Thursday team



Friday team



Saturday team

# Partnerships

The Sunnybank Trust provide social groups in Epsom which are accessible to our trainees, they will follow up concerns and support particular trainees that we work with together. They visited Cups & Co as an opportunity for the two trainees we have in common to explain about working in a coffee shop to their group.

Surrey Choices continue to place young people with us to provide work experience.

Our coffee shop provides work experience and Duke of Edinburgh placements for students from Surrey special schools.

The SEN Dept of a local F.E. college use both shops to provide internships.

Some of our young trainees attend Halow on their life skills courses and come to us for their work placements.



# Community engagement



## Hello Dorking's Sustainable Trail

Take part & follow the trail for a chance to win a shop local voucher  
Across Dorking Town Centre  
8 - 16 June

Why not find out more about what shops are doing and pop in for a chat?



### Re-Use It shop, 62a West Street

We exclusively sell pre-loved clothes that saves them from landfill and the CO2 that would be used in the manufacture of new clothes - massive amounts of energy, water and other resources are needed to make clothes. From the pesticides poured on cotton fields to the 1 of 3 washes in which denim is dunked, making 1kg of fabric generates 23kg of greenhouse gases on average.

We sell fruit, vegetables and plants all grown locally on our allotment reducing travel pollution and no nasty pesticides



### Cups & Co, 114 High Street

We use CUPkind cups for takeaways. These cups use a clever water-based aqueous barrier coating that's leak-proof and kind to our planet. It breaks down harmlessly with no specialist treatments required. That's what makes these cups recyclable as well as compostable! Many other disposable cups have a PE/PLA plastic lining to make them leak-proof, which makes them harder to recycle. Our cups can be recycled or composted, to aid home composting we advise tearing the cup into pieces and mixing into your compost heap!



# Supporting the community

## What role do coffee shops play in reducing loneliness and social isolation?

The pandemic highlighted the importance of social interaction.

“...isolation is not only a primary cause of loneliness, but it also impacts our physical as well as our mental health. According to this study, isolation and the resulting loneliness are associated with a greater risk of cardiovascular disease, dementia, stroke, depression, anxiety, and premature death.”

# Supporting the community



For me, going to coffee shops is a baseline. A beginning. A way to get out of the house at least once a day.

# Supporting the community

## Creating Social Spaces:

Coffee shops, by their nature, are public gathering places, offering a setting where people can easily interact with others, whether it's the barista, other customers, or through designated tables for conversation.



# Supporting the community

## **Third Spaces:**

Coffee shops, as "third spaces" (between home and work), offer a neutral ground for social interaction, allowing people to connect with others in a comfortable and accessible environment.

## **Sense of Community:**

The busy, yet relaxed atmosphere of a coffee shop can foster a sense of belonging and community, making people feel less isolated.

Why not just invite people to come to your home? Because meeting in a coffee shop is like stepping into neutral, everybody equal territory.

# Supporting the community

## Accessibility:

Coffee shops such as Cups & Co are often located in walkable areas, making them easily accessible for people to visit and socialise. Our coffee shop is central to the main High Street with a range of car parks and on direct bus routes to and from nearby villages.



The political scientist Robert Putnam talks about two kinds of social capital: bonding social capital and bridging social capital.

Bonding social capital is the connection we have with people who are just like us. Bridging social capital is connecting with people who are different from you.

Going to a coffee shop with family and friends generally builds bonding social capital. That's easy.

That bridging social capital thing is harder. Think of it as the next big giant step in working through isolation and in rebuilding community.

Our isolated lives have created some very tense and complicated social and political divisions in our society. That We vs Them thing is the biggest and scariest elephant in the room these days

# Conquerors, The Dell, Ashtead

We are very fortunate to have a team of volunteers who together ensure that everyone has a great time on club evenings.

Conquerors meets twice a month on the first and third evenings for everyone to have a chat and some fun with friends very often only seen on a club night. The guys talk over a game of pool or Jenga and our female members chat whilst enjoying some craftwork.

We have an attractive outside area that we can use for sports or other outside activities which we usually do as a group, this might be a BBQ (cheesy chips included) or just toasting marshmallows over a fire pit.

Our regular non cooking activity in the Dell Centre's kitchen is always popular and we aim to focus on healthy eating.

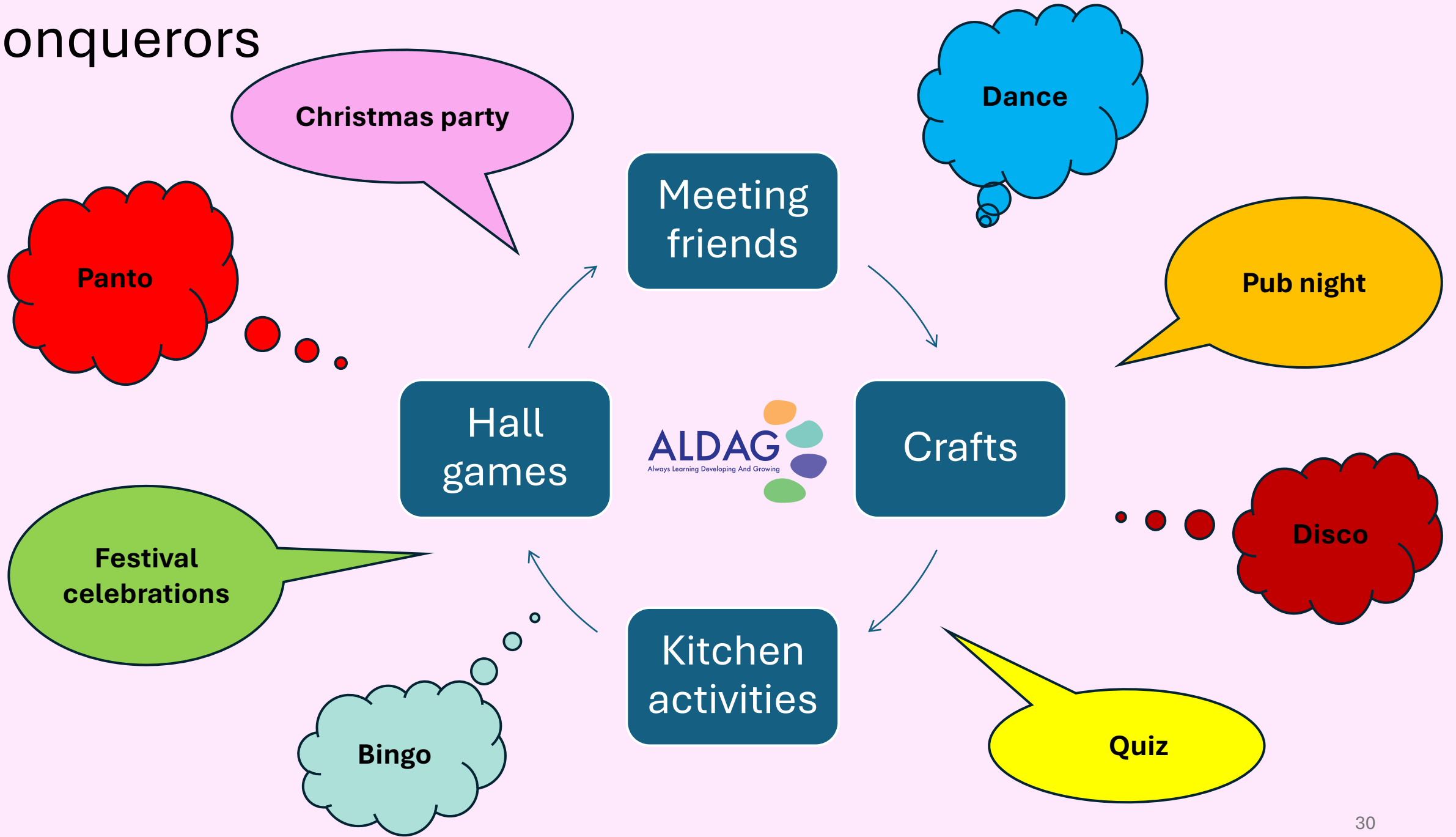
Making the most of celebrations is also a focus of our evenings ranging from Chinese New Year (wearing red and eating with chopsticks!) and Valentine's night at the beginning of the year, to Pizza & Beer evening and Christmas (including a panto) at the end of 2024.

Music is provided throughout our evenings by Alex who provides a great playlist. Dance sessions range from ballroom dancing demonstrated by Mandy and her dancing partner before we all join in – to Funky Moves focusing on pop music and routines.

Our quiz masters Nicola and Alastair provide an enjoyable and sometimes challenging quiz often based around Disney characters and films – prizes for the winners and all the runner ups.



# Conquerors







Christopher Pym Robert Squire Danny Rogers Kelly Wines Claire Russell John Conway

Wed 16 - Thurs 24 Dec 2015

Advertiser  
DorkingandLeatherhead  
Advertiser.co.uk

the  
leatherhead  
theatre

theleatherheadtheatre.org  
01372 365141

HOT ROCK  
PRINT & DESIGN SOLUTIONS  
HOTROCKPRINT.CO.UK

# What our trainees think....

It's challenging when it's busy. We have a lot of people coming in especially in the holidays.

I've learnt a lot about different coffees and how to make smoothies, milkshakes and sandwiches.

My favourite job is working in the kitchen making food. My favourites are making jacket potatoes + fillings, ham & cheese toasties and different soups.

I like working with my colleagues. Teamwork is important.

I like the shop, sorting new donations and getting them out for sale, I like doing that.

I really enjoy working here 'cos I get to learn skills that I wouldn't otherwise, like dressing a mannequin! It's fun to figure out how to do these requests for customers. I enjoy chatting with customers and getting to know more about them.

I read the recipe and remember what to do.

I have learnt money skills using the till. It has helped my maths, recognising the different coins to give change to customers.

I enjoy working on the till, it gives me experience I can use for other jobs.

# What our partners and parents think....

I also wanted to thank you for setting J up in the shop Reuse. I went to visit him the other day. He loves it and is flourishing in there! The staff are great with him and Meg has a wonderful relationship with J. Everyone has commented on how more confident he is and has an overall calmness about him.

She has learnt so much. We will be forever grateful that she has had this brilliant opportunity.

ALDAG has been amazing for K, his confidence is growing, he really enjoys helping in the coffee shop and charity shop, the staff are so supportive of him and I am so grateful he has been given the opportunity to volunteer!

Working in the Re-Use It shop and Cups & Co has given C the opportunity to learn many useful, practical skills and gain confidence using them in a workplace setting under careful, patient guidance and supervision. ALDAG is a fantastic charity, helping youngsters with learning disabilities that would otherwise struggle to find the equivalent suitable, in nurturing environments that may ultimately lead to paid employment.

Thank you for offering H work experience with you, she's really enjoying it. We wanted to check whether this is an ongoing opportunity for her to volunteer with you? We also wondered whether there might be a possibility of her doing another day with you in the future?

# What our volunteers think....

Volunteering with ALDAG brings me much pleasure because it encompasses two of my passions. I enjoy working alongside young adults with learning difficulties in a fun, supportive environment whilst also caring for the planet by recycling. The added bonus is our lovely customers, of whom many become regulars.

Volunteering enables me to see the members enjoying themselves and seeing their friendships blossom.

I thoroughly enjoy being a volunteer for ALDAG and getting to know the young people. It is so rewarding to see them develop their self confidence as well as their work skills and all in a real context.

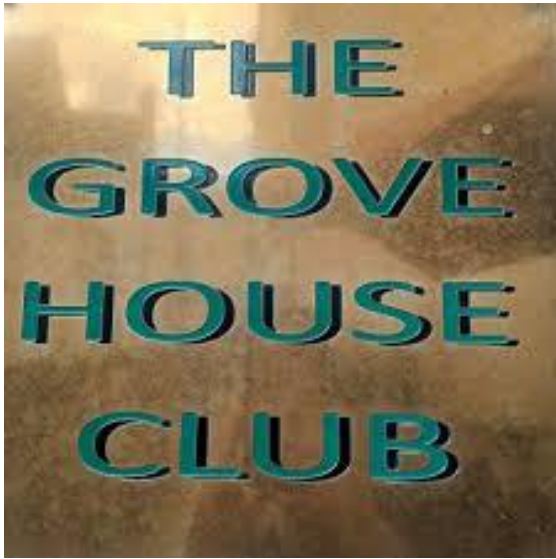
It's a really worthwhile cause – local and small (not vast & corporate). Relies on donations – no bought in goods – the locals and visitors appreciate that.

I love volunteering at the charity shop – its rewarding and meaningful.

I have been a volunteer with ALDAG for almost five years. I support young people with learning difficulties. It's very rewarding to watch their progress as they grow more confident in being with other people in a working environment. Its fantastic when someone who would never give me eye contact actually looks straight at me and holds a conversation. My aim is to create a happy environment where the young people feel happy and confident when they come to work.



**Thank you to  
all our  
volunteers  
for a massive  
2,400 hours  
of support  
over 2024**



The Gatwick  
Foundation Fund



Soundbytes concert



John Ede Trust



Ashtead Village Day

As you can see, the two intrepid “barrow men”, Joseph and Mark were ably supported by Louise. They were mightily successful, completing the course from John O’Groats to Land’s End, unaided. Despite the overnight rain, which made parts of the walk tricky, they pushed on, tackling 12 questions and many more puddles along the four-mile route. Joseph was so ecstatic that he was keen to do a second lap! Also, he was magnanimous. Although determined to push the wheelbarrow the four miles on his own, Joseph appreciated that sharing was a great thing to do and enabled Mark to contribute too. Congratulations to Dorking Rotary and Liz for organising a wonderful day for us and other local charities.

## Please join our Sponsored Walk

Sunday 28<sup>th</sup> April 2024, Holmwood Common

Postcode RH5 4JH Grid reference TQ 169 468

ALDAG is taking part in Rotawalk’24, which is being organised by Dorking Rotary Club. The walk is along a four mile all-weather hard-core path, through woodland and is suitable for buggies, wheelchairs etc. Groups may start any time between 10am and 2pm. Email [info@aldag.org.uk](mailto:info@aldag.org.uk) for further details and to let ALDAG know that you would like to take part.

To sponsor participants please go to ALDAG’s JustGiving page via the QR code below or by following this link <https://www.justgiving.com/crowdfunding/ALDAGwalk>.



# Fundraising

Thank you



And a special thank you to all the individual people who donate regularly or raise funds for us – and that includes some anonymous supporters too. ALDAG relies on donations and grants to keep funding all our activities – THANK YOU from everyone in ALDAG.



# Financial Review



This is the fifth full year of the Charitable Incorporated Organisation ALDAG (Always Learning Developing And Growing).

## **Statement of Risks and Safeguarding**

The Trustees regularly review their safeguarding policies and procedures to ensure that ‘protecting people and safeguarding responsibilities is a governance priority...and all reasonable steps are taken to protect people who come into contact with the charity from harm’ (Charity Commission October 2018). All volunteers and trustees are subject to a DBS check and a code of conduct is included in induction. All trustees report on the risks associated with their remit to the full Trustee Board.

## **Statement of Responsibilities**

Trustees of the Association are required to prepare Financial Statements for each financial period that provide a true and fair view of the state of affairs of ALDAG and of its incoming resources and the application of the resources for that period. In preparing these Financial Statements the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements

Trustees of the CIO are responsible for keeping proper accounting records which disclose at any time the financial position of ALDAG and to enable them to ensure that the Financial Statements are correctly prepared. They are also responsible for safeguarding the assets of ALDAG and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Reserves Policy**

Charity law requires any income received by a charity to be spent within a reasonable period of receipt. Trustees should be able to justify the holding of income as reserves. The trustees have decided that 12 months funding should be held in reserves to manage unforeseen financial difficulties, i.e. £66,000 to meet 2025's legal liabilities for one year.

### **Independent examiner's report to the trustees of ALDAG (Always, Learning, Developing And Growing)**

I report to the charity trustees on my examination of the accounts of ALDAG for the year ended 31 December 2024.

Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

Registered Charity No. 1182187

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

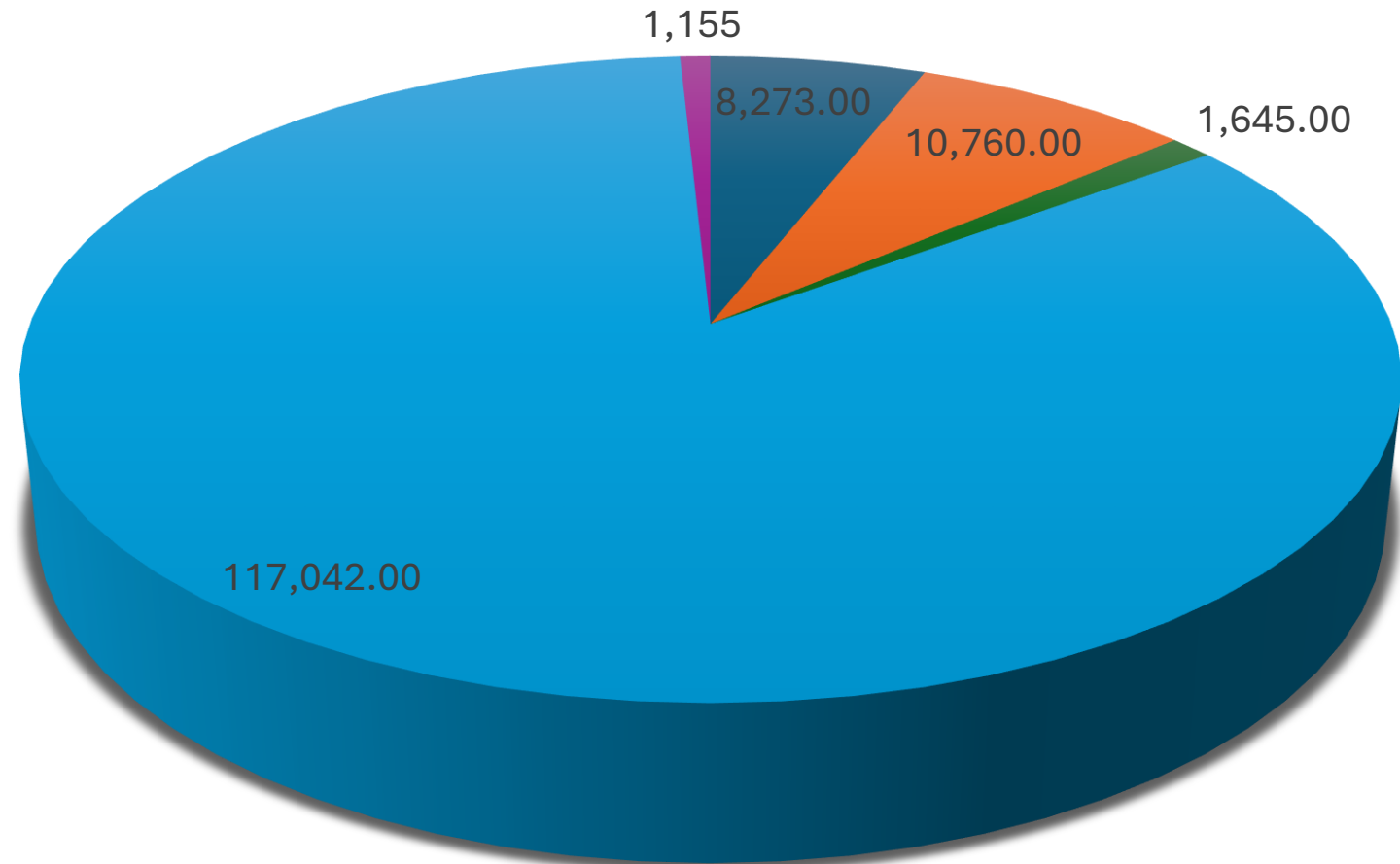


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Xeinadin, Nightingale House, 46-48 East Street, Epsom, Surrey KT17 1HQ

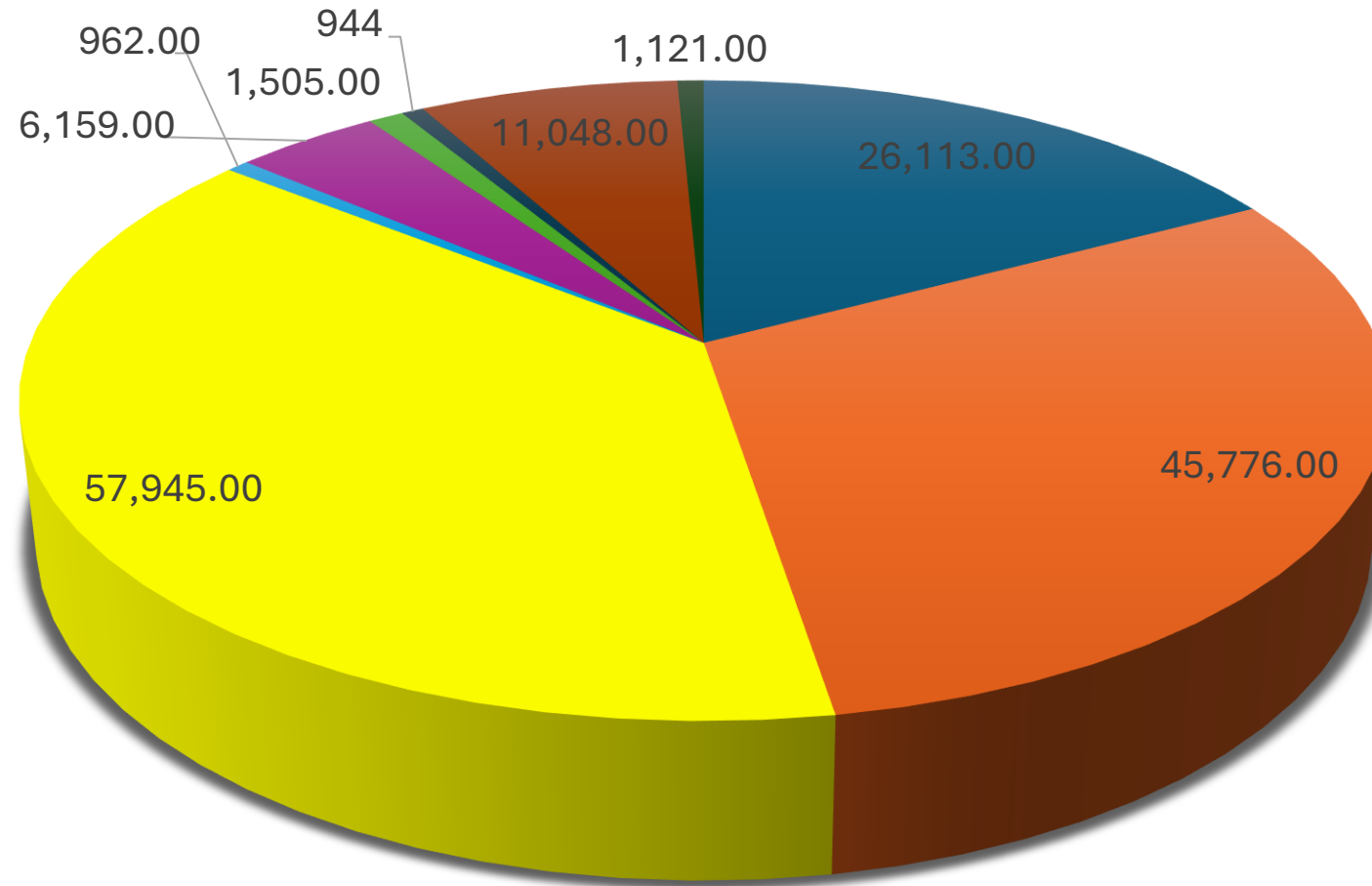
Date: 28.03.25

# Total receipts for 2024 £138,875



- donations
- grants
- fundraising
- sales & services
- subscriptions

## Total payments for 2024 £151,573



- central
  salaries
  rent & rates
  running costs
  utilities
- maintenance
  insurance
  C&C supplies
  internet

## Transactions & Financial Position

The accompanying Financial Statements have been prepared in accordance with The Charities Statement of Recommended Practice published in October 2019, applicable Accounting Standards and the Charities Act 2011 and are presented on a Receipts and Payments basis. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to be satisfactory.

### Financial Statements      Receipts and Payments Account for the year ending 31<sup>st</sup> December 2024

	Total	Unrestricted Funds	Restricted Funds
Receipts	£	£	£
Donations	8,273	6,950	1,323
Grants	10,760.00	-	10,760.00
Fundraising	1,645	611	1,034
Sale of goods & services	117,042	117,042	-
Subscriptions	1,155	345	810
<b>Total Receipts</b>	<b>138,875</b>	<b>124,948</b>	<b>13,927</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2024 continued



	Total	Unrestricted Funds	Restricted Funds
Payments	£	£	£
Central	26,113	25,113	1,000
Salaries	45,776	33,909	11,867
Rent & rates	57,945	57,945	
Running costs	962	534	428
Utilities	6,159	6,159	-
Security & maintenance	1,505	1,505	-
Building insurances	944	944	-
Cups & Co supplies	11,048	11,048	-
Internet	1,121	1,121	-
<b>Total Payments</b>	<b>151,573</b>	<b>138,278</b>	<b>13,295</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2024 continued



CENTRAL Payments		CENTRAL Receipts		CENTRAL movement
Advertising & Marketing	524	CIO Membership Fees	345	
AGM Costs	97	Donations from APCC	2,596	
Audit & Accountancy fees	480	Donations: Charities/Groups – Non-Gift Aided	3,912	
Bank Fees	437	One Off Donations from Individuals – Non-Gift Aided	205	
DBS Checks	62	Donations from Individuals - Gift Aided	150	
Insurance	1,380	Regular Donations from Individuals – Non-Gift Aided	87	
Payroll Charge	840			
Subscriptions	259			
Workshop payment	71			
Training for trainees	21,383	HIT EHCP restricted	1,000	
Fundraising Costs	137	Village Day Fundraising Income	611	
Xero subscription	443			
<b>TOTAL PAYMENTS</b>	<b>£26,113</b>	<b>TOTAL INCOME</b>	<b>£8,906</b>	<b>MOVEMENT (17,207)</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2024 continued



CONQUERORS Payments		CONQUERORS Receipts		CONQUERORS movement
Salary	0	Subscriptions (restricted)	810	
Running costs	328	Donation	149	
<b>TOTAL PAYMENTS</b>	<b>£328</b>	<b>TOTAL INCOME</b>	<b>£959</b>	<b>MOVEMENT £631</b>

GARDENING Payments		GARDENING Receipts		GARDENING movement
Manager 1 salary	3,551	Gardening Services	637	
Running cost	634	Fundraising	649	
		Donation	100	
<b>TOTAL PAYMENTS</b>	<b>£4,185</b>	<b>TOTAL INCOME</b>	<b>£1,386</b>	<b>MOVEMENT (£2,799)</b>

RE-USE IT Payments		REUSE IT Receipts		REUSE IT movement	
Building insurance	707	Total sales	57,761		
Utilities	2,228	Donations (restricted)	524		
Salaries	25,245				
Rent, rates & BID levy	23,503				
Security & maintenance	310				
Internet	568				
<b>TOTAL PAYMENTS</b>	<b>£52,561</b>	<b>TOTAL INCOME</b>	<b>£58,285</b>	<b>MOVEMENT</b>	<b>£5,724</b>

CUPS & CO Payments		CUPS & CO Receipts		CUPS & CO movement	
Building insurance	237	Total sales	58,644		
Utilities	3,931				
Food & beverages	11,048	Fundraising (restricted)	385		
Salaries	16,980	Grants (restricted)	9,760		
Running costs – heating install	1,195	Donations	550		
Rent, rates & BID levy	34,442				
Internet	553				
<b>TOTAL PAYMENTS</b>	<b>£68,386</b>	<b>TOTAL INCOME</b>	<b>£69,339</b>	<b>MOVEMENT</b>	<b>£953</b>

### Receipts and Payments Account for the year ending 31<sup>st</sup> December 2024 continued

		Total	Unrestricted Funds	Restricted Funds
<b>Receipts minus payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Receipts	138,875	124,948	13,927
	Payments	151,573	138,278	13,295
<b>Surplus/(Deficit)</b>		<b>(12,698)</b>	<b>(13,330)</b>	<b>632</b>

		Total	Unrestricted Funds	Restricted Funds
<b>Net movement in funds</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Retained funds b/fwd	85,561	85,436	125
	Current year deficit	<b>(12,698)</b>	<b>(13,330)</b>	<b>632</b>
<b>Treasurer's account</b>		<b>72,863</b>	<b>72,106</b>	<b>757</b>

## Balance sheet for the year ending 31<sup>st</sup> December 2024

	Total	Unrestricted Funds	Restricted Funds
<b>Assets</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lloyds Business Current Account	59,112	58,355	757
Cups & Co Rent Deposit	13,750	13,750	-
<b>Total Assets</b>	<b>72,862</b>	72,105	757

	Total	Unrestricted Funds	Restricted Funds
<b>Reserves</b>	<b>£</b>	<b>£</b>	<b>£</b>
Retained Funds b/fwd	85,561	85,436	125
Current Year Funds	(12,699)	(13,331)	632
<b>Total Reserves</b>	<b>72,862</b>	72,105	757

Restricted subscriptions of £810 were received in the year from members of the social group Conquerors, contributing towards running costs. £632 of this amount was remaining at the year end, and to be carried forward to 2025.

	Total	Rent	Building maintenance
Liabilities per annum	<b>66,000</b>	58,000	8,000

The above Statement of Assets and Liabilities and associated Receipts and Payments Account were approved by the Board of Trustees on 10.04.25, approved by the Members on 26.04.25 and are signed on their behalf by:

*Pamela Walden*

Pamela Walden (Chair of trustees)

*John Ashurst*

John Ashurst (Treasurer)

**ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)**

England & Wales - Charity number 1182187

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# Accounts

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Annual  
Trustee  
Report 2023

**ALDAG**

Always Learning Developing And Growing



	Index	
1.	Reference and administration	p3
2.	Vision	p4
3.	Visibility in the community	p6
4.	Re-Use It shop	p9
5.	Cups & Co	p12
6.	Gardening	p15
7.	Craft workshop	p17
8.	Open Doors	p18
9.	What our trainees think	p19
10.	What our partners and parents think	p20

	Index	
11.	Conquerors	p21
12.	Social groups	p22
13.	Short breaks	p23
14.	Fundraising and donations	p24
15.	Goals for 2024	p26
16.	Financial Review	p27
17.	Overview of receipts and payments	p30
18.	Financial Statements	p32
19.	Balance Sheet	p40

*The Trustees confirm that they have complied with their duty to have regard to the public benefit guidance issued by the Charity Commission when exercising any powers or duties to which the guidance is relevant.*

# Reference and Administration

**Charity Commission number:** 1182187

**Charity's registered office:** Greendene, Glebe Road, Ashted, Surrey KT21 2NT

Trustee name	Office	Dates	Election due	Structure and Governance	
<b>Pamela Walden</b>	Chair	Elected, June 2023	June 2026	Governing document	Constitution
<b>Tony Leach</b>	Vice Chair	Elected, June 2023	June 2026	How the charity is constituted	Charitable Incorporated Organisation (CIO)
<b>David Phibbs</b>	Treasurer	Elected, October 2020	October 2023	Trustee selection methods	Elected by members in line with constitution
<b>Liz Newhouse</b>	Secretary	Elected, June 2023	June 2026		
<b>Hazel Gibson</b>		Elected, June 2023	June 2026	Bankers	Lloyds Bank plc VICTORIA (309897)
<b>Jennie Blackburn</b>		Elected, June 2023	June 2026	Independent Examiners	HM Day BSc (Hons) FCA DChA ICAEW Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey, KT17 IHQ
<b>Roger Walker</b>		Elected, June 2023	June 2026		

## Our Vision

# Advancing the social inclusion of people with learning disabilities.



Social inclusion is defined as the process of improving the terms of participation in society, particularly for people who are disadvantaged, through enhancing opportunities, access to resources, voice and respect for rights. *United Nations*

## How do we work towards achieving this?

By developing an employment pathway providing:

- a broad range of work experience placements
- opportunities for paid employment through apprenticeships in retail and hospitality
- long term voluntary job placements
- visibility in the local community

By developing social opportunities through:

- social groups
- team activities
- short breaks

## Our Vision

# Advancing the social inclusion of people with learning disabilities.



### Impact: social inclusion opportunities

#### Social events

- Club meetings
- Short breaks
- Small teams



#### Small groups

- Woodwork
- Panto
- Pub nights



### Impact: social inclusion in the workplace

#### 33 work experience placements

- 12 retail placements
- 15 hospitality placements
- 6 gardening placements



#### 2 apprenticeships

- 1 in retail
- 1 in hospitality



#### 4 different work experience provisions

- Re-Use It shop
- Cups & Co coffee shop
- Gardening services



## Visibility in the community

# Advancing the social inclusion of people with learning disabilities.



Being visible – our two shops are both part of the busy shopping centre in Dorking. Our gardening team also work in the community whether this is planting some of the town's planters or working in people's gardens.

