



Dartmouth Caring
Supporting Our Community

2023-24 ANNUAL REPORT

36 YEARS SUPPORTING OUR COMMUNITY

At a Glance

Highlights
from the
year



Our Year in
Pictures



What's
happened
this year?



Financial
Summary
and details



Baseline
report for
the Lottery



Dartmouth Caring
Trustees' Annual Report
Year ended 31 March 2024

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Dartmouth Caring
Trustees' Annual Report
Year ended 31 March 2024

Reference and Administrative

Charity Registration Number: 1187326

Principal Office: Dartmouth Health and
Wellbeing Centre
Wessex Way
Dartmouth
Devon
TQ6 0JL

President	Vacant
Chair Trustee	Dee Nutt
Treasurer Trustee	Peter Adolphus
Vice Chair Trustee	Charles Sutherland
Ex officio Trustee - Manager	Nick Hindmarsh
Trustee	Caroline Martin
Trustee	Dr Frances Davidson
Trustee	Delia Kempley

**Independent
examiner:** S R Smith FCA
Westcotts
Chartered Accountants
Petitor House
Nicholson Road
Torquay
Devon
TQ2 7TD

Bankers: Lloyds Bank
31 Fore Street
Totnes
Devon
TQ9 5HH

Dartmouth Caring
Trustees' Annual Report (*continued*)
Year ended 31 March 2024

Structure, Governance and Management

Dartmouth Caring is as a Charitable Incorporated Charity registered in England and Wales, number 1187326, and commenced on 1 April 2022.

It is governed by its Constitution adopted on 7 January 2020 and registered on the 13 January 2020. The charity is the successor to Dartmouth Caring (unincorporated, with registration number 900226).

Trustees

The charity trustees serving during the year are as follows:

- Dee Nutt
- Peter Adolphus
- Charles Sutherland
- Nick Hindmarsh
- Martin McGowan-Scanlon (resigned 22/05/23)
- Caroline Martin
- Dr Frances Davidson
- Delia Kempley

Ex officio Trustee

(a) The Manager, Nick Hindmarsh, for the time being ("the office holder") shall automatically ("ex-officio") be a charity trustee, for as long as he or she holds that office.

(b) If unwilling to act as a charity trustee, the office holder may:

- before accepting appointment as a charity trustee, give notice in writing to the trustees of his or her unwillingness to act in that capacity; or
- after accepting appointment as a charity trustee, resign under the provisions contained in clause [12] (Retirement and removal of charity trustees).

The office of ex officio charity trustee will then remain vacant until the office holder ceases to hold office.

Charity trustees

Functions and duties of charity trustees

The charity trustees shall manage the affairs of the CIO and may for that purpose exercise all the powers of the CIO. It is the duty of each charity trustee:

- a) to exercise his or her powers and to perform his or her functions in his or her capacity as a trustee of the CIO in the way he or she decides in good faith would be most likely to further the purposes of the CIO; and

Dartmouth Caring
Trustees' Annual Report (*continued*)
Year ended 31 March 2024

Charity trustees (*continued*)

Functions and duties of charity trustees (*continued*)

- b) to exercise, in the performance of those functions, such care and skill as is reasonable in the circumstances having regard in particular to:
 - any special knowledge or experience that he or she has or holds himself or herself out as having; and,
 - if he or she acts as a charity trustee of the CIO in the course of a business or profession, to any special knowledge or experience that it is reasonable to expect of a person acting in the course of that kind of business or profession.

Eligibility for trusteeship

- a) Every charity trustee must be a natural person.
- b) No individual may be appointed as a charity trustee of the CIO:
 - a. if he or she is under the age of 16 years; or
 - b. if he or she would automatically cease to hold office under the provisions of clause [12(1)(e)].
- c) No one is entitled to act as a charity trustee whether on appointment or on any re-appointment until he or she has expressly acknowledged, in whatever way the charity trustees decide, his or her acceptance of the office of charity trustee.
- d) At least one of the trustees of the CIO must be 18 years of age or over. If there is no trustee aged at least 18 years, the remaining trustees may only act to call a meeting of the charity trustees, or appoint a new charity trustee.

Number of charity trustees

- a) There must be at least four charity trustees. If the number falls below this minimum, the remaining trustee or trustees may act only to call a meeting of the charity trustees, or appoint a new charity trustee.
- b) The maximum number of charity trustees is ten. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.

Membership of the CIO

- a) The members of the CIO shall be its charity trustees for the time being. The only persons eligible to be members of the CIO are its charity trustees. Membership of the CIO cannot be transferred to anyone else.
- b) Any member and charity trustee who ceases to be a charity trustee automatically ceases to be a member of the CIO.

Dartmouth Caring
Trustees' Annual Report (*continued*)
Year ended 31 March 2024

Objectives and Activities for the Public Benefit

- The objects of the CIO are to undertake voluntary work in education, health & welfare, social services and similar support activities amongst those in need.
- Dartmouth Caring will serve the geographical area around Dartmouth, Stoke Fleming, Strete, Blackawton, Dittisham; served by Torbay Hospital, Derriford Hospital, Royal Devon & Exeter Hospital and the Dartmouth Medical Practice and any successors thereto.
- We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.
- All of the trustees are asked to read the Charity Governance Code.

Recruitment and Induction of new Trustees

The Trust Board is always mindful of the need to review its skills set and the capacity of the Board to discharge its role.

- When a need to recruit new trustees arises an external advertisement is placed in the local press and on social media. If a wider search is needed, then other channels will be explored.
- Potential trustees need to apply for the role. Those short listed are interviewed by the Chair and one other trustee, with the Manager.
- On appointment the Manager spends time with new trustees ensuring they are aware of their roles and responsibilities and current issues facing the charity; this includes discussing safeguarding and completion of DBS checks. An induction pack is used to assist this process.



Dee Nutt (MBE) –
Chair of Trustees

"This year has been a really eventful
time for the charity..."

Welcome from our Chair

This year has been a really eventful time for the charity as we finally moved to our new home in the Health & Wellbeing centre. Having had time to plan for the move it was well organised, and all went smoothly, now everyone has settled in.

As anticipated new services have evolved and traditional services like the Memory Cafe and Lunch Club are going from strength to strength so much so that we now have a waiting list.

New services like the Table Top Gaming group, Souper Thursday and Friday Baby Weigh & Play group are becoming increasingly popular. All together a sign of the great success we are making now we have a proper home.

We have waited so long for this move and it's fantastic to go see this wonderful environment for all clients, volunteers and staff, all of whom really enjoy both the space and the garden.

I want to thank all the volunteers, staff, clients and supporters of Dartmouth Caring for all their help and ideas over the last year.

Thank you and my very best wishes to you all!

