

DEMENTIA MATTERS
HERE fordshire

Dementia Matters Here (fordshire)

Trustees' Annual Report

**1st January 2021
to 31st December 2021**



Dementia Matters Here (fordshire) Trustees' Annual Report for the period

**From 1st January 2021
To 31st December 2021**

About Dementia Matters Here (fordshire)

Dementia Matters Here (fordshire) Charitable Incorporated Organisation (CIO) was established on the 14th January 2020 to facilitate the cohesion of support across the county, add to existing support opportunities such as supporting the establishment of further meeting centres and support, develop and increase existing provision. Additionally, it was established to act on behalf of Herefordshire Dementia Action Alliance to support the creation and building of Dementia Friendly Communities and raise awareness of the condition to reduce myths and stigmas.

Dementia Matters Here (DMH) works to support people with dementia, their carers and families across Herefordshire through a number of services. DMH delivers a weekly Online Meeting Point, based on the Meeting Centre Programme ethos, which offers peer support, advice and information, an opportunity for members to have their voices heard and an opportunity to create friendships. The content of the sessions are shaped by the members who attend and is designed to support people affected by dementia to understand their changing social, emotional and cognitive needs. DMH also delivers a fortnightly online carers group and a monthly face to face group to support carers in their role, find peer support and access information and advice. It produces a fortnightly newsletter to keep people informed and connected with what is happening in their County. A telephone support line offering advice, information and support, a one-to-one support service and a monthly Memory Café is also offered. DMH not only supports people with a diagnosis of dementia but also supports people awaiting diagnosis or who have mild cognitive impairment.

DMH additionally supports the Herefordshire Dementia Action Alliance to deliver its actions and works with organisations to support them to deliver sustainable opportunities for people affected by dementia in their communities and raise awareness of the condition.

Reference and Administrative details

Charity name	Dementia Matters Here (fordshire)
Registered charity number	1187352
Charity's principal address	Thorndale The Lydiatts Eyton Herefordshire HR6 0EE Tel: 01432 804480

Structure, Governance and Management

Type of governing document	Constitution
How is the charity constituted?	Charitable Incorporated Organisation (CIO)
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	<p>Apart from the first charity trustees every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the trustees.</p> <p>In selecting individuals for appointment as charity trustees the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.</p> <p>In addition, the trustees require potential trustees to submit a CV stating what they can offer a trustee and attend at least one trustee meeting.</p>

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Expertise
1	Dr Shirley Evans	Chair	Shirley is a Senior Research Fellow with the Association for Dementia Studies, the University of Worcester. She brings expertise in writing grant applications, fundraising, business development, evaluation, technology and social media. She is Chair of Herefordshire Dementia Action Alliance.
2	Andrew Wood	Finance Officer	A chartered accountant and experienced finance director of over more than 20 years, and has also served in the charitable sector, as a trustee, over the last 30 years. He has worked, at board-level, in the social care sector, since 2014, and in the wider healthcare sector since 2011, and co-owns a homecare business, serving Herefordshire, which has a particular focus on dementia care provision. He is also a trustee of a Bristol-based charity, Alive!, which has provided innovative, meaningful activity sessions in care homes for more than 10 years, again with a focus on dementia care provision.
3	Phillipa Bruce-Kerr		Solicitor and Partner with Harrison Clark Rickerbys. Specialisms include advice to older people and those with disabilities and their families. A particular interest in support structures and mechanisms for those with dementia, especially in the early stages where there seems little support and signposting. Phillipa is also a Trustee of Leominster Meeting Centre.