I stumbled upon Aldag Charity **Cups & Co** during my first visit to Dorking, and what a delightful find it was! Walking down the High Street, my hunger led me to explore a random cafe, and I'm so glad I did. The charming appearance of the cafe caught my eye, and little did I know, it had a heartwarming mission of employing individuals with learning difficulties/disabilities. This cafe is a true gem, not just for its culinary offerings but for the positive impact it makes in the community. Google



## Visibility in the community

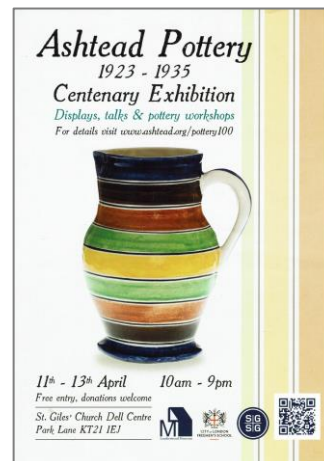
# Advancing the social inclusion of people with learning disabilities.



We have a great partnership with The Grange sharing our common values. In Cups & Co we sell cards made by their young people and also some beautiful needlework pictures - the embroidered budgies flew off the wall!



In Dorking we regularly join in their seasonal events: the Re-Use It shop entering their Christmas window competition and both shops taking part in various trails around the town with children looking for numbers in the shop windows. We exhibited in the 'Big Help Out' DorKing Coronation event further raising our profile in the community.



In April our catering team were asked to provide refreshments at the Centenary Exhibition of Ashtead Pottery in The Dell. It was extremely well attended, and our trainees provided a very efficient service. It was a great opportunity to be part of the local community and share the aims of ALDAG.



## Advancing the social inclusion of people with learning disabilities.



Diversity, Equity, Inclusion, and Belonging (DEIB) are key concepts crucial for building a fair and equitable workplace and society. Diversity's definition simply means the differences between people, and equity is about securing everyone's access to the same opportunities and resources. Inclusion creates a welcoming and respectful environment; belonging is the feeling of being accepted and part of a community. Inclusion means creating a work environment where all employees feel respected, and supported, regardless of their background or characteristics. An inclusive workplace is one where everyone can participate fully and contribute to the organisation's success.

Qooper 2023



**An Employment Pathway  
Re-Use It**  
62a West Street, Dorking

**Advancing the social inclusion  
of people with learning disabilities.**



### **Referrals and team members**

We had a team of twelve assistants over 2023 and welcomed four new shop assistants. The trainees were referred to us from a variety of sources including The Grange, Surrey Choices, other ALDAG provisions and from families. Our trainees develop their skills in a work context including excellent customer service often growing in sales confidence as they become familiar with the shop routines. We are proud of all our shop assistants who are valued team members. Some of our assistants are able to use their personal interests or college courses to develop their customer facing skills, e.g. providing information on music, film and AV from a Film and Production college course, hard selling of the allotment produce or putting maths study into practice using the card reader as well as handling money.

### **Volunteers**

We have been very ably supported by our six volunteers over the past year including two new people – all with different skills to share with our trainees.

### **Community involvement**

The window displays, created by a team of our young people, are successful in displaying and selling our more expensive items and drawing in customers. The young people have had to be creative with quite a few unusual items, from “Boney Toni” a skeleton, who has a new home on top of a dinosaur in Gomshall, to a 20+ foot long python snakeskin! We have developed relationships with some lovely people in the community who are willing to help the charity in different ways. Whether this is valuing some items or mending clothes.

**An Employment Pathway**  
**Re-Use It**  
62a West Street, Dorking

**Advancing the social inclusion  
of people with learning disabilities.**



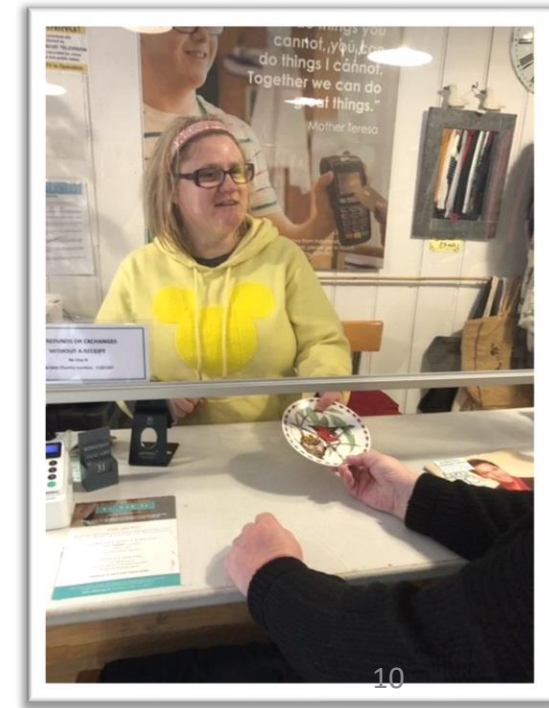
**Apprenticeship training**

HK continues to develop her skills through her apprenticeship as she approaches her mock and final examinations in the spring of 2024.

Know how to identify and determine individual's situation and needs	By asking questions and watching customers body language
How to respond in the most appropriate way in line with the business culture and use effective methods of communication that achieve the desired response.	I need to be welcoming and look after our customers
Understand how personal performance contributes to the success of the business (for example the sale of products and services, increasing sales and achieving customer loyalty)	I need help with this and hope to learn this during the course
Challenge personal methods of working and actively implement improvements	I need to work on my confidence



Jo sorting stock and serving customers.



**Trainee targets**

Skills	My comments
Sorting clothes – good / recycle	I think I’m quite good at sorting. If they have a little stain I throw them away.
Sizing clothes	Pretty good, I suppose. I put the clothes next to another one to check the size if it doesn’t have a label.
26.09.23	<b>Wrapping goods independently</b> Use scissors to cut bubble wrap Wrap delicate goods Use the sellotape dispenser Bag items
26.09.23	<b>Customer service</b> Say hello and goodbye to customers Speak clearly and loud enough, so the customer can hear when serving behind the till

Using the till	Manager’s comments
January	T is working hard to talk to the customers at the till. He needs supervision but is accurate, reasonably quick and precise with the money. Since he began to work on the till, his confidence has grown. Occasionally has had to be asked to move to the till quickly and not keep the customer waiting, but this week, he has kept an eye on the monitor in the stockroom to see if there are customers in the shop ,and moving out to serve.
May	

An Employment Pathway  
**Cups & Co**  
114 High Street, Dorking

Advancing the social inclusion  
of people with learning disabilities.



### The ethos and aims of Cups & Co

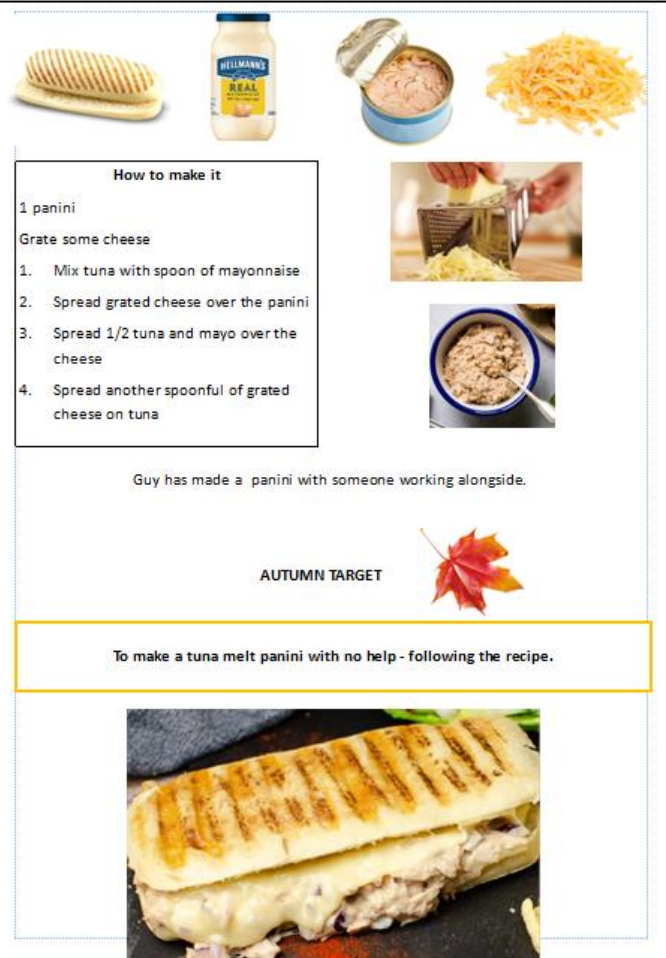
Cups & Co is run as a commercial coffee shop and we expect our trainees to take their work as seriously as they would in Starbucks! Our aim is to train our assistants in hospitality skills with the ultimate goal, for some, of gaining a paid job in the community. There are lots of practical skills to learn: making different hot drinks including takeaways, as well as a variety of toasties, sandwiches, paninis, jacket potatoes and fresh soups. There are also the important customer facing skills whether this is taking orders, responding to questions or delivering the food to customers. We have many 'regulars' during the week and families on Saturdays. Google review - Second visit, just as good as the first. Cheerful, friendly and helpful service. Being coeliac, it was great to have a choice of 3 gluten free tasty treats.

**Food: 5/5 | Service: 5/5 | Atmosphere: 5/5**



### Referrals and team members

Over the course of 2023 Cups & Co welcomed fifteen trainees. Two trainees started as interns from NESOT and then stayed on with us, several have been referred from Surrey Choices, others from The Grange or special schools and colleges. Placements vary from half a day up to three days a week depending on other commitments especially for our younger trainees who are on work experience. We also support students from special schools who are on a Duke of Edinburgh course. Everyone has individual targets as well as working towards gaining a Level 1 in Food Hygiene and Safety. Our apprentice started with us in the summer and continues to make great progress on his Level 2 Hospitality Team Member course.



**How to make it**

1 panini

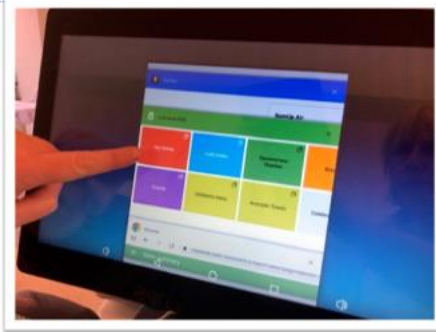
Grate some cheese

1. Mix tuna with spoon of mayonnaise
2. Spread grated cheese over the panini
3. Spread 1/2 tuna and mayo over the cheese
4. Spread another spoonful of grated cheese on tuna

Guy has made a panini with someone working alongside.

**AUTUMN TARGET**


To make a tuna melt panini with no help - following the recipe.



Jennie can use the till.

**SUMMER TARGET**

Make sure the right cake and drink is put into the till.



Accredited training



**Hospitality Team Member Skillscan**

<p><b>Business</b></p> <ul style="list-style-type: none"> <li>Know the business vision and values, its main competitors, how it fits into the wider hospitality industry and how own area of work contributes to achieving business targets</li> <li>Know how own role can minimise unnecessary financial loss to the business</li> <li>Understand how personal discipline in approach to work, for example time-keeping, attendance, personal appearance, personal presentation and conduct can all have an impact on the business/ brand reputation</li> <li>Know the products / services that are offered by the business, their prices and special offers and how to match them to customers' needs</li> <li>Know how the business aims to increase its market share and compete against its main competitors, for example its unique selling points, promotions and marketing campaigns</li> <li>Understand how the use of technology can enhance customer service and productivity in hospitality businesses</li> <li>Recognise and understand legislative responsibilities relating to the business and the products and / or services it offers</li> <li>Know how the activities in hospitality businesses can have a negative effect on the environment</li> </ul>	14
<p><b>People</b></p> <ul style="list-style-type: none"> <li>Understand the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts</li> <li>Know how to support and influence the team positively, recognising how team members are dependent on each other to meet business objectives</li> <li>Understand how to work with people from a wide range of backgrounds and cultures</li> </ul>	14
<p><b>First line supervision / Team leading</b></p> <ul style="list-style-type: none"> <li>Understand how to support the supervision of team members for example new and junior employees to assist line manager</li> </ul>	14
<b>SKILLS</b>	<b>Score Yourself</b>
<p><b>Customer</b></p> <ul style="list-style-type: none"> <li>Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs</li> <li>Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations</li> <li>Check that customers are satisfied with products and services and act on feedback in line with business procedures</li> </ul>	16


highspeedtraining.co.uk

## Certificate of achievement

High Speed Training certifies that

has completed

# Level 1 Food Hygiene and Safety

A high quality, interactive training course that gives learners the confidence to understand food safety laws and recognise how to keep food products safe for consumers.

Issued On: 07/08/2023  
 Recommended Renewal Date: 06/08/2026  
 Certificate Number: T-3692201-3902481  
 To verify please visit: [www.highspeedtraining.co.uk/verify](http://www.highspeedtraining.co.uk/verify)







On behalf of High Speed Training

## Work Experience Gardening

## Advancing the social inclusion of people with learning disabilities.



We started 2023 with the erection of the greenhouse. It was bought with money donated to us in memory of our friend, Colin. The team enjoyed working with the friends who came to help us put it up. We had a busy spring tidying up the allotment, doing any repairs and planting the seeds.

We are very much a part of the allotment community and have made many friends. Some of the team and their families went to the allotment barbeque and two of the team go to the clear up Sundays once a month.

One day an SOS went out, A big pile of grit had turned up unexpectedly in the car park. Jxx and Mxx volunteered to go to the allotment straight away to help spread it over the car park. It was very much appreciated.

In June we had a stall at Ashted Village Day. We potted up plants, sold books and jigsaws from the Re use it shop and had a very successful raffle



## Work Experience Gardening

## Advancing the social inclusion of people with learning disabilities.



This year at the allotment we grew rhubarb, tomatoes, lettuce, garlic, cucumbers, beetroot, broad beans, dwarf beans and runner beans, radish, turnip, cauliflower beetroot, leeks, sprouts broccoli, carrots, pumpkins and squash. We also grew onions, courgettes and potatoes but these did not do quite as well in the dry conditions. We sold our produce in the Re-Use It shop.

In addition to working at the allotment we also work in private gardens. This gives a greater variety of work and skills needed. In September we entered the Ashted Horticultural Show. We were thrilled to win 1<sup>st</sup> prize for both our leeks and sunflowers. We also won third prizes for our tomatoes and potatoes. We had the end of season barbeque in October. Jxx decided that he should take on Colin's role and be the chief cook. He sat down quietly and concentrated on the cooking just as he had seen Colin. He did a brilliant job! The food was delicious.



We finished the year off with hot chocolate, mulled wine and roasting marshmallows around the fire. A Good Year!



## Work Experience Craft workshop

Advancing the social inclusion  
of people with learning disabilities.



Our crafters made some great items using donated or scavenged wood. The items were sold at the Open Doors cafe, at Ashted Village Day and through our 2 shops – Re-Use It and Cups & Co. The young people developed their fine motor skills using a variety of tools and had great fun whilst doing the tasks! Pyrography was a favourite activity personalising the bird boxes with examples of different birds – although the flamingos were a bit hopeful!