A handwritten signature in black ink, appearing to read 'D. Nutt', with a stylized flourish at the end.



Nick Hindmarsh
(BEM) – Manager

"Our focus is to support those in need, including the elderly, younger adults and teenagers – helping everyone to live their lives as they choose, connecting those who feel isolated, and improving the emotional and physical health and wellbeing of our clients."

Manager's Welcome Message

I hope this report helps you understand the range of our work and its impact, whether you are reading this as a client, a volunteer, benefactor or grant awarding body. The trustees and I are proud of what the charity achieves each year, achievements that would not take place without our wonderful volunteers and great staff team – and you, our supporters!

This past year has been especially challenging in terms of fundraising which, with the exception of the National Lottery, has been the most difficult I have encountered in the 8 years I have been here. This makes us ever more thankful for those who have donated or awarded grants to us this year. You can read more about this in the financial report. However, we have been notified that we have been named as a beneficiary in a legacy from a local resident which leaves our balance sheet looking healthier than it would have.

The big grant news of the year was our successful bid to the National Lottery Community Fund. This project is to enable an effective transition to our new base at the health and wellbeing centre, supporting existing clients and being able to respond to new needs. A significant part of this is growing our partnership working and team of volunteers, of which more later.

We look forward to working with you all in the coming years.

A handwritten signature in black ink, appearing to read 'Nick Hindmarsh', written over a horizontal line.



Dartmouth Caring – Our story

We were set up in 1988 to meet the need of the elderly in the community, initially running lunch clubs and providing volunteer drivers to take patients to hospital.

In 1989 we became the registered charity – Dartmouth Caring (900226). In 2020 we incorporated and started trading as a CIO, Dartmouth Caring (1187326), with effect from 1st April 2022.

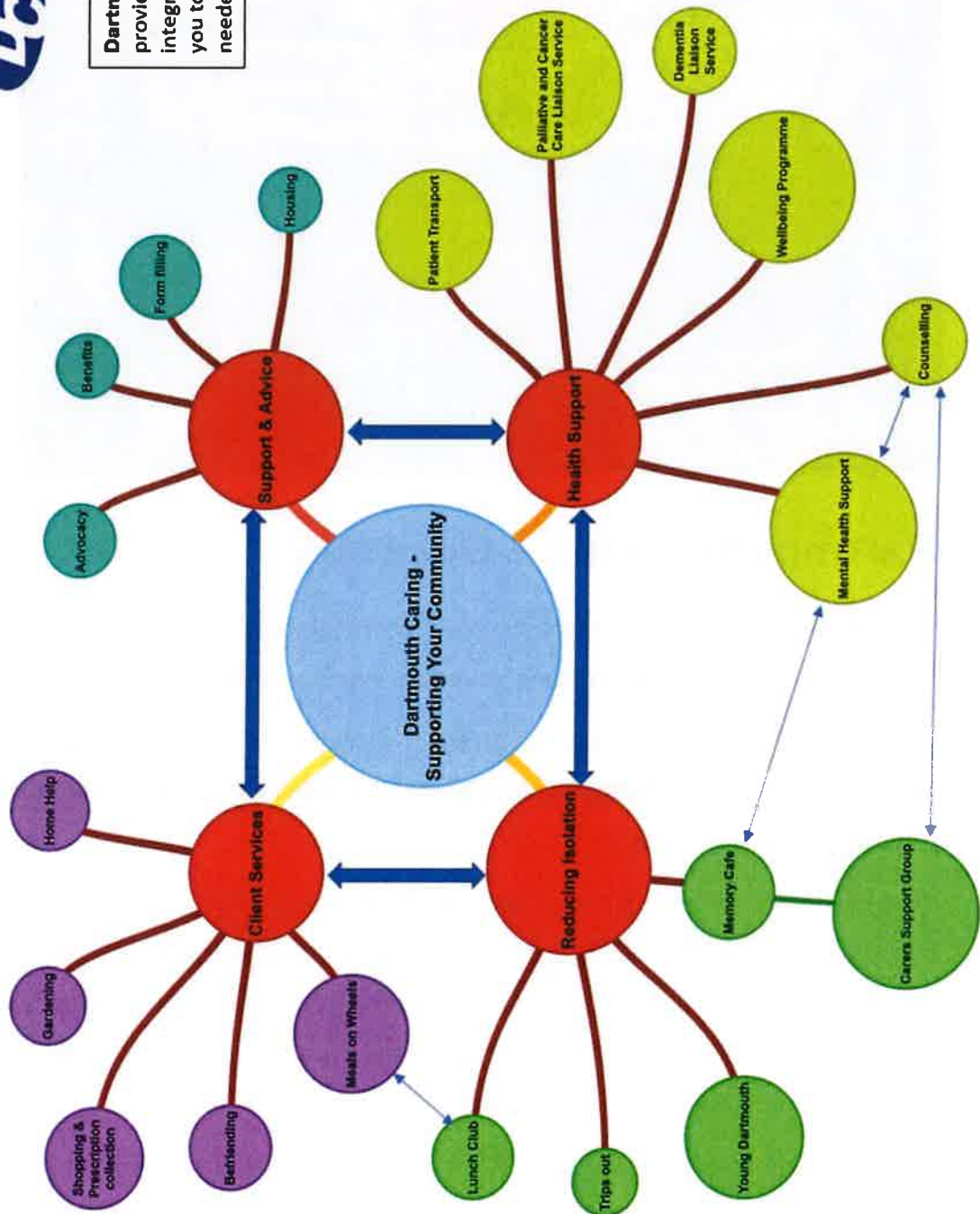
Over the years we have grown, always looking to plug gaps in the services the community needs. For our first decade we were entirely volunteer led and run, then in our second decade we started to employ staff, initially a part-time manager, and then others to support the services as they grew to include counselling, and a limited range of advice services.

In the past ten years our service offer has grown significantly and along with this, a trained staff have been recruited to run additional services; Memory Cafe, benefit and housing advice, dementia support, palliative and cancer care, home help, hospital discharge support, and many others. We currently employ over 200 hours of weekly staff time.

We now provide a range of services that are mutually supportive of each other, often providing an ability to provide a holistic approach to clients' needs.



Dartmouth Caring
provides wrap-around
integrated services for
you to call upon when
needed.