	Trustee name	Office (if any)	Expertise
4	Joy Valentini		Joy qualified as a State Registered Nurse in 1976 and has had a varied career in and out of nursing ever since. She runs her own home care business in Leominster and she is a Trustee and Manager of Leominster Meeting Centre. Her husband is now in a nursing home in the last stages of dementia. Three of their children live abroad so travelling is high on her priority list, along with a passion for increasing the understanding of dementia in the wider community.
5	Ashley Winter		An Armed Forces veteran currently working as a Welfare Officer for the Defence Medical Welfare Service, supporting the community and Wye Valley NHS trust. As a member of the Institute of Welfare, Ashley is a qualified Welfare Officer, Mental Health First Aider and has completed many courses to support those living with dementia.
6	Natalie Cooke		A Registered Manager with a domiciliary home care provider in Herefordshire. Having worked in the sector for 15 years, she has both a passion for raising awareness of dementia and supporting those living with a dementia and their families. She champions awareness and supports the local community with dementia information sessions, as well as being involved in the local Dementia Action Alliance
7	David Pearson		Worked in public libraries for all his career and ended as Stock Manager for Worcestershire. Within this role he was responsible for social inclusion projects and was instrumental in setting up Books on Prescription within the county. His late wife passed away from a rare form of Alzheimer's disease in early 2014, and since early 2015 he has spent a lot of time working as a Volunteer Development Worker for both Herefordshire and Worcestershire. Roles included working on Dementia Action Alliances, disseminating information to stakeholders, related groups and individuals and families, and for liaising within communities to raise the profile and understanding of dementia. He is a Dementia Friends Champion, and also works for the Worcestershire Alzheimer's Side by Side Service.

Key Staff and Volunteers

Name and role at DMH	What they bring
Clare Powney – Chief Officer	DMH CIO employs Clare Powney as Chief Officer who has worked in the Dementia Sector for a number of years for the Alzheimer's Society developing and managing their services across Herefordshire and Worcestershire. She also has experience as a company director, in local government and as an educator. Clare has built an extensive knowledge and understanding of the locality, its issues, and good relationships with local stakeholders. Clare is also a trustee of Leominster Meeting Centre.
Cheryl Poole – Community Development Project Officer	DMH CIO employs Cheryl as Community Development Project Officer for 10 hours a week. She brings 30 yrs experience of working, practicing and training in the field of Dementia care, most recently as a Community Dementia nurse with the Community Dementia Service and as a GP Practice Community Dementia Nurse. Cheryl is currently delivering the one-to-one support service as well as supporting delivery of the other Herefordshire Dementia Community Support Services (HDCSS). Cheryl is also a trustee of Leominster Meeting Centre and Chair of Dementia Friendly Leominster.
Charlotte Powney – Community Development Project Officer	DMH CIO employs Charlotte as a full time Herefordshire Dementia Community Support Services (HDCSS) Project Officer. She has a background of working in the health and care sector supporting people in their homes to retain their independence and specifically people affected by dementia. She brings a wealth of experience to the team and delivers with Cheryl the one-to-one support service, the Memory Cafés, face to face carers groups, manages the volunteers and the social media platforms.

Objectives and Activities

Summary of the purposes of the charity as set out in its governing document	<ol style="list-style-type: none"> 1) Promote the health and wellbeing of people living with a dementia or associated conditions, their relatives and carers in Herefordshire through, but not exclusively, the provision of education, opportunities, information, development and support of activities. 2) Support the creation of dementia friendly communities across Herefordshire to enable people to feel understood, valued and able to contribute to their community. 3) To raise awareness of dementia and reduce the myths and stigma surrounding the condition.
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Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	See below
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	In planning our activities, we have kept in mind the guidance issued by the Charity Commission on public benefit and regularly refer to our charitable objectives.

Achievements and Performance

Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	<p>The Herefordshire Dementia Community Support Service (HDCSS) pilot was contracted for a further 12-month period to the 31st March 2022 and funding made available to expand to employ a new full-time project officer to provide additional support to those with dementia and their carers. This has enabled us to deliver services to nearly 300 people in the last 12-month period when the original reach was to be 50 individuals. The services are open to anyone across Herefordshire who may have concerns regarding themselves or a loved one's/friend's memory and to professionals seeking additional information. The service is also open to anyone who may have mild cognitive impairment, which is a major step forward in Herefordshire, as previously there has not been any support specifically for this condition.</p> <p>DMH has also been successful in being allocated NHS Winter Pressures funding to deliver additional services during the winter months to support the wellbeing of people affected by dementia during a difficult period of the year.</p> <p>A successful bid was made to the National Lottery Community Fund for a 12-month project called Herefordshire Dementia Voices to start January 2022. The aims of the project are:</p> <ul style="list-style-type: none"> • to find people affected by dementia and enable their views and voices to be heard. • drive forward the work of Dementia Matters Here and the Dementia Action Alliance in relation to the development of Dementia Friendly Communities, education and training and awareness raising. • support local communities and relevant organisations and stakeholders to reach and bring together people affected by dementia both at a local basis and a county-wider basis. • build dementia friendly communities. • deliver education and training and awareness raising to help reduce stigma and promote early diagnosis. <p>The project will start the beginning of January 2022 and one full-time Community Development Officer and one part-time administrator have been appointed to facilitate the project.</p> <p>DMH has also trialled a new model of Memory Café which has been very successful in offering a social and support opportunity for both people with a diagnosis and their carers. We have been successful in securing a small</p>
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	<p>pot of funding to expand the model into some other areas of the County in the next few months.</p> <p>DMH additionally now sits on four of the five dementia pathway review workstreams and is therefore ideally placed to be able to influence improved dementia provision by statutory stakeholders moving forwards.</p>
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Achievements against objectives