Unfortunately, the running costs of the workshop proved too expensive for us to continue with this project and we had to close at the end of August. The members were signposted to the Conquest Art Group in Ashted and are enjoying using their craft and artistic skills.

*“Our group members find fulfilment through joining in, whatever their level of ability and disability, and experience a sense of achievement and satisfaction from exhibiting their artwork.”*



## An Employment Pathway Open Doors

Advancing the social inclusion  
of people with learning disabilities.



The flyer is divided into four quadrants. Top-left: Dorking United Reformed Church logo and ALDAG logo. Top-right: 'Thursdays 10.30am-1.00pm' and 'Warm Welcome'. Bottom-left: Photo of a woman serving drinks, with 'Open Doors Café with ALDAG' text below. Bottom-right: 'Hot Drinks, Cakes, Light Lunches.', contact number '01306 886644', email 'hellodurc@outlook.com', and small text: 'DURC: Registered charity no. 1122113 ALDAG: Registered charity no. 1182187'.



Following a successful two years running the church's weekly café our partnership with Dorking's United Reformed Church came to its conclusion at the end of July. The church was able to take over the running of the café as they continue to develop their outreach to people with a learning disability. Our 4 café assistants continue to be part of the church café team. Great to have been part of this super project and we wish them every success for the future.

## What our trainees think

# Advancing the social inclusion of people with learning disabilities.



I like making coffee and different types of drinks. It's challenging and I like that. I learn more new skills, am aware of hygiene every time, it's important. I can use this for a paid job in the future. This is a very important thing.

I like the area we are in and the people I work with, we're all good friends.

I enjoy doing the hot drinks, I like being busy, I like everything here except the drying up!

I like working on the till and talking to people. I like helping them out if they ask how much something is.

It's an enjoyable place to work and continues to teach me new skills, it's a good place to learn.

You never know who or what will come in and you always get a surprise with the donations. Doing the till has really helped me with my money skills.

## What our partners and parents think

# Advancing the social inclusion of people with learning disabilities.



We would like to thank you and your team for all the support that they have given Sxxx. She has thoroughly enjoyed working at Cups & Co and feels that she has learned lots about working and interacting with customers.

It's such good experience for him and I know he's getting a lot out of it so I do really appreciate what you've done for us here.

The placement at Cups & Co has been very good for Cxxx.

Hi, this is wonderful to see, thank you for sharing Lxxx's review. Lxxx genuinely enjoys working at the shop. Thank you for helping him boost his confidence we have seen a lot of positive changes in him.

Thank you Cups and Co ALDAG for giving us the opportunity to learn invaluable world of work skills. We have enjoyed every minute of our Supported Internship working with you. We have learnt so much more about customer service and communications. It has been great fun!

## Social Opportunities Conquerors

## Advancing the social inclusion of people with learning disabilities.



During 2023 Conquerors continued partly run by volunteers and partly with a new manager. At the end of November, the club returned to being run by volunteers. This was due to a change in circumstances and the resignation of the manager.

Conquerors has a core membership of 20 but we have other members who attend on a more casual basis. We have continued to run twice monthly meetings where the members have the opportunity to meet up with friends in a relaxed social setting. They have access to pool, table tennis and other large equipment also table-top activities including craft, book art and puzzles. We also use the kitchen on a regular basis and in warmer weather there is a large outside area.

We started off the year with a visit to a local pantomime. This was well attended by members. During the year we had a pub night in Ashted. This is always popular. With members and some support staff there were 30 of us. We also had two visits from Georgina and Jackson. Jackson is a therapy dog. This proved beneficial to some members who are a little scared around dogs. As we started, we ended the year with a visit to the pantomime. This time 29 of us went to Leatherhead Theatre and had a great time.

During the year we have had 3 new members join us and we hope to welcome more in 2024.

## Social Opportunities Social Groups

Advancing the social inclusion  
of people with learning disabilities.



It was wicked, I liked the drinks and meeting my friend.

We just wanted to say how much Cxxxx enjoyed the panto this evening, thank you so much for arranging it. His faith in the traditional festive frivolity has been restored.



Thank you for giving Exx a great evening. She was on a high when she got in.



It was enjoyable, funny and an experience I'll never forget.

## Social Opportunities Short Breaks

## Advancing the social inclusion of people with learning disabilities.



Everyone had a really good time at Butlins. Despite the weather we all made the most of what was on offer, including the ABBA show, the circus and of course shopping and the beach. By consensus, the best night was the silent disco, singing and dancing to different songs. The concept of a Silent Disco is fairly new and it is very simple – everyone has a set of LED headphones playing the music.



Unfortunately, 2023 was our last annual summer break at Butlins. It has been difficult to get insurance cover for groups staying overnight unless it is for an activity run by another company, so we had to make the decision to stop this particular activity. But we will be exploring other options for 2024.





A very big thank you to everyone who donated or raised funds for us over the past year including our much appreciated regular donors.

# Fundraising

Advancing the social inclusion of people with learning disabilities.



Together we can



## Goals for 2024

# Advancing the social inclusion of people with learning disabilities.



### Goal 1.

Establish links with local hotels for potential work experience placements.

### Goal 2.

Establish link with local coffee shop chain for potential work experience placements.

### Goal 3.

Expand and reorganise our gardening group to reach more people.

### Goal 4.

Use outdoor learning centres to provide weekend sessions for groups.

### Goal 5.

Provide a calendar of evening events that small groups or pairs of friends can enjoy.

# Financial Review



This is the fourth full year of the Charitable Incorporated Organisation ALDAG (Always Learning Developing And Growing).

## **Statement of Risks and Safeguarding**

The Trustees regularly review their safeguarding policies and procedures to ensure that ‘protecting people and safeguarding responsibilities is a governance priority...and all reasonable steps are taken to protect people who come into contact with the charity from harm’ (Charity Commission October 2018). All volunteers and trustees are subject to a DBS check and a code of conduct is included in induction. All trustees report on the risks associated with their remit to the full Trustee Board.

## **Statement of Responsibilities**

Trustees of the Association are required to prepare Financial Statements for each financial period that provide a true and fair view of the state of affairs of ALDAG and of its incoming resources and the application of the resources for that period. In preparing these Financial Statements the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements

Trustees of the CIO are responsible for keeping proper accounting records which disclose at any time the financial position of ALDAG and to enable them to ensure that the Financial Statements are correctly prepared. They are also responsible for safeguarding the assets of ALDAG and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Reserves Policy**

Charity law requires any income received by a charity to be spent within a reasonable period of receipt. Trustees should be able to justify the holding of income as reserves. The trustees have decided that 12 months funding should be held in reserves to manage unforeseen financial difficulties, i.e. £63,000 to meet 2024's legal liabilities for one year.

### **Independent examiner's report to the trustees of ALDAG (Always, Learning, Developing And Growing)**

I report to the charity trustees on my examination of the accounts of ALDAG for the year ended 31 December 2023.

#### Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

Registered Charity No. 1182187

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

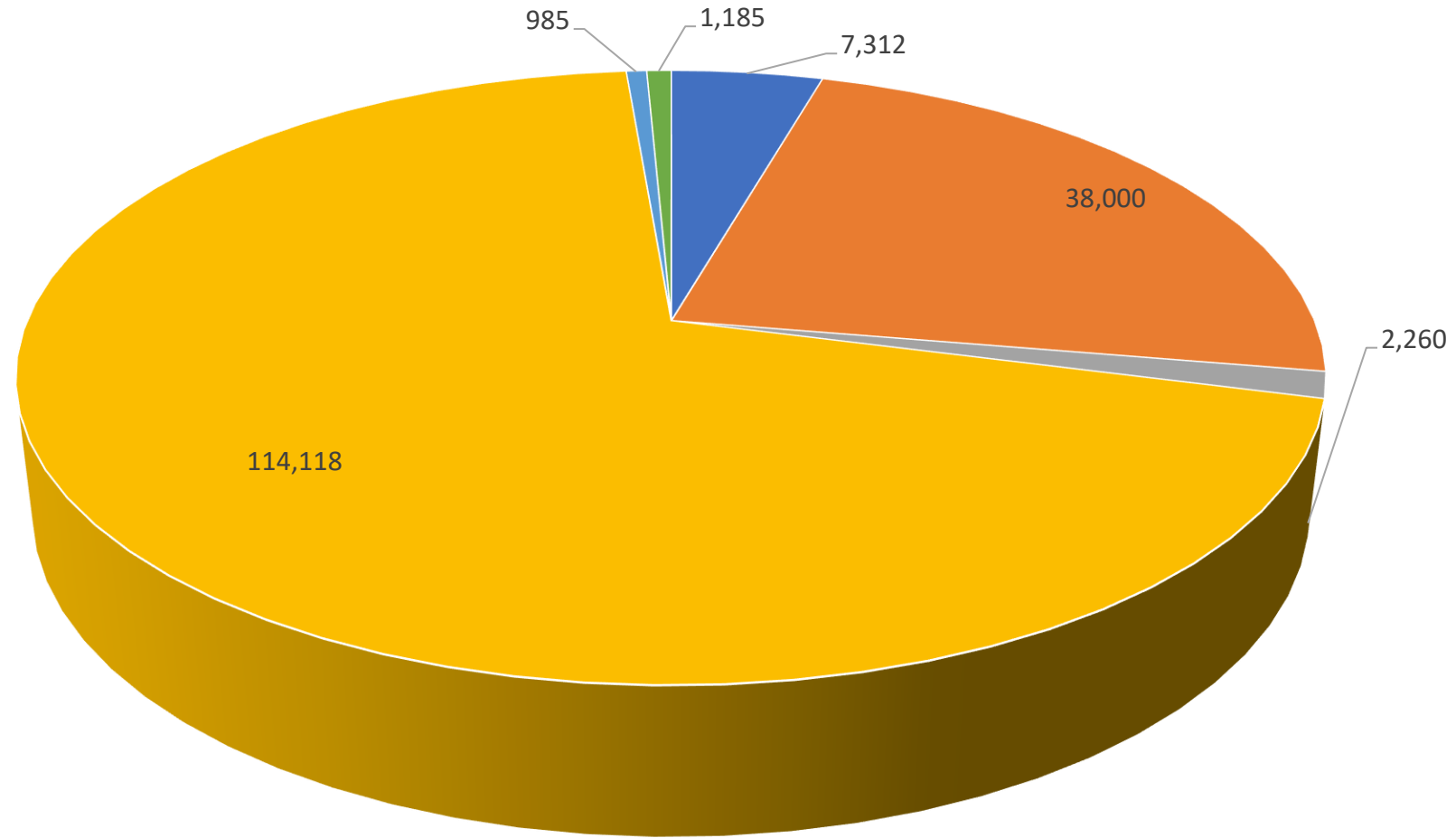


HM Day BSc (Hons) FCA DChA

Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey KT17 IHQ

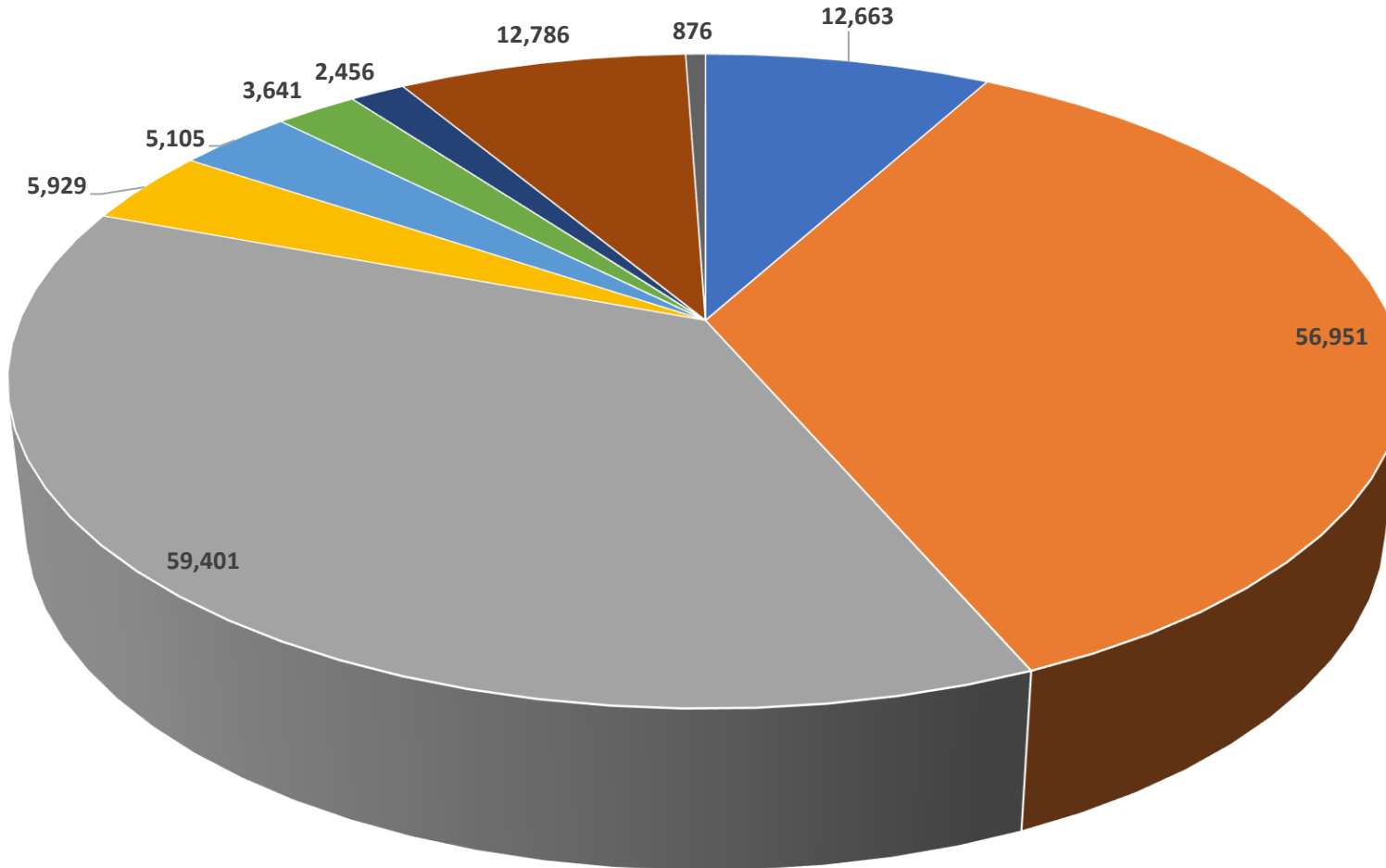
Date: 14/03/2024

**Total Receipts 2023: £163,860**



■ Donations ■ Grants ■ Fundraising ■ Sale of goods & services ■ Subscriptions ■ Other

### Total Payments 2023: £159,808



- Central
- Salaries
- Rent & rates
- Running costs
- Utilities
- Security & maintenance
- Building insurances
- Food & drink
- Internet

## Transactions & Financial Position

The accompanying Financial Statements have been prepared in accordance with The Charities Statement of Recommended Practice published in March 2005, applicable Accounting Standards and the Charities Act 2011 and are presented on a Receipts and Payments basis. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to be satisfactory.