The Year in Pictures



Easter lunch club



Volunteers preparing lunch



Baby Weigh and Play





Happy 90th Birthday @ Memory Café



Tidying the raised beds



Patient Transport



Teamwork and fun at Memory Cafe



Volunteers at Souper Thursday



Souper Thursday



All the gang at Dartmouth Dawdle



After dawdling – the chatter and cakes, with thanks to the Flavell

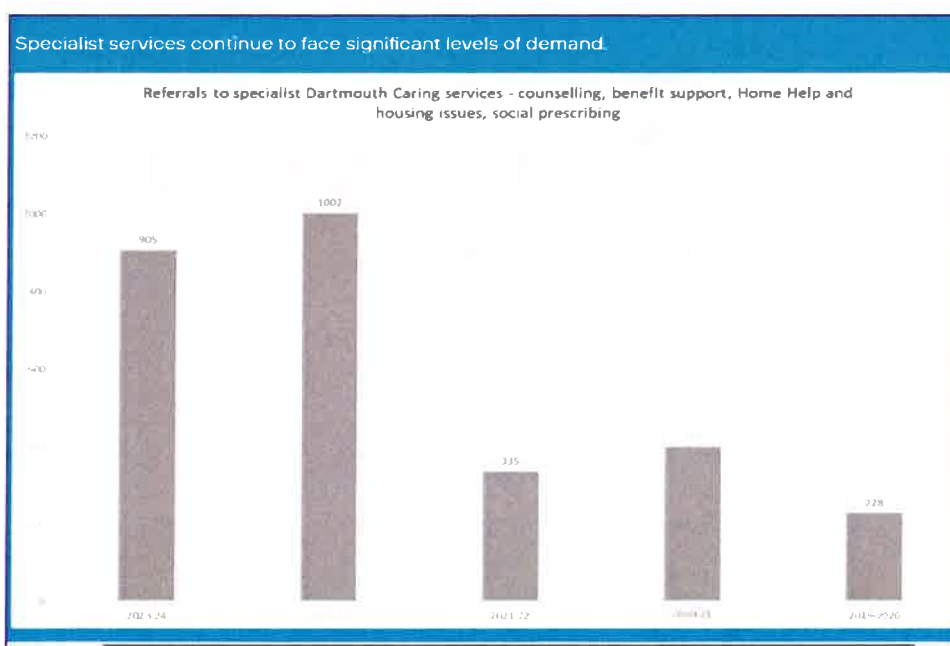
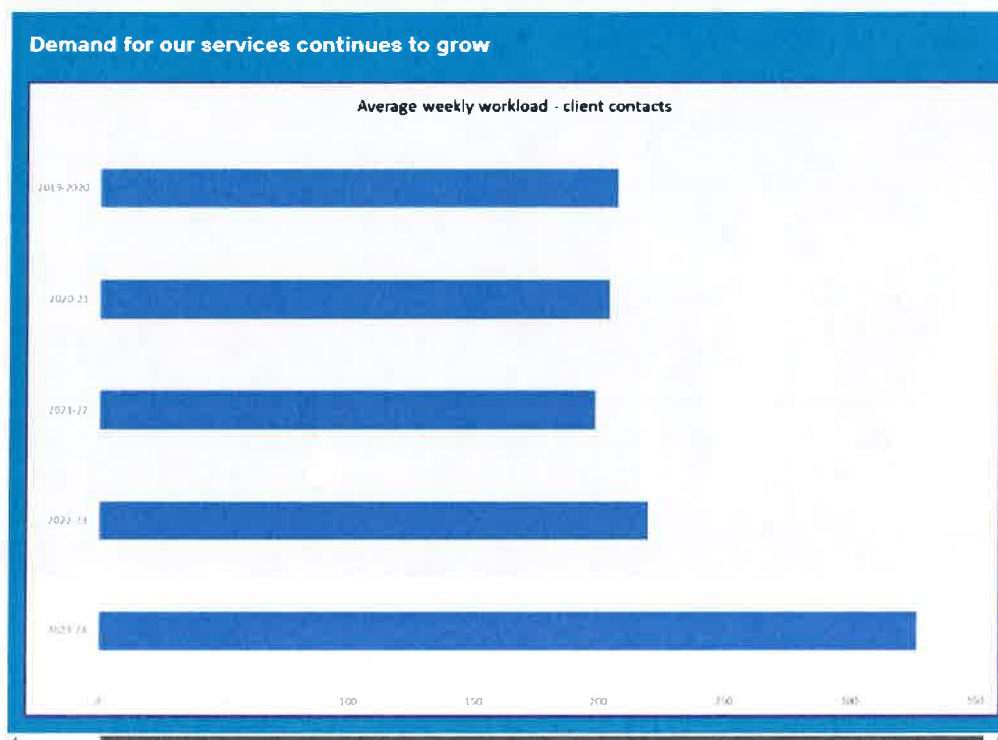