Achievements against objectives set	<ol style="list-style-type: none"> 1) Promote the health and wellbeing of people living with a dementia or associated conditions, their relatives and carers in Herefordshire through, but not exclusively, the provision of education, information and support of activities. Delivering: <ul style="list-style-type: none"> • Weekly Online Meeting Point • Fortnightly Carer's Group • Face to face Carer's Groups • Memory Cafés • Telephone Support Line • Fortnightly Newsletter • One-to-one support • Working with statutory and voluntary organisations 2) Support the creation of dementia friendly communities across Herefordshire to enable people to feel understood, valued and able to contribute to their community. Supporting Herefordshire Dementia Action Alliance COVID has again unfortunately prevented DMH from achieving what it had hoped to this year. However, DMH was able to support the successful Dementia Awareness week held by Dementia Friendly Leominster during August. 3) To raise awareness of dementia and reduce the myths and stigma surrounding the condition. DMH has been unable to hold any events due to the COVID pandemic situation still but has worked to communicate with organisations around raising awareness.
Performance of fundraising activities against objectives set	<p>Due to COVID fundraising activities have again taken a hit, however, we successfully secured a number of grants to continue to deliver our services. Once the situation improves, we will be able to focus again on fundraising activities. We were also successful in securing one larger grant and one smaller grant to support the delivery of our objectives.</p>

Financial Review

Review of the charity's financial position at the end of the period	<p>Income The charity secured total income of £134,703 (2020: £21,437) in its second year of operation, with £62,800 of this Restricted income, received on the last day of the year, for 2022 project expenditure.</p> <p>Expenditure Expenditure in the period totalled £53,196 (2020: £14,884).</p> <p>Surplus and Reserves The surplus for the period was therefore £81,507 (2020: £6,553), split between a surplus on Unrestricted Funds of £18,707 and a surplus of £62,800 on Restricted Funds</p>
Statement explaining the policy for holding reserves stating why they are held	<p>We aim to acquire sufficient funding to cover at least six month's running costs to protect the delivery of services to people affected by dementia</p>
Amount of reserves held	<p>We have sufficient funds to cover just over 8 months-worth of running costs without any further income, which the Trustees are pleased with</p>
Reasons for holding zero reserves	<p>N/A</p>
Details of fund materially in deficit	<p>N/A</p>
Explanation of any uncertainties about the charity continuing as a going concern	<p>In common with very many charities, other than those with very large levels of reserves, ongoing operation and impact depends on securing income to cover the running costs.</p>