## Financial Statements

### Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023

	Total	Unrestricted Funds	Restricted Funds
Receipts	£	£	£
Donations	7,312	4,661	2,651
Grants	38,000	-	38,000
Fundraising	2,260	592	1,668
Sale of goods & services	114,118	114,118	-
Subscriptions	985	385	600
Other	1,185	1,185	-
<b>Total Receipts</b>	<b>163,860</b>	<b>120,941</b>	<b>42,919</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued**

	<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Payments</b>	<b>£</b>	<b>£</b>	<b>£</b>
Central	12,663	7,663	5,000
Salaries	56,951	56,951	-
Rent & rates	59,401	26,401	33,000
Running costs	5,929	141	5,788
Utilities	5,105	5,105	-
Security & maintenance	3,641	3,641	-
Building insurances	2,456	2,456	-
Food & drink	12,786	12,786	-
Internet	876	876	-
<b>Total Payments</b>	<b>159,808</b>	<b>116,020</b>	<b>43,788</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued

CENTRAL Payments		CENTRAL Receipts		CENTRAL movement
Advertising & Marketing	602	CIO Membership Fees	385	
AGM Costs	11	Donations from APCC	2,596	
Audit & Accountancy fees	462	Donations: Charities/Groups – Non-Gift Aided	578	
Bank Fees	434	One Off Donations from Individuals – Non-Gift Aided	700	
DBS Checks	96	Regular Donations from Individuals - Gift Aided	600	
Insurance	1,641	Regular Donations from Individuals – Non-Gift Aided	187	
Payroll Charge	356			
Recruitment costs	150			
Subscriptions	55			
Apprenticeships	8,232	Community Foundation for Surrey Grant (apprenticeship) restricted	5,000	
Travel Expenses	30			
Village Day Fundraising Costs	84	Village Day Fundraising Income	592	
Xero subscription	410			
<b>TOTAL PAYMENTS</b>	<b>£12,563</b>	<b>TOTAL INCOME</b>	<b>£10,638</b>	<b>MOVEMENT (£1,925)</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued

CONQUERORS Payments		CONQUERORS Receipts		CONQUERORS movement
Salary	792	Subscriptions (restricted)	600	
Running costs	323			
<b>TOTAL PAYMENTS</b>	<b>£1,115</b>	<b>TOTAL INCOME</b>	<b>£600</b>	<b>MOVEMENT (£515)</b>

SHORT BREAKS Payments		SHORT BREAKS Receipts		SHORT BREAKS movement
Accommodation	1,909	Donations (restricted)	2,650	
Salaries	1,357			
Running costs	564			
<b>TOTAL PAYMENTS</b>	<b>£3,830</b>	<b>TOTAL INCOME</b>	<b>£2,650</b>	<b>MOVEMENT (£1,180)</b>

OPEN DOORS Payments		OPEN DOORS Receipts		OPEN DOORS movement
Food	779	Card sales	484	
Running costs	29	Cash sales	1,207	
<b>TOTAL PAYMENTS</b>	<b>£808</b>	<b>TOTAL INCOME</b>	<b>£1,691</b>	<b>MOVEMENT £883</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued

RE-USE IT Payments		REUSE IT Receipts		REUSE IT movement	
Building insurance	690	Card sales	38,860		
Utilities	1,698	Cash sales	17,234		
Salaries	24,940				
Other running costs	116				
Rent, rates & BID levy	23,057				
Security & maintenance	3,161	Insurance claim	1,185		
Internet	484				
<b>TOTAL PAYMENTS</b>	<b>£54,146</b>	<b>TOTAL INCOME</b>	<b>£57,279</b>	<b>MOVEMENT</b>	<b>£3,133</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued

CUPS & CO Payments		CUPS & CO Receipts		CUPS & CO movement	
Building insurance	1,374	Card sales	41,706		
Utilities	3,308	Cash sales	11,702		
Running costs - waste disposal	741				
Food	12,007	Fundraising (restricted)	1,668		
Salaries	19,172				
Running costs – heating install	1,414				
Rent, rates & BID levy	33,711	Lottery Grant (restricted)	32,000		
Security & maintenance	378	Dorking Rotary grant (restricted)	1,000		
Internet	391				
<b>TOTAL PAYMENTS</b>	<b>£72,496</b>	<b>TOTAL INCOME</b>	<b>£88,076</b>		<b>MOVEMENT £15,580</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued

GARDENING Payments		GARDENING Receipts		GARDENING movement	
Manager 1 salary	3,328	Gardening Services	2,761		
Manager 2 salary	4,599				
Running costs	658				
<b>TOTAL PAYMENTS</b>	<b>£8,585</b>	<b>TOTAL INCOME</b>	<b>£2,761</b>	<b>MOVEMENT</b>	<b>(£5,824)</b>

CRAFT WORKSHOP Payments		CRAFT WORKSHOP Receipts		CRAFT WORKSHOP movement	
Building insurance	393	Sales	164		
Utilities	99				
Salary	2,760				
Running costs	284				
Rent & rates	2,626				
Security & maintenance	102				
<b>TOTAL PAYMENTS</b>	<b>£6,264</b>	<b>TOTAL INCOME</b>	<b>£164</b>	<b>MOVEMENT</b>	<b>(£6,100)</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2023 continued**

		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Receipts minus payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Receipts	163,860	120,941	42,919
	Payments	159,808	116,020	43,788
<b>Surplus/(Deficit)</b>		<b>4,052</b>	<b>4,921</b>	<b>(869)</b>

<b>T</b>		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Net movement in funds</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Retained funds b/fwd	81,509	80,515	994
	Current year surplus	4,052	4,921	(869)
<b>Treasurer's account</b>		<b>85,561</b>	<b>85,436</b>	<b>125</b>

### Balance sheet for the year ending 31<sup>st</sup> December 2023

	Total	Unrestricted Funds	Restricted Funds
<b>Assets</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lloyds Business Current Account	71,811	71,686	125
Cups & Co Rent Deposit	13,750	13,750	-
<b>Total Assets</b>	<b>85,561</b>	<b>85,436</b>	<b>125</b>

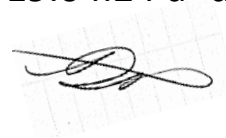
	Total	Unrestricted Funds	Restricted Funds
<b>Reserves</b>	<b>£</b>	<b>£</b>	<b>£</b>
Retained Funds b/fwd	81,509	80,515	994
Current Year Funds	4,052	4,921	(869)
<b>Total Reserves</b>	<b>85,561</b>	<b>85,436</b>	<b>125</b>

Restricted subscriptions of £600 were received in the year from members of the social group Conquerors, contributing towards running costs. £125 of this amount was remaining at the year end, and to be carried forward to 2024.

	Total	Rent	Building maintenance
Liabilities per annum	<b>63,000</b>	55,000	8,000

The above Statement of Assets and Liabilities and associated Receipts and Payments Account were approved by the Board of Trustees on 14.02.24, approved by the Members on 19.04.24 and are signed on their behalf by:

 Pamela Walden (Chair of trustees)



David Phibbs (Treasurer)

**ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)**

England & Wales - Charity number 1182187

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# Accounts

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# Annual Trustee Report 2022

# ALDAG

Always Learning Developing And Growing



	Index	
1.	Vision	p3
2.	Mission	p4
3.	Reference and administration	p5
4.	Making a difference	p6
5.	Work experience	p7
6.	Gardening Services	p8
7.	Re-Use It shop	p9
8.	Re-Use It shop	p10
9.	Cups & Co aims	p11
10.	Cups & Co community impact	p12

	Index	
10.	Cups & Co trainee programme	p13
11.	Voluntary employment	p14
12.	Craft Workshop	p15
13.	Allotment	p16
14.	Open Doors café	p17
15.	Social Opportunities	p18
16.	Conquerors and Short breaks	p19
17.	Small groups	P21
18.	Goals for 2023	P22
19.	Financial Statements	p23

*The Trustees confirm that they have complied with their duty to have regard to the public benefit guidance issued by the Charity Commission when exercising any powers or duties to which the guidance is relevant.*

## Our Vision

To advance the social inclusion of people with learning disabilities.

2022 has been a year of challenges and opportunities! Although the year started with another bout of Covid causing the shop to close for January, by March we were on track again and received some great donations over the year being very well supported by the local community. Unfortunately for us, in the spring our Social Groups Leader decided on a career change but Hazel and our wonderful volunteers have kept Conquerors going until we can recruit a new leader in 2023.

This year we have seen our vision of social inclusion grow as we continue to develop our provision providing more opportunities for young people with a learning disability to be a visible part of their local community. The Gardening Services team started work in private gardens and this has been welcomed by a number of people who needed their gardens kept in order! The craft workshop opened in March with a focus on carpentry and included some paid work for the Dorking URC. Our biggest project came to fruition this year with the fitting out of our new coffee shop, Cups & Co, opening to the public in October and opened officially by the Chair of Mole Valley during Dorking's Christmas Gala night. A busy year!



## Our mission

Develop an employment pathway by providing:

- a broad range of work experience placements
- opportunities for paid employment through apprenticeships in retail and hospitality
- long term voluntary job placements
- visibility in the local community

Develop social opportunities through the provision of:

- social groups
- team activities
- short breaks

# Reference and Administration

**Charity Commission number:** 1182187

**Charity's registered office:** Greendene, Glebe Road, Ashted, Surrey KT21 2NT

Trustee name	Office	Dates	Election due	Structure and Governance	
Pamela Walden	Chair	Elected, October 2020	May 2023	Governing document	Constitution
Tony Leach	Vice Chair	Elected, October 2020	May 2023	How the charity is constituted	Charitable Incorporated Organisation (CIO)
David Phibbs	Treasurer	Elected, October 2020	May 2023	Trustee selection methods	Elected by members in line with constitution
Amanda Finch	Secretary	Elected, March 2022	March 2025		
Hazel Gibson		Elected, October 2020	May 2023	Bankers	Lloyds Bank plc VICTORIA (309897)
Jennie Blackburn		Elected, October 2020	May 2023	Independent Examiners	HM Day BSc (Hons) FCA DChA ICAEW Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey, KT17 IHQ
Vacancy					

## Making a difference in 2022

29,590 hours of voluntary employment and skills training

2 trainees moved onto paid employment

Social activities for 32 young people

Partnerships with 2 F.E. colleges, 2 special schools, Surrey Choices, 2 similar charities, 2 residential settings and 50 families

1,937 accessed information on our website up 36% from 2021  
1,095 new visitors

Supporting and training 36 young people with a learning disability in work skills

Cups & Co opened in Dorking, High Street providing work experience for 15 people



Gardening Services



Retail



Hospitality



Work  
experience

## Gardening Services

We have two teams providing gardening services to the general public on Mondays and Fridays each week. Our gardeners have learnt many skills working on our allotment and can now put those skills into practice in private gardens. Some comments from satisfied customers –

“...the team did a great job working on my front garden, weeding, trimming and tidying all the edges on the beds and drive, it looks so much better, when are you coming again?”

“...good work clearing all the leaves, cutting the grass and planting up my spring bulbs.”

“...a friendly team of gardeners who worked hard.”



## ReUse It shop

“Re-Use it” continues to open for six days a week with Monday covered by volunteers and the rest of the week run by two shop managers.

During 2022 Re-Use It had thirteen shop assistants who worked between four and sixteen hours per week. In addition, we supported a young lady from a special school in completing her Duke of Edinburgh award. We continue to write end of placement reports as well as regularly updating targets for all our trainees.

Trainees develop confidence and competence in using different methods for customers to purchase products, practising numeracy skills when giving change and selecting categories and payments using the card reader. Following direction is another work skill as is the ability to ask for advice. Using initiative to identify tasks is encouraged and this can include anticipating customers’ needs, offering direction to the changing room and bringing products from the window displays for customers. Developing customer service skills involves communicating with people to establish a friendly shop that customers will come back to, e.g. by greeting customers as they enter the shop and listening to customers who may engage in conversation.



## ReUse It shop

We are very proud of all our shop assistants. RG graduated from his college course and successfully moved on to a paid job in a local shop and a few months later JV also moved onto a paid job in a nearby supermarket.

HK started her retail apprenticeship in July, working for two full days per week for two years. We promoted the achievements of young people with learning disabilities using one of our shop windows to demonstrate personal achievements, this included medals from our Paralympian, examples from the craft workshop and some lovely prints and paintings supplied by Art Rabble and The Grange – several were sold.

Window displays created by our young people are used to promote products and the trainees work on identifying key areas to achieve the maximum visual impact and create a display that is eye catching.





## Cups & Co

**Aim (1)** Develop opportunities for work experience for people with a learning disability by opening a coffee shop run by a team of young people with a learning disability supported by a manager.

**Aim (2)** Provide an inclusive workplace for people with a learning disability where our team can develop self- confidence, social communication and interactive social skills

**Aim (3)** Be an integral part of the local business community as evidenced by a successful coffee shop demonstrating that a learning disability doesn't need to be a barrier to work.



## Cups & Co

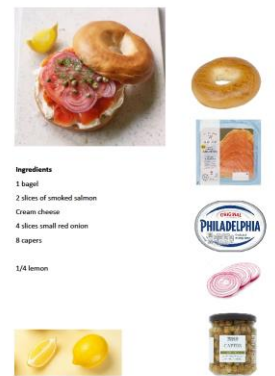
‘Great to see a new business open up in Dorking, fabulous coffee shop, all new, very clean, friendly staff and great management. Recommend’

‘Recommend Cups & Co! A community coffee shop thar offers training and employment to adults with learning disabilities. VSP (Very Special Place)’

‘This is a charity that does wonderful things to offer training and employment to adults with learning difficulties, so that should already be the draw to spending your money, especially over tax evading megacorp S\*\*\*\*\*ks.’

‘Irrespective of the excellent credentials, this brand new cafe is bright, airy and inviting. It’s cleaner and more hygienic than chain competitors. Prices are fair and very competitive with the large chains, a great selection of freshly made drinks and baked goods are on offer, and the coffee is really delicious. But the best thing about this café is the service, I was left smiling and happy with the cheerfulness and camaraderie behind the counter, and that’s something money can’t buy.’

‘Hello , we were in your Dorking coffee shop it was a delight , the welcome, the food and the amazing design of the space was wonderful I hope you open many more.’

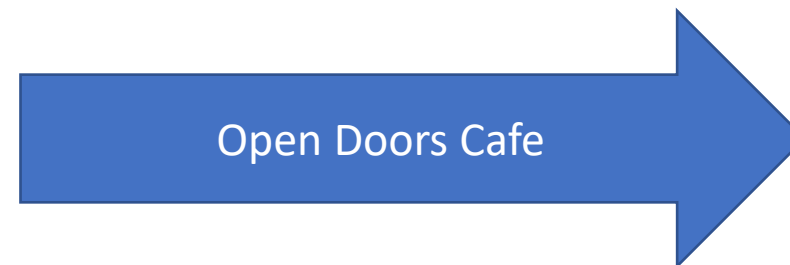
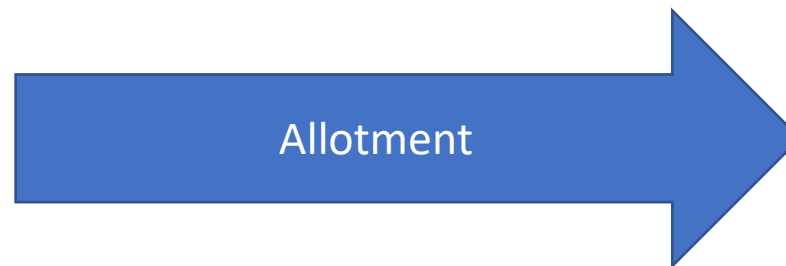
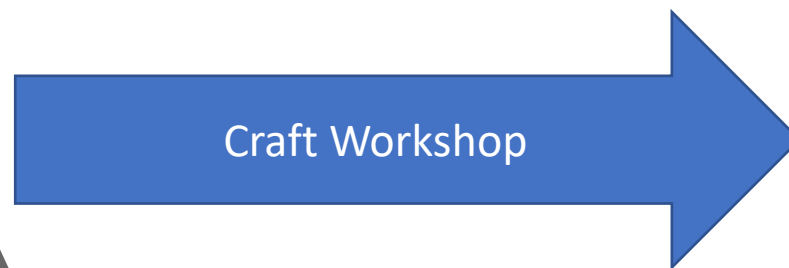


## Cups & Co - Trainees

- Trainees have been referred from Surrey Choices, schools, NESCOL, other charities (The Grange, Sunnybank Trust, Halow) and families.
- All trainees are given a 2-week trial before their placement is confirmed, 2 trainees were redirected to the Re-Use It shop and the Open Doors Café.
- 16 trainees work across the week.
- Two trainees are on a year long internship programme from NESCOL and work for 20 hours per week.
- We aim to start a trainee apprenticeship in 2023.
- Trainees work across the week ranging from one shift up to 2 days per week.
- The training programme before opening to the public:
  - keeping the coffee shop clean and hygienic
  - following the opening and closing schedules
  - labelling food
  - how to make coffee (we started with a small home barista coffee machine and a separate milk frother as this was less intimidating before moving onto the commercial coffee machine)
  - how to use the Point of Sale
  - how to make the different menu items (using photographs of ingredients and how the items should be presented to ensure consistency)



# Voluntary employment





## Craft Workshop

Our craft team were commissioned to replace some wooden gates and fencing at the Dorking United Reformed Church, this took several weeks but the result was well worth waiting for –



In the workshop the team are busy making wooden items for sale and developing their concentration, dexterity and use of tools in the process. The items are all for sale in our two Dorking shops – ReUselt in West Street and Cups & Co in the High Street.