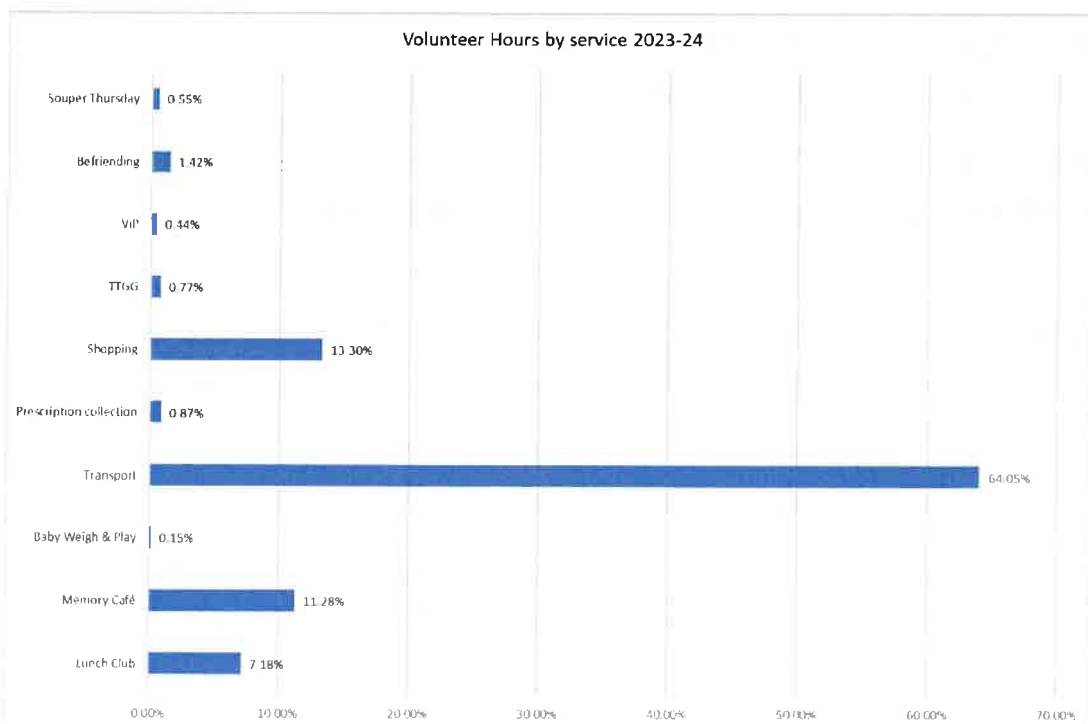
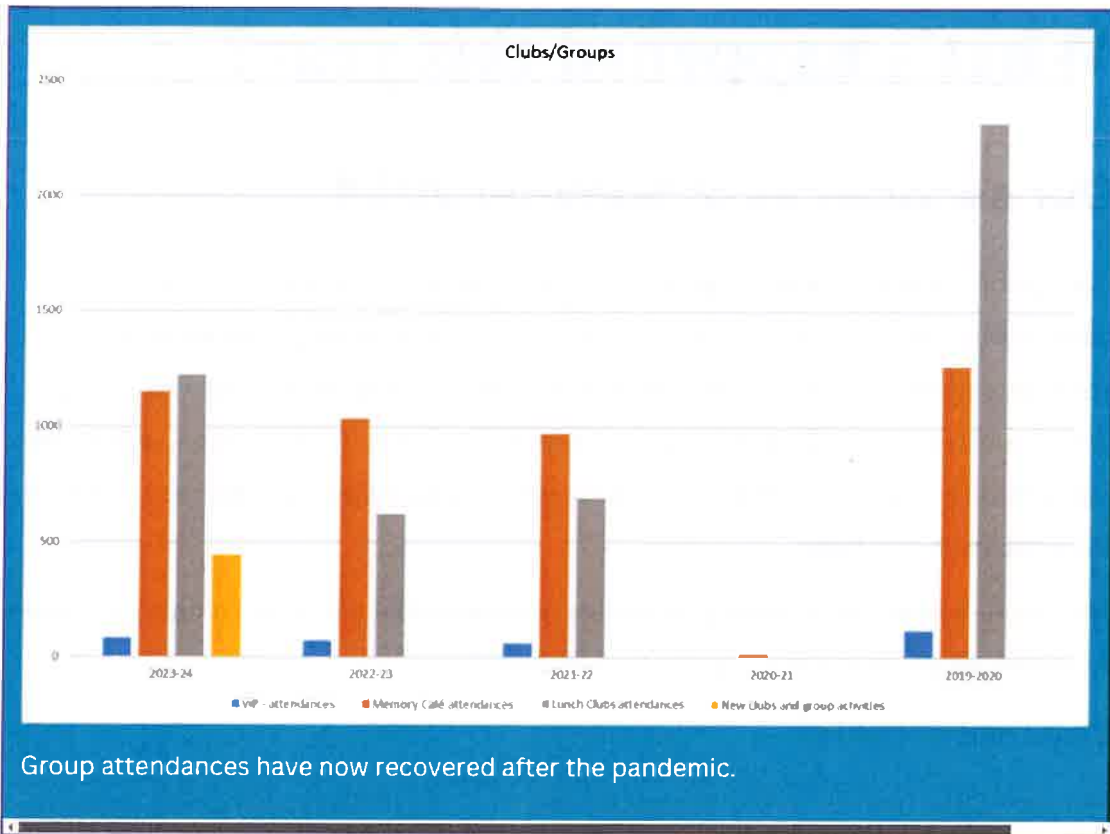
The wonderful Memory Cafe volunteers



What's happened this year

The Year in Tables





Note: we started several services in the second half of the year and later, meaning their use of volunteers is understated.

What's happened this year?

Our services as of Summer 2024

During this year we have expanded our services and developed them in partnership with others, so that the offer to the community is wider and not solely provided by Dartmouth caring but in partnership with others including; Citizens Advice, Job Centre Plus, AA, Dartmouth Green Partnerships, and others. The aim being to fully utilise the space and skills available to maximise wellbeing services from our base.

We offer a variety of engaging activities and essential services to cater to diverse interests and needs. Here's a quick overview:

Clubs and Activities

Memory Café: Join us every Tuesday from 10:30 to 12:30 for a friendly gathering. For more details or to participate, please get in touch.

Lunch Club: Every Wednesday from 12:00 to 14:00, enjoy a two-course meal for £5. Booking is required, and transport may be available.

Soup-er Thursdays: Every Thursday from midday, savour soup and a roll or a ploughman's lunch with a hot drink for £2. Followed by board games or a film. Booking is necessary.

Visually Impaired Reading Group (VIP): Meeting the first Thursday of each month from 14:00 to 16:00. Now open to all. Contact Celia for more details.

Bereavement Group: Contact Andie Day or Celia Stevens if interested. This group is not open and meetings are advertised about a month in advance.

Alcoholics Anonymous (AA): Meetings are held every Thursday at 18:30 in our café space. Call the national helpline or contact Ken directly to join.

Table Top Gaming Group: Open to anyone aged 18+, every Wednesday from 18:00 to 21:00. Book your place by contacting Lucy.

Baby Weigh & Play: Held fortnightly on Fridays from 10:00 to 12:00. Enjoy toys, crafts, and sensory activities while weighing your baby. Older pre-school siblings are welcome. Contact April or Leah for more details.

Monday Makers: A creative wellbeing group meeting fortnightly on Mondays from 11:00 to 13:00. Bring your ideas and interests to share. Contact April or Kate for more information.

Specialist 1:1 Services

Benefit and Housing Advice and Support: Available to assist with any queries you may have.

Dementia Liaison Service: Contact Natasha for support and information.

Carer Support: Offering assistance and resources for caregivers.

Volunteer Patient Transport: Available to help with medical appointments. This service operates every Wednesday morning and afternoon. Contact us to book a journey.

Palliative Care Service: In partnership with Dartmouth Medical Practice. Contact Andie Day or Celia Stevens for more information.

Social Prescribing: In partnership with Dartmouth Medical Practice. Contact Kate Cooke to learn more.

Citizens' Advice: Available every Tuesday afternoon from 13:00 to 16:00.

Counselling: Speak to Karen for more information and support.

Job Centre Plus (JCP): Outreach workshops every Thursday by invitation, to simplify access to their services.

Home from Hospital Support: Assisting with basic needs for post-discharge and liaising with support teams for additional services.

Shopping and Prescription Deliveries: Temporary assistance available post-hospital discharge or during medical crises. Call us with your request.

The Friday Hub at Townstal Community Hall: Home of Dartmouth Food Bank and attended by various service providers and support workers every fortnight.

Gardening: Open to all users, managing the garden area, including building raised beds.