Risk Register – Key Risks

Potential Risk	Potential Impact	Mitigation
Trustees The charity lacks direction/strategy	<ul style="list-style-type: none"> the charity drifts with no clear objectives, priorities or plans needs of beneficiaries not fully addressed financial management difficulties loss of reputation 	<ul style="list-style-type: none"> an annually reviewed business plan which sets out the key aims and objectives utilise an annual financial plan and budget monitor financial and operational performance
Trustee body lacks relevant skills or commitment	<ul style="list-style-type: none"> poor decision making reflected in poor value for money on service delivery 	<ul style="list-style-type: none"> agree skills required
Conflicts of interest	<ul style="list-style-type: none"> charity unable to pursue its own interests and agenda decisions may not be based on relevant considerations impact on reputation private benefit 	<ul style="list-style-type: none"> trustees to disclose potential conflicts of interest trustees to stand down on certain decisions
Reporting to trustees (accuracy, timeliness and relevance)	<ul style="list-style-type: none"> inadequate information resulting in poor quality decision making failure of trustees to fulfil their control functions 	<ul style="list-style-type: none"> timely and accurate project reporting timely and accurate financial reporting have regular contact between trustees and senior staff
Operational		
Project or service development	<ul style="list-style-type: none"> compatibility with objects, plans and priorities funding and financial viability project viability skills availability 	<ul style="list-style-type: none"> utilise monitoring and reporting procedures
Employment issues	<ul style="list-style-type: none"> employment disputes health and safety issues claims for injury, stress, harassment, unfair dismissal equal opportunity and diversity issues adequacy of staff training child protection issues low morale abuse of vulnerable beneficiaries 	<ul style="list-style-type: none"> Fair recruitment processes reference and qualification checking procedures, job descriptions, contracts of employment, appraisals and feedback procedures utilise job training and development be aware of employment law requirements ensure staff vetting and legal requirements (eg DBS checks) have a whistle-blowing policy
Volunteers	<ul style="list-style-type: none"> lack of competences, training and support poor service for beneficiaries inadequate vetting and reference procedures recruitment and dependency 	<ul style="list-style-type: none"> use role competencies/vetting procedures/training/supervision procedures
Health, safety and environment	<ul style="list-style-type: none"> staff injury product or service liability injury to beneficiaries and the public 	<ul style="list-style-type: none"> comply with current law and regulations
Procedural and systems documentation	<ul style="list-style-type: none"> lack of awareness of procedures and policies 	<ul style="list-style-type: none"> properly document policies and procedures

Potential Risk	Potential Impact	Mitigation
	<ul style="list-style-type: none"> • actions taken without proper authority 	<ul style="list-style-type: none"> • annual review of systems
Information technology	<ul style="list-style-type: none"> • systems fail to meet operational need • failure to innovate or update systems • loss/corruption of data eg donor base • breach of data protection law 	<ul style="list-style-type: none"> • ensure system meets need/ security and authorisation procedures • annually review insurance cover for any insurable loss
Financial Risks Budgetary control and financial reporting	<ul style="list-style-type: none"> • budget does not match key objectives and priorities • inability to meet commitments or key objectives • ability to function as going concern 	<ul style="list-style-type: none"> • link budgets to business planning and objectives • monitor and report in a timely and accurate way • use costing procedures for product or service delivery • monitor and control costs
Dependency on income sources	<ul style="list-style-type: none"> • cash flow and budget impact of loss of income source 	<ul style="list-style-type: none"> • identify major dependencies • implement adequate reserves
Compliance with donor imposed restrictions	<ul style="list-style-type: none"> • funds applied outside restriction • repayment of grant • future relationship with donor and beneficiaries • regulatory action 	<ul style="list-style-type: none"> • agree budget control, monitoring and reporting arrangements
Fraud or error	<ul style="list-style-type: none"> • financial loss • reputational risk • loss of staff morale • regulatory action • impact on funding 	<ul style="list-style-type: none"> • review financial control procedures • identify insurable risks
Environmental or External Factors Public perception	<ul style="list-style-type: none"> • impact on voluntary income • impact on use of services by beneficiaries • ability to access grants or contract funding 	<ul style="list-style-type: none"> • communicate with supporters and beneficiaries • ensure good quality reporting of the charity's activities and financial situation
Adverse publicity	<ul style="list-style-type: none"> • loss of donor confidence or funding • loss of influence • impact on morale of staff • loss of beneficiary confidence 	<ul style="list-style-type: none"> • implement complaints procedures (both internal and external) • Ensure proper review procedures for complaints
Relationship with funders	<ul style="list-style-type: none"> • deterioration in relationship may impact on funding and support available 	<ul style="list-style-type: none"> • ensure regular contact and briefings to major funders • report fully on projects • meet funders' terms and conditions
Compliance Risk Compliance with legislation and regulations appropriate to the activities, size and structure of the charity	<ul style="list-style-type: none"> • fines, penalties or censure from licensing or activity regulators • loss of licence to undertake particular activity (see operational risks) • employee or consumer action for negligence • reputational risks 	<ul style="list-style-type: none"> • identify key legal and regulatory requirements