## Allotment

We started the New Year with a lovely new shed, MUCH bigger than the last one and we can all fit in comfortably on a cold day! ALDAG supplied a big skip which was much appreciated and quickly filled by us and the other allotment holders, JE and ML went to the 'Clear Up Sunday' to help everyone fill it. Being part of the wider community is part of ALDAG's ethos and as well as working on our allotment, our keen gardener JE, has joined the community allotment group on a Monday. Everyone worked hard to get the allotment ready and we planted a wide range of vegetables this year hoping for a bumper crop. The hot weather in the summer caused some problems with it being just too hot to work in the afternoons on several occasions. However both teams managed to go to the allotment in the cooler mornings, keeping it watered and cared for.

We were very sad to lose our long term volunteer and gardening mentor in October. Colin is going to be missed by so many people, he was a real supporter of ALDAG's aims and worked alongside our gardeners for many years. We will miss his gardening wisdom and his positive, friendly manner whilst always expecting the very best from everyone.



# Open Doors Café

The Open Doors Café is a partnership between the United Reformed Church in Dorking and ALDAG. The café is run by a small team of volunteers offering tea, coffee and delicious cakes, with soup or paninis for lunch every Thursday during term time.

The Open Doors Café provides an excellent training ground for our members, some of whom move onto the more pressured environment of our commercial coffee shop, Cups & Co. Freshly baked cakes - most mornings the trainees bake some small cakes or flapjacks before the customers arrive ready for sale that day.

The four trainees enjoy their work and continue to make progress being more independent in the tasks they do each week. The confidence of the trainees has grown dramatically since we started in September and they have built up a strong rapport with each other and the two volunteer managers. We are really feeling at home at the church now and getting to know our regular customers as well as seeing some new faces.

   <p><b>Open Doors Café</b> with ALDAG</p>	<p><b>Thursdays</b> 10.30am-1.00pm</p>	<p>Warm Welcome</p>
<p>Hot Drinks, Cakes, Light Lunches.</p>	<p>01306 886644 hellodurc@outlook.com</p>	

# Social Opportunities

Conquerors

Holidays

Small groups



## Conquerors

The first part of 2022 was overseen by our very capable leader and ran in its usual smooth way with members attending twice a month. Other opportunities meant that she left us at Easter and it proved difficult to replace the position.

With the support and enthusiasm of our volunteers we ran twice monthly until the summer break and resumed in September running once a month.

Conquerors club members ended the summer term with a pub night at The Brewery Inn in Ashted, attended by 30 members and volunteers we enjoyed an excellent evening of good company and delicious food. We were all made very welcome by the new manager and his staff and the food, which was pre ordered, arrived on time and was very good. A most enjoyable evening was made extra special when a generous man in the other bar settled our food bill.

During the evenings we enjoyed our familiar inside activities with a different focus each session. We had fun with a special Guy Fawkes event outside and were fortunate that the weather was good. We were able to use the fire pit producing cheesy chips and toasted marshmallows- all very popular - along with the obligatory sparklers! Other evenings included making 'mocktails', a dinner at the local pub and in December our Christmas party with good party music overseen by one of our members and excellent food which was organised by our volunteers. We are now looking forward to the panto in January. My thanks to all who volunteer at Conquerors for your support and encouragement whilst we wait for a new manager.

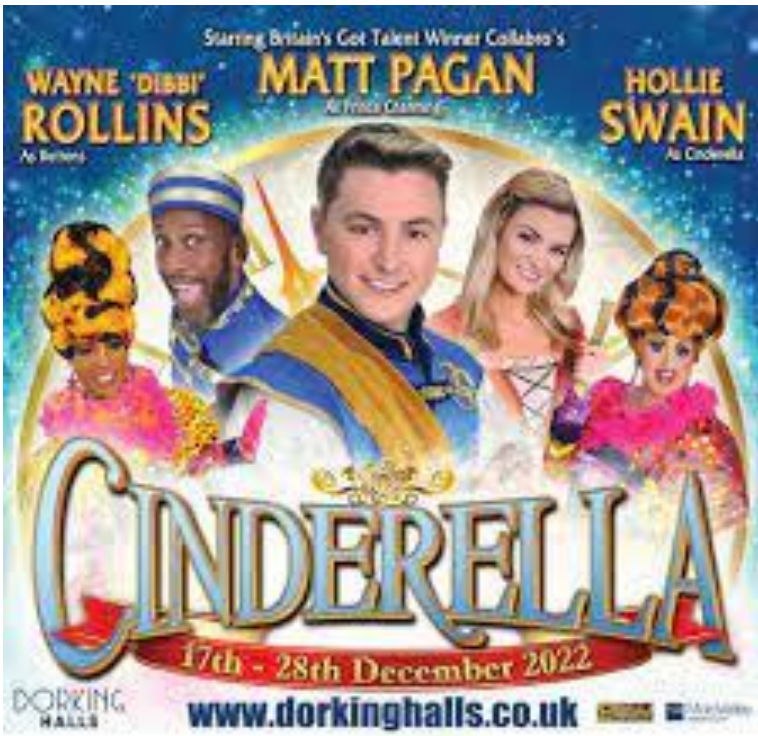


## Short breaks

After two long years the day finally arrived, and we met at St George's Church ready to spend some quality time with our friends at Butlins. During the week we enjoyed numerous shows - musical rocks, Ultimate Coldplay, roller boys and animals versus dinosaurs. We visited the funfair and Clare was definitely the most adventurous going on every ride! We enjoyed the new swimming pool with the outdoor rapids experience and the slides.

Our usual trip to the shops in Bognor did not disappoint, everyone found something to buy and we enjoyed a coffee stop at our favourite independent shop. It was here the decision was made to go along to the jubilee beach party on the last night; we listened to a local choir, watched the beacon being lit and enjoyed the fireworks that were set off from the pier. We took our own little afternoon tea with us and sang some patriotic songs whilst we waited to wave our flags. Whilst on the beach our young people asked, 'can we come back next year?' The answer was 'yes of course we can', We decided to take the break during August next year.





**Small groups**  
Having fun with friends



# Goals for 2023

Gardening Services

Advertise services more widely to break even

Craft Workshop

Market products online as well as in the two shops

Conquerors

Employ new leader and new programme

Open Doors Cafe

Review focus of cafe

# Financial Review



This is the third full year of the Charitable Incorporated Organisation ALDAG (Always Learning Developing And Growing).

## **Statement of Risks and Safeguarding**

The Trustees regularly review their safeguarding policies and procedures to ensure that ‘protecting people and safeguarding responsibilities is a governance priority...and all reasonable steps are taken to protect people who come into contact with the charity from harm’ (Charity Commission October 2018). All volunteers and trustees are subject to a DBS check and a code of conduct is included in induction. All trustees report on the risks associated with their remit to the full Trustee Board.

## **Statement of Responsibilities**

Trustees of the Association are required to prepare Financial Statements for each financial period that provide a true and fair view of the state of affairs of ALDAG and of its incoming resources and the application of the resources for that period. In preparing these Financial Statements the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements

Trustees of the CIO are responsible for keeping proper accounting records which disclose at any time the financial position of ALDAG and to enable them to ensure that the Financial Statements are correctly prepared. They are also responsible for safeguarding the assets of ALDAG and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Reserves Policy**

Charity law requires any income received by a charity to be spent within a reasonable period of receipt. Trustees should be able to justify the holding of income as reserves. The trustees have decided that 12 months funding should be held in reserves to manage unforeseen financial difficulties, i.e. £63,000 to meet 2023's legal liabilities for one year.

### **Independent examiner's report to the trustees of ALDAG (Always, Learning, Developing And Growing)**

I report to the charity trustees on my examination of the accounts of ALDAG for the year ended 31 December 2022.

#### Responsibilities and basis of report


As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

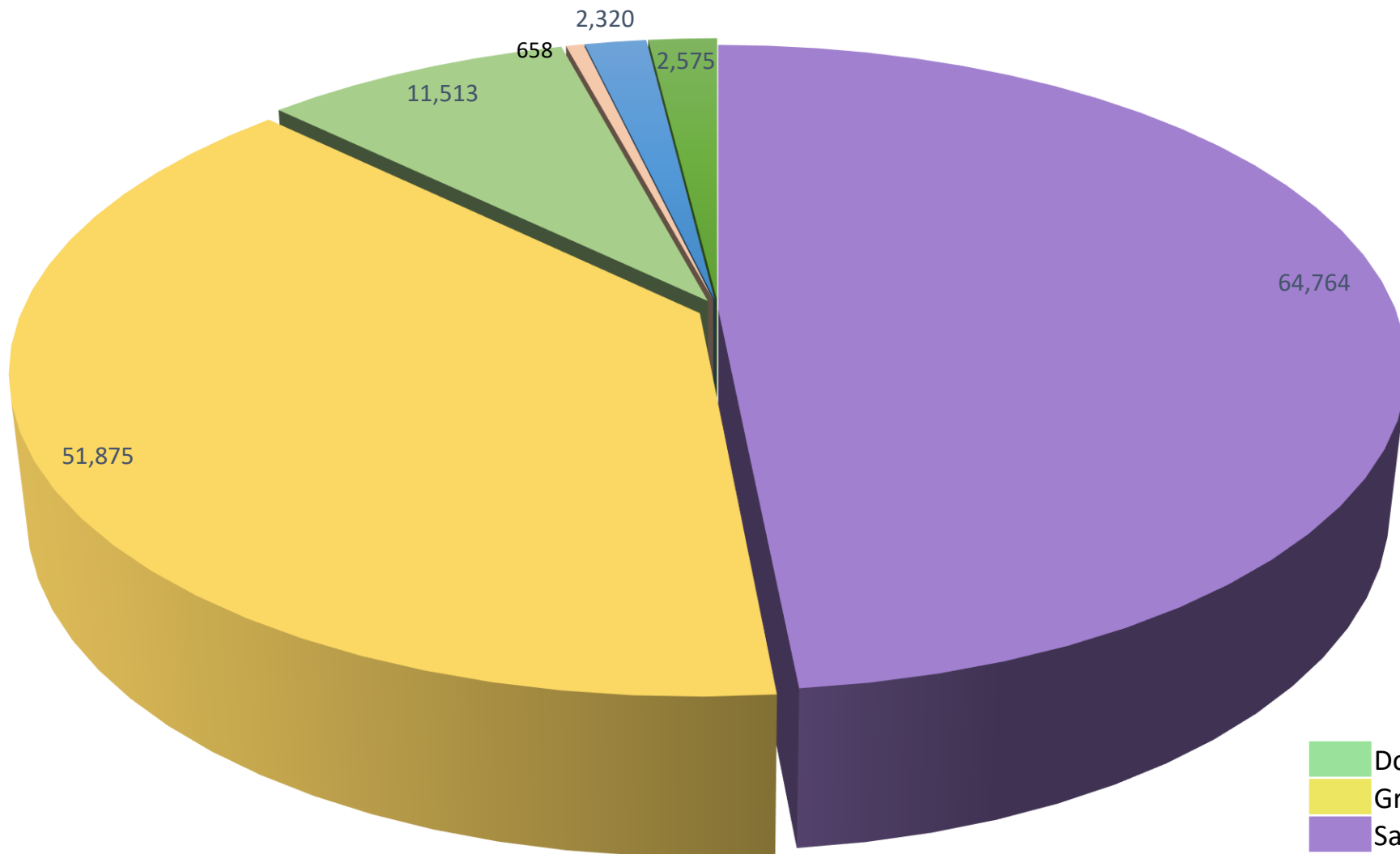
I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

HM Day BSc (Hons) FCA DChA ICAEW 

Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey KT17 IHQ

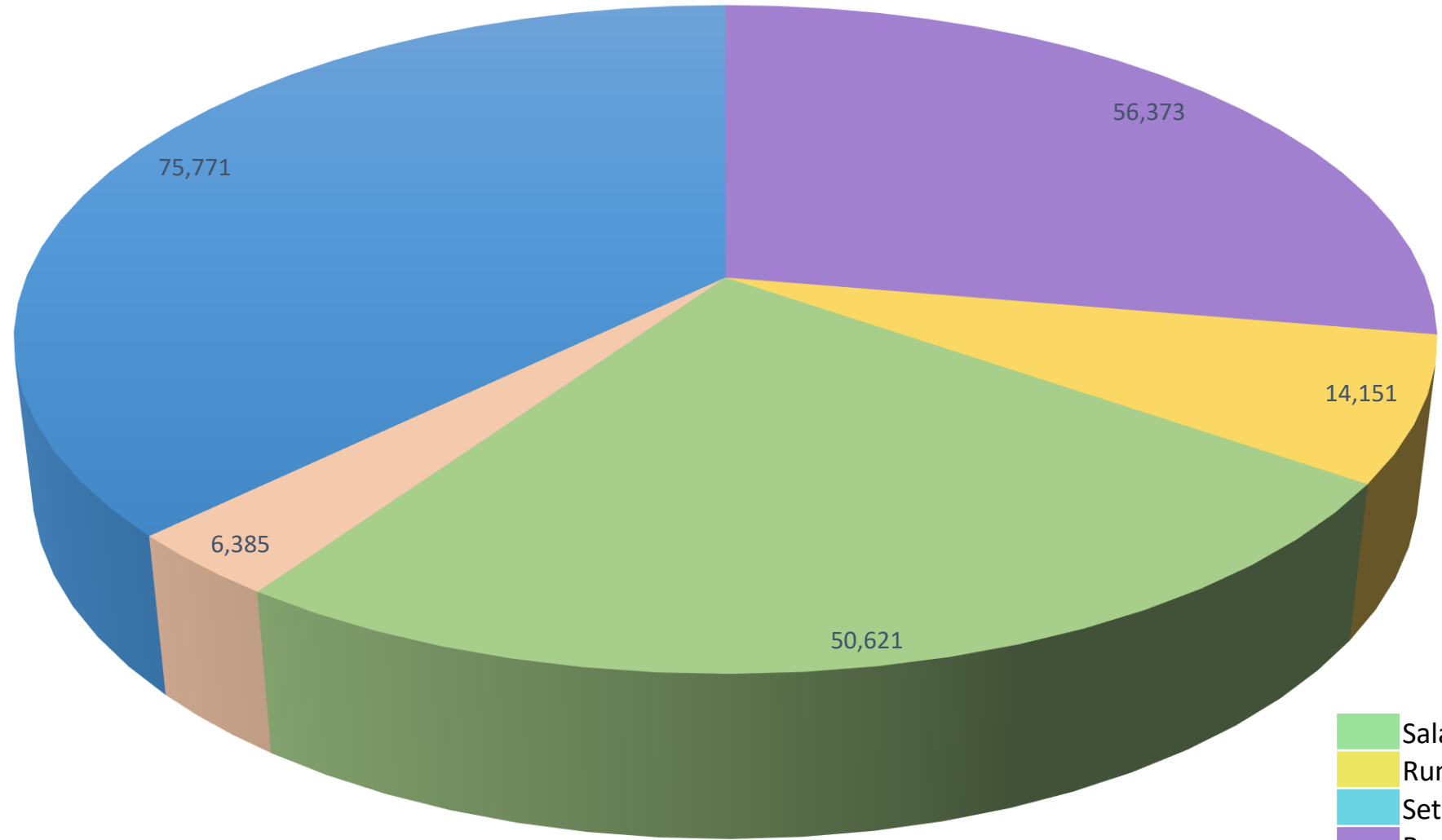
Date: 31/5/2023

# 2022 income – total £133,704



Donations	11,513
Grants	51,875
Sales & services	64,764
Other	658
Short breaks	2,320
Fundraising	2,575

# 2022 expenditure – total £203,301



Salaries	50,621
Running cost	14,151
Set up	75,771
Rent & rates	56,373
Central costs	6,385

## Transactions & Financial Position

The accompanying Financial Statements have been prepared in accordance with The Charities Statement of Recommended Practice published in March 2005, applicable Accounting Standards and the Charities Act 2011 and are presented on a Receipts and Payments basis. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to be satisfactory.