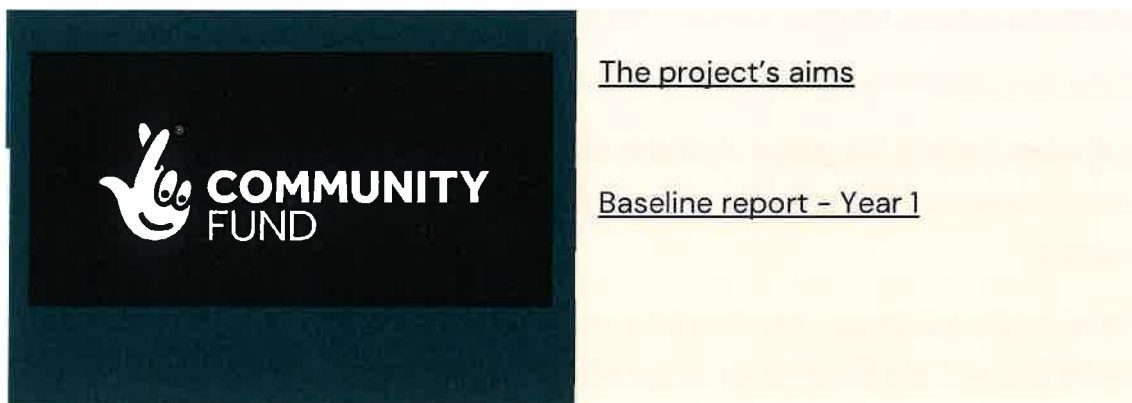
Upcoming Services

Dough Bros: A men's sourdough pizza-making group starting in July. Stay tuned for more details.

Sewing Club: For beginners or experienced individuals, using sewing machines.

Conversation Club: For practicing spoken English for those learning it as an additional language.

National Lottery Community Fund



Project Aims

The overall aim of this project is to develop our new space as a resource for the local community.

With regards to beneficiaries, we expect to see change for people using your services in the following ways:

- Less isolated – through meeting new people; regular social opportunities; support from staff and volunteers; volunteering opportunities; feeling more part of their local community.
- Reduced stress / anxiety – through access to information and advice; specialist support with e.g. end of life, and dementia; someone with whom to talk through issues.
- Improved health and wellbeing – through advice and information; support with mental health; improved access to appropriate services and support; opportunities for physical activity.

This project will enable us to manage a period of change and provide additional resources, which will enable to develop new beneficiary activities, and to make sure that our new space is comfortable and works well for our beneficiaries.

The new volunteer co-ordinator role will enable us to develop our volunteer support offer. The impact of this role is already very clear, including additional volunteers and much improved communication, training and support for volunteers. You can see what the volunteers themselves say here – [Volunteering | Dartmouth Caring | We are always seeking volunteers](#)

By the end of the 3 year grant, we have said we will have successfully extended our offer, settled into the new building and developed our longer term sustainability. We will have also strengthened existing partnership working and developed new joint initiatives and activities.

To measure the impact of the grant we have used an element of this funding to pay for an external audit of our work. The initial baseline report follows below.

Summary Baseline report 2024



Dartmouth Caring

Baseline Report – Summary

Monitoring data

In the year running up to moving to the new centre, the following activity and reach was recorded by Dartmouth Caring. This will be used as a baseline, and comparisons made over the period of the National Lottery Community fund grant. Key aims of the funding, are to develop new activities / services and widen the reach to new people – monitoring data will enable Dartmouth Caring to demonstrate this. Further data is available.

In 2022/23, Dartmouth Caring:

- Supported 944 people, 25% of whom were new to Dartmouth Caring
- Supported 386 individuals 1:1 with benefits / housing advice
- Supported 61 individuals with dementia or facing end of life

- Ran 2 activity groups each week, with an average attendance of 21 for Memory Café and 10 for Lunch Club
- Ran a monthly Carers' Group and Visually Impaired Reading Group, each with an average attendance of 7.
- Provided free counselling for 34 people
- Home Help support was provided for 23 people; and support with prescriptions/shopping for 12 individuals

Data for 2022/23 showed the following:

- 73%* of clients were over the age of 65 (though age was not recorded for around 25% of clients)
- Around 63% of clients are female and 37% male.
- Around 83% of clients live in Dartmouth, with 17% living in the villages/rural area surrounding Dartmouth. Around 40% of clients living in Dartmouth are in Townstal
- 25% of clients are carers
- Around 37%* of clients have a disability and / or long term health condition that impacts their daily lives. Some have multiple conditions.
- 24% of clients are in poverty / deprivation

*[*Please note, these figures are approximations based on the data currently available.*

Management of monitoring data is currently being updated.]

The most common sources of referral to Dartmouth Caring in 2022/23 were self-referral (46%) and social prescriber (13%).

Since receipt of National Lottery Community Fund grant funding, Dartmouth Caring have worked on their monitoring processes and evaluation tools and all services / activities have plans in place to collect feedback from clients. A summary evaluation framework is available which gives further details.

Key points from baseline feedback

Online surveys were set up and run for staff, volunteers, Trustees and partner organisations. NB client feedback was sought when applying for funding from the National Lottery but is not included in this baseline report – data will be collected from clients during the first year of the project and will be reported in later evaluation reports.

Response rates were as follows:

- Staff – 12 (of 14 staff) responded
- Volunteers – 22 volunteers (of 35 invited to respond) responded
- Trustees – 6 (of 7 Trustees) responded
- Partner/referring organisations – 13 responses (the survey link was sent to 35 people)

This summary highlights key findings from the feedback – a fuller report is available.

Overall, feedback was very positive on Dartmouth Caring's service. Average scores were:

- The average score for staff giving feedback was 5.08 (out of 6);
- Volunteers' average score was 5.68 (out of 6)
- Partner organisations gave an average score of 9.23 (out of 10)

A few of the comments made can be seen below:

It is a well-respected and effective local charity that is easy to work with [Partner organisation]

An excellent team of staff who communicate well and are well led [Trustee]

I feel it is a really worthwhile organisation which deserves the good reputation and support it has gained in the local community and surrounding villages. [Volunteer]

Very few respondents suggested improvements. Those who did highlight improvements fell generally into the categories below.