Declarations


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

Signed on behalf of the charity's trustees

Signature(s)

Full name: Shirley Evans

Position: Chair

Signature: 

Date: 14th February 2022

Full name(s): Andrew Wood

Position: Finance Officer

Signature: 

Date: 14th February 2022

Independent Examiner's Report on the Accounts

Report to the Trustees of Dementia Matters Here (fordshire)

On the accounts for year ended 31st December 2021

Set out on pages 10 and 11 below

Respective responsibilities of the trustees and the examiner

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (the Act)) and that an independent examination is not needed.

It is my responsibility to

- Examine the accounts (under section 43 of the Act);
- To follow the procedures laid down in the General Direction given by the Charity Commission (under section 43(7) (b) of the Act), and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In the course of my examination, no matter has come to my attention *except that the banking should take account of the BCS £85000 limit.*

1. Which gives me reasonable cause to believe that in, any material respect, the requirements:

- To keep accounting records in accordance with section 41 of the Act; and
 - To prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act; have not been met; or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: *Graham Hulson* (1/3/22)

Name: GRAHAM HULSON

Relevant professional qualification (s) or body (if any): *RETIRED DIRECTOR OF A PLC*

Address: *The Leas Farm
Bearwood, Leamington
HR6 9CE*

Receipts and Payments Accounts



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Dementia Matters Here (fordshire)

No (if any)
1187352

Receipts and payments accounts

CC16a

For the period from	Period start date 1st Jan 2021	To	Period end date 31st Dec 2021
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants awarded	71,903	62,800	-	134,703	20,358
Donations	-	-	-	-	1,079
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	71,903	62,800	-	134,703	21,437
A2 Asset and investment sales, (see table).					
Not applicable	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	71,903	62,800	-	134,703	21,437
A3 Payments					
Contracted Labour services	10,415	-	-	10,415	11,166
Equipment	1,593	-	-	1,593	1,173
Insurance	554	-	-	554	554
Salaries	35,172	-	-	35,172	832
General office support costs	4,308	-	-	4,308	956
Telephone	1,058	-	-	1,058	158
Bank charges	96	-	-	96	45
	-	-	-	-	-
	-	-	-	-	-
Sub total	53,196	-	-	53,196	14,884
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	53,196	-	-	53,196	14,884
Net of receipts/(payments)	18,707	62,800	-	81,507	6,553
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	6,553	-	-	6,553	-
Cash funds this year end	25,260	62,800	-	88,060	6,553



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Dementia Matters Here (fordshire)

No (if any)
1187352

CC16a

Receipts and payments accounts

For the period
from

Period start date
1st Jan 2021

To

Period end date
31st Dec 2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants awarded	71,903	62,800	-	134,703	20,358
Donations	-	-	-	-	1,079
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	71,903	62,800	-	134,703	21,437
A2 Asset and investment sales, (see table).					
Not applicable	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	71,903	62,800	-	134,703	21,437
A3 Payments					
Contracted Labour services	10,415	-	-	10,415	11,166
Equipment	1,593	-	-	1,593	1,173
Insurance	554	-	-	554	554
Salaries	35,172	-	-	35,172	832
General office support costs	4,308	-	-	4,308	956
Telephone	1,058	-	-	1,058	158
Bank charges	96	-	-	96	45
	-	-	-	-	-
	-	-	-	-	-
Sub total	53,196	-	-	53,196	14,884
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	53,196	-	-	53,196	14,884
Net of receipts/(payments)	18,707	62,800	-	81,507	6,553
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	6,553	-	-	6,553	-
Cash funds this year end	25,260	62,800	-	88,060	6,553

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Lloyds Bank <i>CAF Bank</i>	88,060	-	-
		-	-	-
		-	-	-
	Total cash funds	88,060	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets				
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use				
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities				
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees		Signature	Print Name	Date of approval
Chair of Trustees	<i>Shirley Evans</i>		Shirley Evans	14th February 2022
Finance Trustee	<i>Andrew Wood</i>		Andrew Wood	14th February 2022