### Financial Statements

		Total	Unrestricted Funds	Restricted Funds
Receipts		£	£	£
	Donations	11,513	5,938	5,575
	Grants	51,875	-	51,875
	Social Groups	2,320	-	2,320
	Fundraising	2,574	548	2,026
	Sale of goods & services	64,764	64,764	-
	Other income	658	18	640
<b>Total Receipts</b>		<b>133,704</b>	<b>71,268</b>	<b>62,436</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2022 continued

		Total	Unrestricted Funds	Restricted Funds
Payments		£	£	£
	Gardening	9,086	8,616	470
	Open Doors Café	2,254	2,254	-
	Re-Use It Shop	47,185	45,452	1,733
	Social Groups	2,395	2,395	-
	Short Breaks	3,838	1,518	2,320
	Craft Workshop	9,910	7,735	2,175
	Cups & Co	122,248	7,906	114,342
	Administration	6,385	6,385	-
<b>Total Payments</b>		<b>203,301</b>	<b>82,261</b>	<b>121,040</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2022 continued**

<b>Payments</b>	<b>Gardening</b>	<b>Workshop</b>	<b>Social &amp; Short Breaks</b>	<b>ReUselt</b>	<b>Open Doors</b>	<b>Cups &amp; Co</b>	<b>Central costs</b>
Salaries	7,637	3,616	5,088	22,501		11,779	
Running costs	549	625	1,145	4,342	1,054	6,436	6,385
Set up	900	1,169			1,200	72,502	
Rent & rates		4,500		20,342		31,531	
<b>TOTAL payments</b> <b>203,301</b>	<b>9,086</b>	<b>9,910</b>	<b>6,233</b>	<b>47,185</b>	<b>2,254</b>	<b>122,248</b>	<b>6,385</b>
<b>Income</b>	<b>Gardening</b>	<b>Workshop</b>	<b>Social &amp; Short Breaks</b>	<b>ReUselt</b>	<b>Open Doors</b>	<b>Cups &amp; Co</b>	<b>Central costs</b>
Donations	500		2,320			5,075	5,938
Sales & services	594	1,552		44,698	2,492	15,428	
Grants						51,875	
Other			640			2,026	566
<b>TOTAL income</b> <b>133,704</b>	<b>1,094</b>	<b>1,552</b>	<b>2,960</b>	<b>44,698</b>	<b>2,492</b>	<b>74,404</b>	<b>6,504</b>
Designated						50,000	
<b>Surplus/Deficit</b>	<b>(7,992)</b>	<b>(8,358)</b>	<b>(3,273)</b>	<b>(2,487)</b>	<b>238</b>	<b>2,156</b>	<b>119</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2022 continued**

		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Receipts minus payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Receipts	133,704	71,268	62,436
	Payments	203,301	82,261	121,040
<b>Surplus/(Deficit)</b>		<b>(69,597)</b>	<b>(10,993)</b>	<b>(58,604)</b>

<b>T</b>	<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	
<b>Net movement in funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	
	Retained funds b/fwd	151,106	141,508	9,598
	Transfer to Cups & Co	-	(50,000)	50,000
	Current year deficit	<b>(69,597)</b>	<b>(10,993)</b>	<b>(58,604)</b>
<b>Treasurer's account</b>	<b>81,509</b>	<b>80,515</b>	<b>994</b>	

### Balance sheet for the year ending 31<sup>st</sup> December 2022

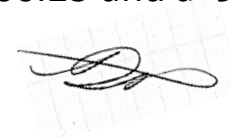
	Total	Unrestricted Funds	Restricted Funds
<b>Assets</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lloyds Business Current Account	67,759	66,765	994
Cups & Co Rent Deposit	13,750	-	13,750
<b>Total Assets</b>	<b>81,509</b>	<b>66,765</b>	<b>14,744</b>

	Total	Unrestricted Funds	Restricted Funds
<b>Reserves</b>	<b>£</b>	<b>£</b>	<b>£</b>
Retained Funds b/fwd	151,106	141,508	9,598
Designated transfer to Cups&Co	-	(50,000)	50,000
Current Year Funds	(69,597)	(10,993)	(58,604)
<b>Total Reserves</b>	<b>81,509</b>	<b>80,515</b>	<b>994</b>

	Total	Rent	Building maintenance
Liabilities per annum	<b>£63,000</b>	55,000	8,000

The above Statement of Assets and Liabilities and associated Receipts and Payments Account were approved by the Board of Trustees on 18.04.23, approved by the Members on 15.06.23 and are signed on their behalf by:

 Pamela Walden (Chair of trustees)



David Phibbs (Treasurer)

**ALDAG (ALWAYS LEARNING DEVELOPING AND GROWING)**

England & Wales - Charity number 1182187

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# Accounts

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# Trustee Annual Report 2021

**ALDAG**  
STEPPING STONES TO FULFILMENT

Opportunities

Empowering

Supporting

Nurturing

Registered Charity No. 1182187

	Index	
1.	Vision and values	p3
2.	Executive summary	p4
3.	Reference and administration	p5
4.	Overview of provision	p6
5.	Social opportunities	p7
6.	Social groups	p8
7.	Short holiday breaks	p9
8.	Phoenix House	p10
9.	What did you think?	p11

	Index	
10.	Voluntary employment opportunities	p12
11.	Gardening	p13
12.	What did you think?	p14
13.	Afternoon Tea Cafe	p15
14.	Open Doors cafe	p16
15.	What did you think?	p17
16.	Re-Use It shop	p18
17.	What did you think?	p19
18.	Financial Review	p20
19.	Financial Statements	p25

*The Trustees confirm that they have complied with their duty to have regard to the public benefit guidance issued by the Charity Commission when exercising any powers or duties to which the guidance is relevant.*

# VISION

**To advance the social inclusion of people with learning disabilities.**

## SOCIAL

Everyone needs friends and through all our social activities we aim to support our young members in maintaining friendships that they have developed and to build some new ones in a safe, supportive environment. Social activities all support the development of confidence and self-esteem as well as helping to reduce potential anxieties.

A learning disability should not stop anyone from leading an active and enjoyable life or from being supported to get out and about in their local community. The larger groups provide a familiar place to meet up with friends and enjoy a variety of activities together whilst our small groups and holiday breaks enable the young people to access leisure activities in the wider community.

## WORK SKILLS

Our supported voluntary employment opportunities provide a wide range of work skills training (catering, horticultural and retail) inclusive for people with a range of disabilities.

In Dorking we run a charity shop (Re-Use It), a café in partnership with a church (Open Doors) and from 2022 a coffee shop (Cups & Co). In Leatherhead we have a gardening project managing a large allotment producing flowers and vegetables as well as some paid work in the community.

Being a visible part of the local business community supports inclusion and demonstrates that a learning disability need not be a barrier to work.

## Executive Summary

2021 had its challenges due to the continuing pandemic and had a significant impact on our social activities due to the vulnerability of our young people. Activities needed to take place largely outside and at times there was a restriction on the number of people at any one event. Everyone was encouraged to join in activities to keep those friendships going, although at times we had to rely on zoom meetings.

Our voluntary employment opportunities were less affected by the pandemic and we provided thirty work experience placements over the year. We developed our partnership working with F.E. colleges as well as Surrey Choices and have welcomed trainees on different pathways. There were unexpected changes in our café provision but other opportunities took their place as you can see in the following report.

2021 was also a time for planning for our next venture Cups & Co, a coffee shop in Dorking High Street. We were successful in acquiring a shop property in a great central location as well as grants to support the set up of the project from the Lottery Community Fund, the Garfield and Weston Foundation and Mole Valley District Council. We have had lots of interest from potential trainees and from the local community.

More about this exciting provision in next year's report!

As always, we thank our managers and volunteers for all their ingenuity and support over another unusual year.

Pam Walden, Chair of Trustees

# Reference and Administration

**Charity Commission number:** 1182187

**Charity's registered office:** Greendene, Glebe Road, Ashtead, Surrey KT21 2NT

Trustee name	Office	Dates	Election due	Structure and Governance	
Pamela Walden	Chair	Elected, October 2020	May 2023	Governing document	Constitution
Tony Leach	Vice Chair	Elected, October 2020	May 2023	How the charity is constituted	Charitable Incorporated Organisation (CIO)
David Phibbs	Treasurer	Elected, October 2020	May 2023	Trustee selection methods	Elected by members in line with constitution
Val Pomroy	Secretary	Elected, October 2020	May 2023		
Hazel Gibson		Elected, October 2020	May 2023	Bankers	Lloyds Bank plc VICTORIA (309897)
Jennie Blackburn		Elected, October 2020	May 2023	Independent Examiners	HM Day BSc (Hons) FCA DChA ICAEW Tudor John Limited, Nightingale House, 46-48 East Street, Epsom, Surrey, KT17 IHQ
Vacancy					



## Social Opportunities

Conquerors

Small groups

Short breaks

Craft workshop

## Supported Employment

Open Doors cafe

Gardening

Re-Use It shop

Cups & Co



# Social Opportunities

**Aim:** social activities that promote well being

**How?**

- Facilitating friendships that contribute to people feeling happier, included and valued
- Extending social opportunities for members who may live isolated lives in the community
- Small friendship activities based on choices
- Maintaining long term friendship groups
- Enjoyable large and small group activities

**Aim:** short breaks supporting independence

**How?**

- Experience of living away from home
- Going on holiday with friends
- Team working - sharing and negotiating skills with peers
- Developing life skills and decision making
- Inclusion in the wider community





In April we had our first meeting in person for a while, with a small, restricted number walking on Ashted Common. We ensured our regular zoom meetings kept us in contact with each other. Covid guidelines meant that we met outside as much as possible, for example, Crazy Golf at Horton Park and a Big Pub get together in the garden. Over the summer and autumn we were back at the Dell Centre again. Yay!!! Operating with slightly shorter hours, being inside with the doors open when the weather continued to be unstable. We had activities based on not moving around too much, but sitting at tables in smaller groups, and outdoor activities as and when the weather permitted. We also managed to squeeze in a trip to Guildford and some 10pin bowling, something that the members had been wanting to do for so long!



## Short Breaks

### Camping at Etherley Farm



Before we left for Etherley Farm we met at the allotments, decided as a group what we wanted to eat, and wrote a shopping list. We picked onions, potatoes, tomatoes, beans, squash and rhubarb from the allotment and then went shopping at Tesco's for the rest. When we arrived at the farm it was time to put up the tents working together followed by getting our evening meal ready – everyone had a task to do, preparing vegetables or cooking the sausages on our fire. Rhubarb from our allotment and custard for pudding! The next day we went for a walk to Leith Hill and made it to the tower at the top. It was very steep coming down and was a 5 mile round trip, so we rewarded ourselves with a drink at the pub before returning to the farm for an enormous dinner of spaghetti bolognese and blackberry & apple pie. The next morning, we enjoyed breakfast in the sun before taking down the tents. We all had a great time together!



## Craft Workshop Phoenix House



We managed to open our craft workshop for a few months between lockdowns and rises in number of Covid cases, however as the premises are small and ventilation is restricted we decided to close in the autumn as our members are potentially vulnerable.

Whilst we were open we ran some art and craft activities that focused on upcycling, e.g. decorating picture frames, using materials to make new objects such as making pin boards, decoupage, collage, painting and even knitting! There were opportunities to use different materials, concentrate, maybe problem solve and most importantly have time with friends, chatting whilst crafting. Everyone who came along enjoyed the activities and we look forward to opening up again in the spring.

Twenty five young people have enjoyed group activities.

My favourite activity is playing games, crafts and talking.

Three new members joined our social groups this year.

Do you meet old friends at Conquerors? I certainly do. Have you made new friends at Conquerors? Yes I have.

We think that the pub night is great, would like to do it more often!

What I like about being at Conquerors is meeting up with friends and learning to do different activities.



We believe that the crazy golf was an excellent event and would appreciate if we could do that again.

I liked going camping with all my friends. Climbing the big hill, it was hard! I liked making the bonfire.

# Supported Employment

**Aim:** opportunities for both paid and voluntary employment for people with a learning disability.

## How?

- Create an employment pathway including both generic and work specific skills
- Induction during which targets are identified
- Develop apprenticeships
- Part of the local community
- Interview experience, support job applications
- Work with local employers

**Aim:** an inclusive workplace for people with a learning disability where our team can develop their independence, self esteem, social communication, self-confidence and interactive social skills

## How?

- Positive reinforcement
- Positive team relationships
- Respecting everyone's views
- Providing time for 1:1s
- Setting own achievable goals





## Gardening

### Barnett Wood Lane Allotments



We have had another successful year at the allotment. The group have learnt many skills and now can work mainly independently. The beginning of the year was spent organising the new top area of the allotment, marking out the beds and laying paths. We grew about 17 different vegetables this year including potatoes, onions, sweetcorn, beans, swede, radishes, cabbage, leeks, sprouts, calabrese, tomatoes, rhubarb, runner/broad and green beans, carrots, courgettes, pumpkins and squash. We entered produce in 7 classes in Ashtead's 2021 Horticultural Show and were extremely pleased to win first prize for the biggest onion! In addition we received prizes in 5 other classes. We had a barbeque in the summer which was enjoyed by all. Joseph and Mark continue to go, once a month, to the Clear Up Sundays. They are now happy to independently go down by themselves and join the other allotment holders for a morning's work and a cup of tea – real inclusion in the community.

Travel independence has been achieved by two trainees.

The gardening team are fully integrated into their allotment community.

I like the clear up Sundays, making friends.

A customer paid £7 for our prize winning onion!

J enjoys gardening so much he has also joined another allotment group and has quickly become a valued member of their group too.

I like digging up the potatoes the best.

Our vegetables are taken to the shop each week by Mt who enjoys telling the customers how he helped to grow them.

M walked down to the allotments ON HIS OWN. He worked with the group and one of the people down there who he knows gave him a lift home. His mum phoned me today to tell me. He is so proud of himself. The whole family were really pleased.

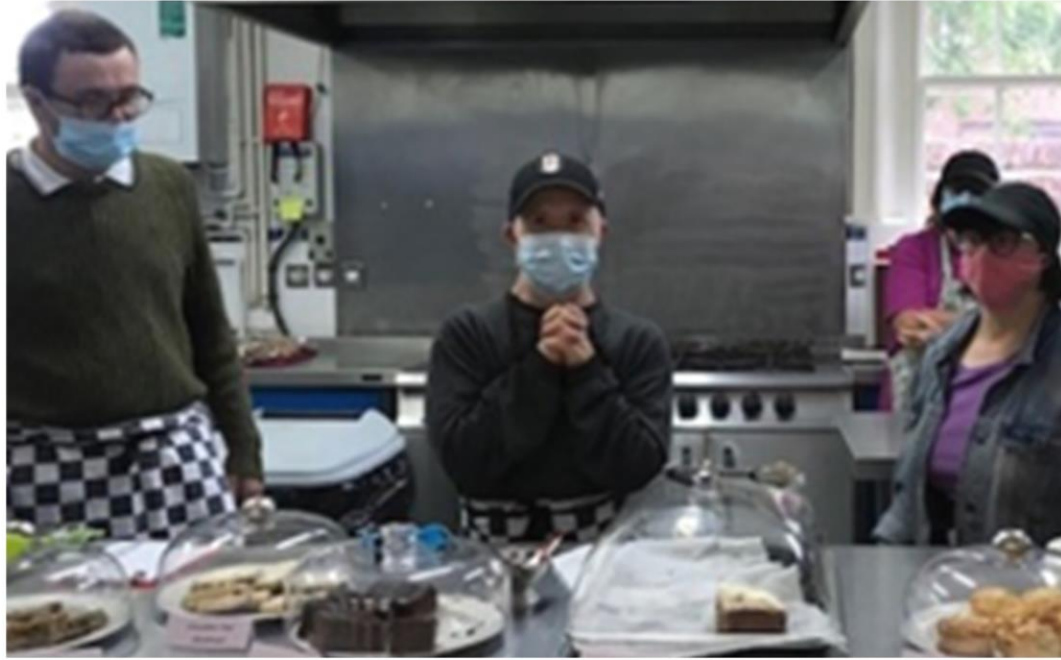




## Afternoon Tea Cafe



The church decided to run their café on Mondays and Tuesdays, so unfortunately Café ALDAG has permanently closed, and instead we ran an Afternoon Tea Café over the summer holidays – the weather was good, so we were able to use the outside space as well as the café area. Some new people joined our café team and everyone was enabled to work independently using the many skills that they had developed. On Tuesdays we ran baking classes at The Dell and produced delicious cakes for sale in the Afternoon Tea Café. Our bakers each focused on one special recipe so that they could remember the order to allow them to work as independently as possible. Everyone enjoyed the baking as well as being back in the café. There was excellent teamwork and we all had a brilliant time.