Reaching more people – Dartmouth Caring have already started a number of new activities since the move, and are continuing to build on these – responses to the consultation should be reviewed as part of developing new activities. Feedback highlighted two main areas where Dartmouth Caring could potentially reach more / different people:

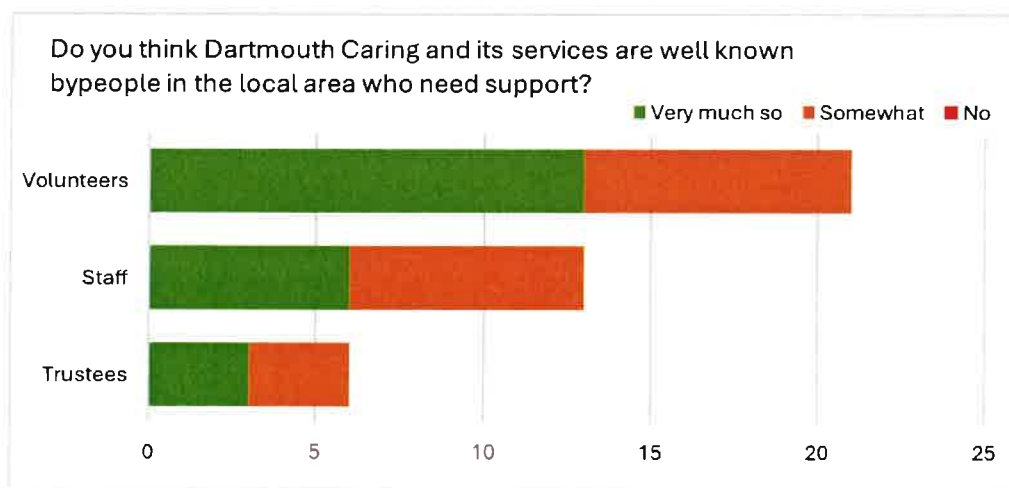
- **Different age groups** – Feedback suggested that Dartmouth Caring could do more to support families and young people. There is a feeling that Dartmouth Caring is seen as an organisation that supports mainly older people.

- **Geographical Outreach** – A number of respondents mentioned the need to improve outreach to local villages and the rural area around Dartmouth.

Promotion – feedback (see the Chart below) suggests that Dartmouth Caring is well known locally, but that there is room for improvement on this.

Recruiting more volunteers – Feedback suggested that Dartmouth Caring are already doing well in reaching out to potential volunteers, but more volunteers are needed.

Financial Sustainability – Trustee feedback on the longer-term financial sustainability of Dartmouth Caring shows that they are actively looking at this. However, staff and volunteers were less aware, and there could perhaps be clearer communication from Trustees around this.



Being part of Dartmouth Caring

Feedback was positive on being part of Dartmouth Caring as staff, volunteers or Trustees (see the Chart below). The word clouds below illustrate the words people used to describe their involvement with Dartmouth Caring.

Staff



Volunteers



Trustees



There was some indication that staff, volunteers and Trustees could benefit from training opportunities – although this would need further consultation. Some staff feel that there could be more support when they are dealing with complex / emotional cases, so that they can talk through options, and process emotions themselves. There was also mention of occasional staff capacity issues.

Feedback indicates that some volunteers feel that they could be doing more. Feedback also highlights the importance of making sure volunteer expenses are provided along with other elements that make volunteering easier (e.g. parking spaces).

Initial feedback highlights that both volunteers and trustees feel that they gain personally from being involved in Dartmouth Caring. Volunteers report that they particularly, have met new people (77%); feel more useful (74%) and feel better connected to the local community (73%). Trustees were most likely to say they had met new people; had improved access to information / advice; felt more useful; and felt better connected to the local community.

A small number of the comments made can be seen below:

[Volunteering] helped me to get over the death of my partner. [Volunteer]

As an incomer to the county on my retirement I needed a strategy to connect and fit in. This was a key part of it. [Volunteer]

Being a volunteer has given me a sense of purpose and direction and made use of my skillset. [Volunteer]

Move to the Health and Wellbeing Centre

Generally, the move to the Health and Wellbeing Centre is reported as being positive. It is felt that the venue is an improvement on the old offices and being able to offer Generally, the move to the Health and Wellbeing Centre is reported as being positive. It is felt that the venue is an improvement on the old offices and being able to offer all of the support in one nice venue creates a 'buzz'.

Attendances are increasing, and Dartmouth Caring is already offering additional activities.

The negative aspects are that Dartmouth Caring is no longer based in the centre of Dartmouth – with some transport/access issues associated with this; and some feel the space isn't big enough. A couple of the comments made can be seen below:

Positive - Much improved working conditions for staff and clients. More professional in facilities and environment. Only negative is we are slightly "out of town" for some of our elderly clients. [Trustee]

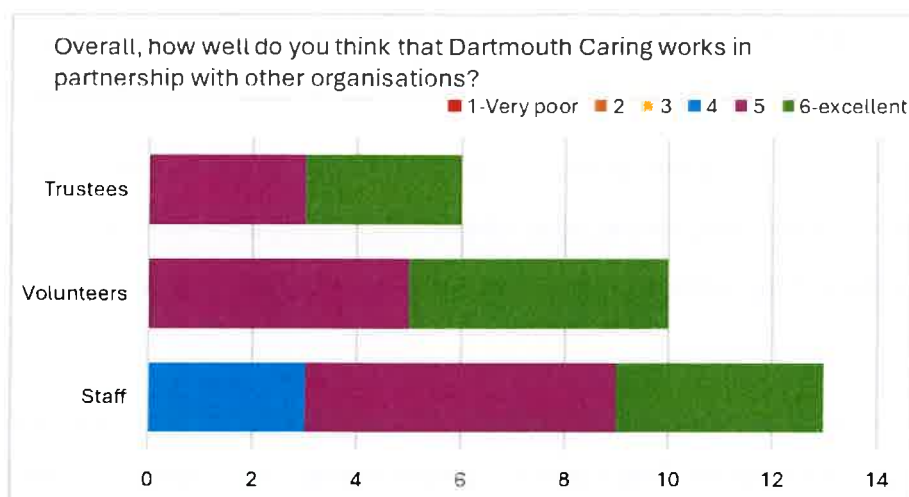
Being able to have activities and groups onsite creates a buzz, a positive atmosphere for staff and clients. Figuring out how best to share the space can be tricky. [Staff member]

Difficult for people to get there. The space for groups is far too small, we have to put people on a waiting list which is not good. [Staff member]

The location in town was better for getting to and being more visible. However, the facilities at the new location are much better. The bus service in Dartmouth is unreliable so I fear this will have a negative impact in the short term until this is improved. [Volunteer]

Partnership working

Respondents from local organisations / agencies felt that partnership working was generally positive (average score 9.0 out of 10). Most felt there were no improvements needed to the way that Dartmouth Caring works with them. Generally, staff felt partnership working was good, though some felt it could be improved (average score of 5.1 out of 6). Trustees also felt that partnership working is good (average score of 5.5 out of 6). Volunteers giving an opinion felt partnership working was good (average score of 5.5 out of 6) – but quite a number (13 of the 23) had no opinion. [See Chart below].



Conclusion

Overall, feedback has been exceptionally positive from all stakeholders.

Dartmouth Caring should celebrate this with their staff, trustees and volunteers and use the feedback gained for further develop. The full baseline report makes recommendations based on the feedback and is available on request.

Dartmouth Caring
Trustees' Annual Report (*continued*)
Year ended 31 March 2024

Treasurer's Report and reserve policy - 2023-24

It has been a difficult year for the charity with donations and grants dropping from £241,000 to £220,000 even though the first tranche of the three-year grant from the National Lottery Community Fund of £43,000 was received. However, a legacy of £175,000 from a local Estate was announced in November 2023 and is shown in debtors at the year end. This money is expected to be received in the calendar year 2024 and will greatly assist the liquidity position.

At the year end the charity had reserves of £254,000 of which £202,000 were unrestricted and £52,000 were restricted. Note 17 of the financial statements shows those areas in which funds were restricted. It should be noted the majority of these restricted reserves have been utilised since the year end.

It is the trustees' assessment that the charity is a going concern given the future funding already secured from the National Lottery Community Fund announced in July 2023 and the generous legacy mentioned above.

The trustees' reserve policy is to hold between 60% and 80% of annual expenditure in reserves and this scenario is achieved comfortably at the year end.

As always, the trustees are very grateful for the continued support of our donors, large and small.

Dartmouth Caring
Trustees' Annual Report (continued)
Year ended 31 March 2024

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards.


The trustees are required to prepare financial statements which give a true and fair view of the charity and of the incoming resources and application of resources of the charity. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on 11/11/24 and signed on its behalf by:



Peter Adolphus (Treasurer & Trustee)

Date

11/11/24

Dartmouth Caring

Independent Examiner's Report to the Trustees of Dartmouth Caring Year ended 31 March 2024

I report to the trustees on my examination of the financial statements of Dartmouth Caring ('the charity') for the year ended 31 March 2024.

Responsibilities and basis of report

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

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

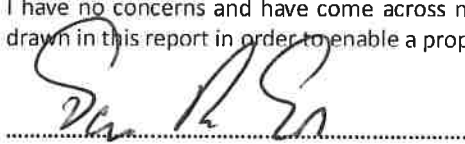
Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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 charity as required by section 130 of the Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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.



S R Smith (FCA)

Westcotts Chartered Accountants
Independent Examiner
Petitor House
Nicholson Road
Torquay
Devon, TQ2 7TD

3 December 2024

Dartmouth Caring

Statement of Financial Activities

(including income and expenditure account)

Year ended 31 March 2024

				2024	2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	4	206,967	187,663	394,630	241,198
Charitable activities	5	42,390	–	42,390	43,984
Fundraising income		6,649	–	6,649	10,578
Investment income	6	3,196	–	3,196	1,014
Total income		259,202	187,663	446,865	296,774
Expenditure					
Expenditure on fundraising		3,252	–	3,252	1,343
Expenditure on charitable activities	7	108,938	229,083	338,021	319,873
Total expenditure		112,190	229,083	341,273	321,216
Transfers between funds		(52,861)	52,861	-	-
Net income/(expenditure) and net movement in funds		94,151	11,441	105,592	(24,442)
Reconciliation of funds					
Total funds brought forward		108,188	39,809	147,997	172,439
Total funds carried forward		202,339	51,250	253,589	147,997

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 36 to 43 form part of these financial statements.

Dartmouth Caring

Statement of Financial Position

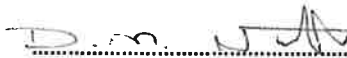
Year ended 31 March 2024


	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	12	11,693	5,429
Current assets			
Debtors	13	188,921	13,562
Investments	14	3,308	65,466
Cash at bank and in hand		66,222	73,599
		<u>258,451</u>	<u>152,627</u>
Creditors: amounts falling due within one year	15	<u>16,555</u>	<u>10,059</u>
Net current assets		<u>241,896</u>	<u>142,568</u>
Net assets		<u>253,589</u>	<u>147,997</u>
Funds of the charity			
Restricted funds		51,250	39,809
Unrestricted funds		202,339	108,188
Total charity funds	17	<u>253,589</u>	<u>147,997</u>

These financial statements were approved by the board of trustees and authorised for issue on

11/11/24

and are signed on behalf of the board by:


Dee Nutt (Trustee)


Peter Adolphus (Trustee)

The notes on pages 36 to 43 form part of these financial statements.

Dartmouth Caring

Notes to the Financial Statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is Dartmouth Health & Wellbeing Centre, Wessex Way, Dartmouth, Devon TQ6 0JL.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Charities Act 2011.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

Going concern

There are no material uncertainties about the charity's ability to continue, which has been confirmed by the trustees, as there are sufficient reserves held and with regular budgeting carried out for the following year.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken under the disclosure exemptions available not to present a cash flow statement for the charity.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Accounting estimates and assumptions are made concerning the future and by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are none.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and in hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less.

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

Incoming resources

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Where a grant (including government grants) does not impose specified future performance-related conditions on the recipient, it is recognised in income when the grant proceeds are received or receivable. Where the grant does impose specified future performance-related conditions, it is recognised in income only when the performance-related conditions have been met. Where grants received are prior to satisfying the revenue recognition criteria, they are recognised as a liability.

- legacy income is recognised when receipt is probable and entitlement is established.
- no amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events and non-charitable trading activities.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. No tangible assets are carried at a revalued amount.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office, general equipment and motor vehicle - 25% Straight line

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument and are initially recognised at the amount receivable or payable including any related transaction costs. Current assets and current liabilities are subsequently measured at the cash value or other consideration expected to be paid or received and not discounted.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations			
Membership and joining fees	—	—	—
General donations	16,343	2,405	18,748
Gift Aid	2,182	601	2,783
Legacies	175,000	—	175,000
Grants			
National funding and grants	12,556	59,555	72,111
Dartmouth and District funding and grants	886	66,713	67,599
Government bodies	—	58,389	58,389
	<u>206,967</u>	<u>187,663</u>	<u>394,630</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Membership and joining fees	1,525	—	1,525
General donations	20,490	15,970	36,460
Gift Aid	3,178	3,992	7,170
Legacies	—	—	—
Grants			
National funding and grants	34,678	35,000	69,678
Dartmouth and District funding and grants	5,691	60,087	65,778
Government bodies	642	59,945	60,587
	<u>66,204</u>	<u>174,994</u>	<u>241,198</u>

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

5. Charitable activities

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Home Help Service	30,832	30,832	32,587	32,587
Transport donations	4,964	4,964	6,267	6,267
Luncheon Club (including raffle)	5,470	5,470	3,948	3,948
Other income	1,124	1,124	1,182	1,182
	<u>42,390</u>	<u>42,390</u>	<u>43,984</u>	<u>43,984</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	3,196	3,196	1,014	1,014

7. Expenditure on charitable activities by activity type

	Total funds 2024 £	Total funds 2023 £
Direct costs	277,863	265,949
Support costs	60,158	53,924
	<u>338,021</u>	<u>319,873</u>