Dorking  
United Reformed Church



## Open Doors Café with ALDAG

Here Term-time Thursdays - 10.00 - 2.00pm

Drinks, light lunches, snacks and home-made cakes.

Gluten-free and vegan options available

[www.dorkingurc.org.uk](http://www.dorkingurc.org.uk)



[www.aldag.org.uk](http://www.aldag.org.uk)

Following a visit to the Afternoon Tea Café the church community worker from the United Reformed Church in Dorking asked if we could run their café on Thursdays – and we said yes please! The church is in West Street just a few doors down from our Re-Use It shop – parking behind the church in Church Street or the nearby Waitrose. The main goals of the Open Doors Café partnership are to: fulfil the church's mission of building community by providing a welcoming and friendly café environment open to all; provide our trainees with experience of a working café; provide a long term voluntary job; build associated skills as a stepping stone towards working in Cups & Co; create a happy working environment in which trainees develop social skills and grow in confidence.

“I just wanted to drop you a line to thank you for giving W the opportunity to work in the cafe. She is thoroughly enjoying it and it is surely boosting her confidence and ability no end.”

“I like the café it is very important in my life.”

“In the café I have learnt to order food, drinks for people and then take their food to them and when I am waiting for people to pay I will work on the till for the customers to pay.”

The café team have been able to transfer their skills to different environments.



“K’s time at the café has given her many new skills both social and practical.”

“Her pride and self esteem in being a valued member of the team was an enormous boost to her mental well-being.”

“I like meeting and chatting to all the customers and working with different teams.”



Late spring saw the gradual re-opening of Dorking town centre, with its many and varied individual shops all contributing to a market town with a busy footfall. The young trainees have embraced their positive work experience in this thriving shop with commitment and enthusiasm. One young man has successfully completed his retail apprenticeship, and has grown in confidence acquiring numerous skills such as serving customers in a polite and helpful manner, working on the till and card independently and displaying goods that will appeal to customers. Over the past year there have been 16 trainees including a young lady working on her Duke of Edinburgh award. New trainees complete their induction programme supported through SMART or SCRUFFY targets to demonstrate their achievements and provide next steps. Partnerships include Surrey Choices, NESCOLT and East Surrey College.

Very capable on the till with great customer service skills. She has a great sense of humour, has helped to dress a window and table, researched the cost of antiques etc. She gets on well with everyone and is a helpful member of the team.

“Brilliant shop. I’ve got so many cool things from Re-Use It and the staff are super friendly.”

“I can write price labels. I am working on deciding what is the best price.”

Our first apprentice achieved his Retail Award with flying colours.

Sorting clothes “I really enjoyed doing it. I checked for rips, stains, holes, broken zips and buttons.”



“Excellent shop  
Lovely people  
Great atmosphere”

“I can serve customers in a professional and friendly manner.”

“Love your shop – hidden treasures....”

# Financial Review

This is the second full year of the Charitable Incorporated Organisation ALDAG (Always Learning Developing And Growing).

## **Statement of Risks and Safeguarding**

The Trustees regularly review their safeguarding policies and procedures to ensure that ‘protecting people and safeguarding responsibilities is a governance priority...and all reasonable steps are taken to protect people who come into contact with the charity from harm’ (Charity Commission October 2018). All volunteers and trustees are subject to a DBS check and a code of conduct is included in induction. All trustees report on the risks associated with their remit to the full Trustee Board.

## **Statement of Responsibilities**

Trustees of the Association are required to prepare Financial Statements for each financial period that provide a true and fair view of the state of affairs of ALDAG and of its incoming resources and the application of the resources for that period. In preparing these Financial Statements the trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the Financial Statements

Trustees of the CIO are responsible for keeping proper accounting records which disclose at any time the financial position of ALDAG and to enable them to ensure that the Financial Statements are correctly prepared. They are also responsible for safeguarding the assets of ALDAG and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Reserves Policy**

Charity law requires any income received by a charity to be spent within a reasonable period of receipt. Trustees should be able to justify the holding of income as reserves. The trustees have decided that 12 months funding should be held in reserves to manage unforeseen financial difficulties, i.e. £109,500 which includes the £50,000 designated funds for Cups & Co carried forward from 2020 into 2021 plus £59,500 to meet 2022's legal liabilities for one year.

### **Independent examiner's report to the trustees of ALDAG (Always, Learning, Developing And Growing)**

I report to the charity trustees on my examination of the accounts of ALDAG for the year ended 31 December 2021.

#### Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act;

or 2. the accounts do not accord with those records;

or 3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

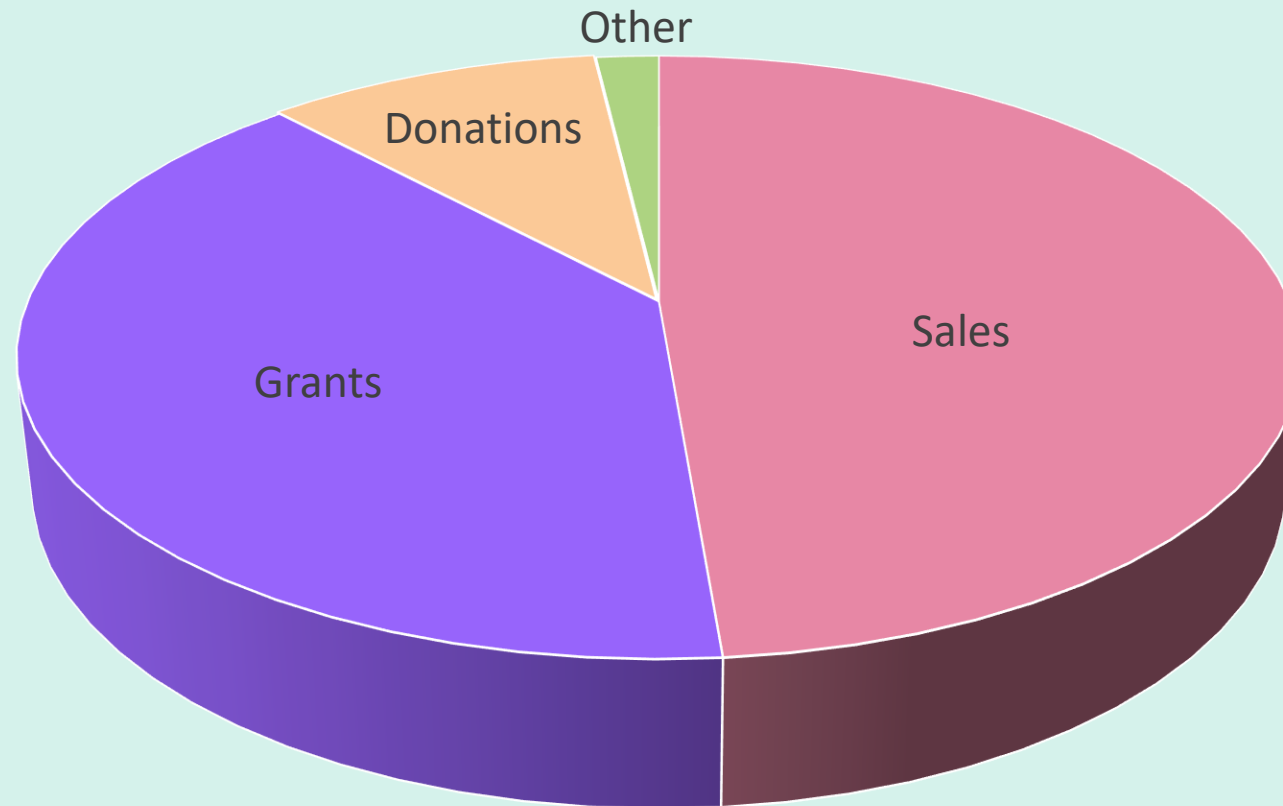


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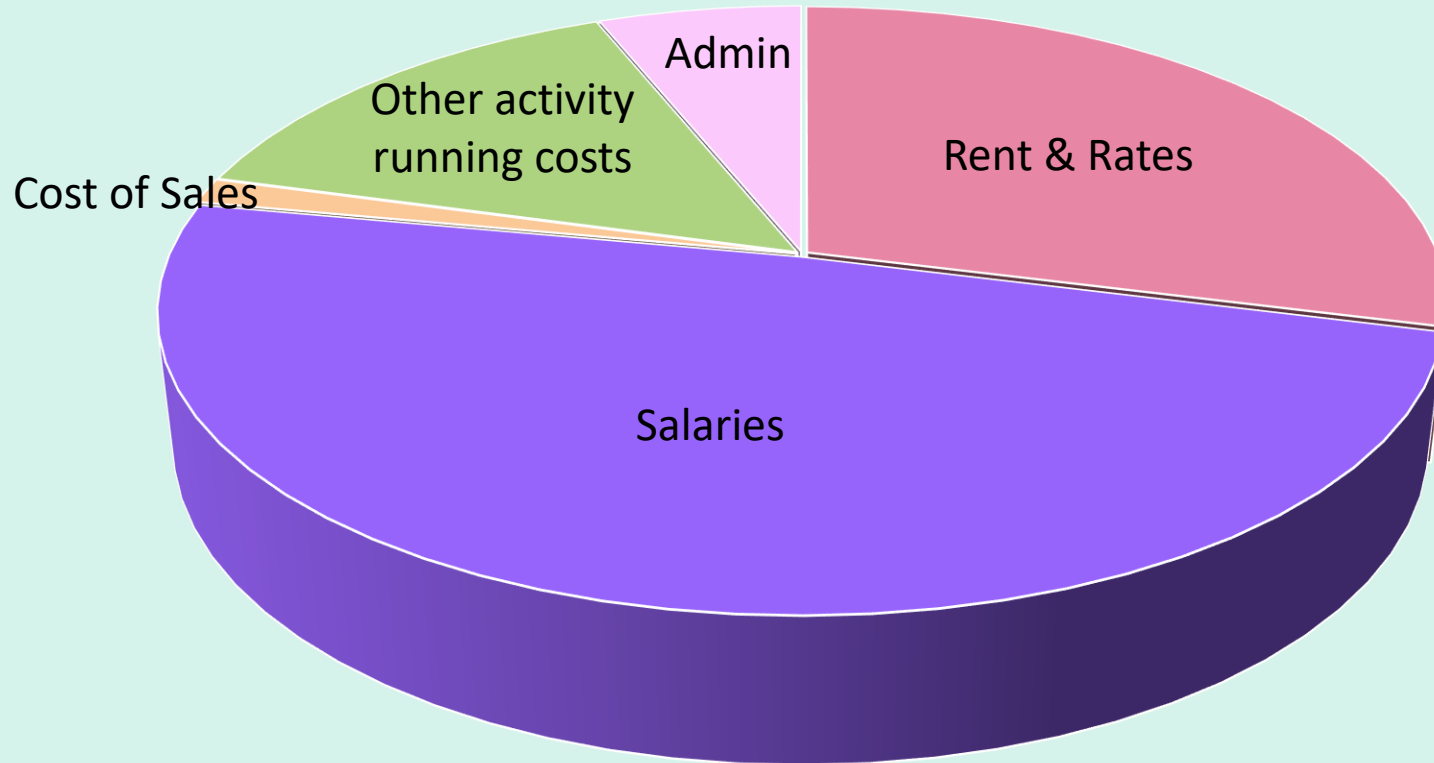
Date: 28th March 2022

## 2021 Income - total £74,346



Sales	36,193
Grants	29,274
Donations	7,479
Other	1,400
	74,346

## 2021 Expenditure - total £69,259



Rent & Rates	20,043
Salaries	33,931
Cost of Sales	930
Other activity running costs	10,123
Admin & insurance	4,231
	69,259

## Transactions & Financial Position

The accompanying Financial Statements have been prepared in accordance with The Charities Statement of Recommended Practice published in March 2005, applicable Accounting Standards and the Charities Act 2011 and are presented on a Receipts and Payments basis. As stated in the introduction to this report, the Trustees consider the financial performance by the charity during the year to be satisfactory.

## Financial Statements

### Receipts and Payments Account for the year ending 31<sup>st</sup> December 2021

		Total	Unrestricted Funds	Restricted Funds
Receipts		£	£	£
	Donations	7,479	5,279	2,200
	Grants	29,274	0	29,274
	Social Groups	40	0	40
	Fundraising	1,355	0	1,355
	Sale of goods	36,193	36,193	0
	Other income	5	5	0
<b>Total Receipts</b>		<b>74,346</b>	<b>41,477</b>	<b>32,869</b>

**Receipts and Payments Account for the year ending 31<sup>st</sup> December 2021 continued**

		<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Fundraising expenses	0	0	0
	Gardening	3,456	3,256	200
	Café ALDAG	1,524	1,524	0
	Open Doors Café	586	586	0
	Re-Use It Shop	55,160	0	55,160
	Social Groups	927	87	840
	Short Breaks	268	268	0
	Craft Workshop	2,118	618	1,500
	Cups & Co	990	0	990
	Administration	2,850	2,644	206
	Insurance	1,380	1,380	0
<b>Total Payments</b>		<b>69,259</b>	<b>10,363</b>	<b>58,896</b>

## Receipts and Payments Account for the year ending 31<sup>st</sup> December 2021 continued

		Total	Unrestricted Funds	Restricted Funds
<b>Receipts minus payments</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Receipts	74,346	41,477	32,869
	Payments	69,259	10,363	58,896
<b>Surplus/deficit</b>		<b>5,087</b>	<b>31,114</b>	<b>(26,027)</b>

		Total	Unrestricted Funds	Restricted Funds
<b>Net movement in funds</b>		<b>£</b>	<b>£</b>	<b>£</b>
	Retained funds	146,019	110,394	35,625
	Current year surplus	5,087	31,114	(26,027)
<b>Treasurer's account</b>		<b>151,106</b>	<b>141,508</b>	<b>9,598</b>

**Balance sheet for the year ending 31<sup>st</sup> December 2021**

	<b>Total</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>
<b>Assets</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lloyds Business Current Account	137,356	141,508	(4,152)
Cups & Co Rent Deposit	13,750	0	13,750
<b>Total Assets</b>	<b>151,106</b>	141,508	9,598

	<b>Total</b>	<b>Unrestricted Funds</b>	<b>Designated Funds</b>	<b>Restricted Funds</b>
<b>Reserves</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Retained Funds	146,019	60,394	50,000	35,625
Current Year Fund Tfr	0	(28,386)	28,386	0
Current Year Funds	5,087	0	31,114	(26,027)
<b>Total Reserves</b>	<b>151,106</b>	32,008	109,500	9,598

	<b>Total</b>	<b>Rent</b>	<b>Building maintenance</b>
<b>Designated funds</b>		<b>£</b>	<b>£</b>
Liabilities per annum	<b>£59,500</b>	51,500	8,000

The above Statement of Assets and Liabilities and associated Receipts and Payments Account were approved by the Board of Trustees on 24.03.22, approved by the Members on 30.03.22 and are signed on their behalf by:

 Pamela Walden (Chair of trustees)



David Phibbs (Treasurer)