8. Support costs

	Support costs £	Total 2024 £	Total 2023 £
Premises	8,736	8,736	7,380
General office	4,674	4,674	5,942
Insurance	4,441	4,441	4,827
Independent examination fees :-			
Examination of the financial statements	3,750	3,750	3,960
Other financial services	1,300	1,300	—
Consultancy fees	5,049	5,049	8,931
Telephone, internet and IT support	13,724	13,724	12,350
Printing, postage, stationery and advertising	5,256	5,256	4,635
Depreciation	5,040	5,040	2,215
Bank charges	945	945	698
Sundry expenses	7,243	7,243	2,986
	<u>60,158</u>	<u>60,158</u>	<u>53,924</u>

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

9. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	222,593	211,256
Social security costs	13,929	7,626
Employer contributions to pension plans	2,239	3,173
	<u>238,761</u>	<u>222,055</u>

The average head count of employees during the year was 22 (2023: 21). The average number of full-time equivalent employees during the year is analysed as follows:

	2024	2023
	No.	No.
Manager	1	1
Support workers and administration	12	12
	<u>13</u>	<u>13</u>

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

10. Trustee remuneration and expenses

During the year Mr N Hindmarsh received a gross salary £43,794 (2023: £40,500) and pension contributions of £Nil (2023: £4,563) through his employment as the charity manager. This position is held as part of his managerial role, and he is excluded from the decision-making process regarding his remuneration and benefits.

During the year there were no trustee expenses (2023 – Nil).

11. Volunteers

In 2023-24, volunteers played an increasingly significant role, linked to our move to the Health and Wellbeing Centre. In order to develop new services, we recognise that the use of volunteers as opposed to more paid staff is the more sustainable route to follow.

Throughout the year we had the support of over 100 volunteers from which a core of around 80 provide the bulk of the work done by volunteers, which includes: shopping, driving to health appointments, driving clients to and from clubs, cooking for lunch club, assisting at Memory Café, Lunch Club, and ViP, plus a wide range of other activities.

12. Tangible fixed assets

	Motor Vehicle	Equipment	Total
	£	£	£
Cost at 1 st April 2023	2,400	25,913	28,313
Additions	–	11,304	11,304
Cost at 31 st March 2024	<u>2,400</u>	<u>37,217</u>	<u>39,617</u>
Depreciation at 1 st April 2023	1,200	21,684	22,884
Charge for the year	600	4,440	5,040
Depreciation at 31 st March 2024	<u>1,800</u>	<u>26,124</u>	<u>27,924</u>
Carrying Amount 31 st March 2024	<u>600</u>	<u>11,093</u>	<u>11,693</u>
Carrying Amount 31 st March 2023	<u>1,200</u>	<u>4,229</u>	<u>5,429</u>

Dartmouth Caring

Notes to the Financial Statements (continued)

Year ended 31 March 2024

13. Debtors	2024	2023
	£	£
Legacy	175,000	-
Trade debtors	5,468	7,751
Prepayments and accrued income	8,453	5,811
	<u>188,921</u>	<u>13,562</u>
14. Investments	2024	2023
	£	£
Short-term deposits	3,308	65,466
15. Creditors: amounts falling due within one year	2024	2023
	£	£
Trade creditors	7,577	1,321
Accruals and deferred income	5,623	5,826
Social security and other taxes	3,355	2,912
	<u>16,555</u>	<u>10,059</u>

16. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £2,239 (2023: £3,173).

17. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	93,188	259,202	(97,190)	(52,861)	202,339
Designated funds	15,000	-	(15,000)	-	-
	<u>108,188</u>	<u>259,202</u>	<u>(112,190)</u>	<u>(52,861)</u>	<u>202,339</u>
	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	101,840	121,780	(130,432)	-	93,188
Designated funds	15,000	-	-	-	15,000
	<u>116,840</u>	<u>121,780</u>	<u>(130,432)</u>	<u>-</u>	<u>108,188</u>

The funds are held so that the charity is in a position to continue offering the services in line with their charitable aims and objectives during periods of declining income, as laid out in the Treasurer's Report and Reserves Policy.

The transfers between funds were due to the expenditure exceeded the income of those restricted funds.

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

17. Analysis of charitable funds (continued)

Restricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
National Lottery Fund Community	–	42,975	(33,623)	–	9,352
Coronavirus	–	–	(12,181)	12,181	–
Mental Health Work	–	26,952	(28,558)	1,606	–
Meals on Wheels	1,815	–	–	–	1,815
Specialist Health Services	3,730	27,218	(33,602)	2,654	–
Wellbeing	28,173	37,512	(25,602)	–	40,083
Dartmouth United Charities	–	50,000	(70,749)	20,749	–
Winter Fuel Allowance	6,091	3,006	(24,768)	15,671	–
	<u>39,809</u>	<u>187,663</u>	<u>(229,083)</u>	<u>52,861</u>	<u>51,250</u>

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
National Lottery Fund Community	–	–	–	–	–
Coronavirus	11,807	–	(11,807)	–	–
Mental Health Work	–	29,686	(29,686)	–	–
Meals on Wheels	1,815	–	–	–	1,815
Specialist Health Services	6,599	29,156	(32,025)	–	3,730
Wellbeing	35,378	43,405	(50,610)	–	28,173
Dartmouth United Charities	–	50,000	(50,000)	–	–
Winter Fuel Allowance	–	22,747	(16,656)	–	6,091
	<u>55,599</u>	<u>174,994</u>	<u>(190,784)</u>	<u>–</u>	<u>39,809</u>

The purposes of the restricted funds are detailed by the chief executive in the annual report, from page 20.

18. Analysis of net assets between funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	2024
	£	£	£
Tangible fixed assets	11,693	–	11,693
Current assets	207,201	51,250	258,451
Creditors less than 1 year	(16,555)	–	(16,555)
Net assets	<u>202,339</u>	<u>51,250</u>	<u>253,589</u>

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	2023
	£	£	£
Tangible fixed assets	5,429	–	5,429
Current assets	112,818	39,809	152,627
Creditors less than 1 year	(10,059)	–	(10,059)
Net assets	<u>108,188</u>	<u>39,809</u>	<u>147,997</u>

Dartmouth Caring

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

19. Commitments

The estimated total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Not later than 1 year	12,000	12,000
Over 1 year and not later than 5 years	36,000	48,000
	<u>48,000</u>	<u>60,000</u>

20. Post balance sheet events

A legacy was confirmed during the year, which is due to be received in full by late 2024, with an estimated valuation of £175,000. As the legacy was known in the reporting year, it has been included within income in these financial statements.

21. Related parties

The trustees and key personnel are listed on the legal and administrative page. There were no related party transactions during the year.

