

Dementia Matters Here (fordshire)

Trustees' Annual Report

**1st January 2023
to 31st December 2023**



Dementia Matters Here (fordshire)

Trustees' Annual Report for the period

From 1st January 2023

To 31st December 2023

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 the provision of a number of services. DMH delivers one-to-one support for people with a diagnosis, carers and families; 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. Delivers a telephone support line offering advice, information and signposting. Holds monthly Memory Cafes and manages meeting centres in Leominster and Ross-on-Wye and delivers the Coffee and Memory Bus outreach service. DMH not only supports people with a diagnosis of dementia but also supports people awaiting diagnosis or who have mild cognitive impairment.

DMH additionally 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	Unit 10 Northern Lights Business Park Clinton Road Leominster, Herefordshire, HR6 0SW 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>
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Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Expertise
1	Dr Shirley Evans	Chair	Shirley is Director of the Association for Dementia Studies at the University of Worcester. She brings expertise in writing grant applications, fundraising, business development, evaluation and technology. She is Chair of Herefordshire Dementia Action Alliance, Deputy Chair of Herefordshire and Worcestershire ICS Dementia Programme Board and Finance Trustee of Leominster Meeting Centre for people affected by dementia.
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.
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. Joy was managing the Leominster Meeting Centre, an international demonstrator site, until her retirement in July this year. Joy has cared for and nursed her husband who had young onset dementia until he passed

			away. Three of her 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 who is working in the charity sector supporting mental health patients within the NHS employment advice service. 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. 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 produces the DMH fortnightly newsletter.

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 and chairs the Herefordshire Dementia Partnership Group. She also sits on the Herefordshire and Worcestershire ICS Dementia Programme Board and a number of ICS Dementia working groups.
Charlotte Banks – Services Manager	DMH CIO employs Charlotte as a full time Services Manager and heads the Herefordshire Dementia Community Support Service. 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 Emily the one-to-one support service, the Memory Cafés, face to face carers groups, manages volunteers and

	the social media platforms. Charlotte manages all DMH's services and staff on a day-to-day basis.
Emily Worsfold – Community Support Services Wellbeing worker	DMH CIO employs Emily to support the delivery of the HDCSS service. Emily had a background in hospitality and has re-trained with us to become an outstanding HDCSS wellbeing worker. Her friendly, empathetic personality is a great hit with all our service users. She also goes the extra mile and is a great addition to the team.
Martin Steer – Support worker for the CAMbus project	DMH CIO employs Martin as a part-time support worker to deliver the Coffee and Memory bus project. Martin has recently retired as a serving police inspector and prior to that was in the armed forces. Martin brings a wealth of experience of working across the county and public interaction, the ability to relate to veterans, an in-depth demographical knowledge of the county and a wide network of contacts.
Emilly Collins - Administrator	DMH CIO employs Emily as a part-time administrator supporting the delivery of DMH's services and co-ordinating distribution of the newsletter. Emily has extensive experience of working in administration.
Volunteers	DMH is supported by 34 volunteers

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.
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	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.

Commission on public benefit	
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Achievements and Performance

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.
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 against objectives

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	<p>The Herefordshire Dementia Community Support Service (HDCSS) was contracted for a further 12-month period to the 31st March 2025. This has enabled us to deliver services to over 900 people in the last 12-month period. The services are open to anyone across Herefordshire who may have concerns regarding themselves or a loved one's/friend's memory, carers, family members 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. DMH has also delivered 31 Memory cafés over the period, which have an average attendance of 51 people at Hereford, 40 people at Leominster and 24 people at Ross. This has enabled people with a diagnosis and carers to enjoy a social opportunity and to access support, information and advice.</p>
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<p>benefits to society as a whole.</p>	<p>DMH has also been successful in being allocated NHS MHIS funding to deliver a care home support service to support the wellbeing of people affected by dementia and staff in a residential setting. The CAMbus continues to visit rural and isolated villages across the county offering a point of contact for anybody worried about their/or somebody they know memory and aims to break down the barriers to engagement and access to services. CAMbus offers a free drink and cake/biscuits, an informal chat and access to support, advice and information. It also works with other organisations to deliver outreach support.</p> <p>The Herefordshire Dementia Voices project launched January 2022 reached its conclusion in March 2023. The project has successfully delivered on the majority of its outcomes and will have a lasting positive impact on the lives of people affected by dementia in the county. Based on the recommendations of the project a successful 3-year bid was submitted to the National Lottery Community Fund to implement those recommendations from 2024 –2027.</p> <p>Dementia Matters Here has also now taken over the background management of the Ross-on-Wye Meeting Centre following the dissolution of its original premises and management. The Meeting Centre supports 18 members and carers once a week delivering the national meeting centre’s programme of support to people living with dementia. DMH has additionally taken over the management of Leominster Meeting Centre under contract.</p> <p>DMH is represented on the Herefordshire Dementia Partnership Group and the ICS Dementia Partnership Board for Herefordshire and Worcestershire by the Chief Officer and is therefore well placed to input into regional dementia strategy.</p>
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<p>Performance of fundraising activities against objectives set</p>	<p>Following on from the pandemic, fundraising activities have again taken a hit, however, we successfully secured a number of grants to continue to deliver our services. Grants were secured from the National Lottery Community Fund, Eveson Trust, Shaw Foundation, Herefordshire Community Foundation, Integrated Care Board and Friends of Herefordshire Alzheimers and Dementia Sufferers. Once the situation improves, we will be able to focus again on fundraising activities. We were also successful in securing</p>
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	one larger grant and one smaller grant to support the delivery of our objectives.
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Financial Review

Review of the charity's financial position at the end of the period	<p>Income The charity had income of £139,629 with much of this derived from continued support from the local NHS ICB, plus other donations, allowing it to sustain and grow its activities and output.</p> <p>Expenditure Expenditure in the year totalled £174,244, with 80% being salaries of staff engaged on various projects, for which grants have been provided, and support.</p> <p>Surplus and Reserves The trustees report a deficit, funded from reserves brought forward, of £34,615, ending the year with unrestricted reserves of £67,343, allowing it to continue activities in 2024 with a degree of confidence.</p>
*Statement explaining the policy for holding reserves stating why they are held	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
Amount of reserves held	We have sufficient funds to cover just over 4 months-worth of running costs without any further income, which is lower than the reserves policy states and great efforts are being made to secure further funding to address this pressure
Reasons for holding zero reserves	N/A
Details of fund materially in deficit	N/A
Explanation of any uncertainties about the charity continuing as a going concern	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.

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 	<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

	<ul style="list-style-type: none"> • loss of reputation 	
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 	<ul style="list-style-type: none"> • comply with current law and regulations

	<ul style="list-style-type: none"> • injury to beneficiaries and the public 	
Procedural and systems documentation	<ul style="list-style-type: none"> • lack of awareness of procedures and policies • actions taken without proper authority 	<ul style="list-style-type: none"> • properly document policies and procedures • 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 e.g. 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 	<ul style="list-style-type: none"> • ensure regular contact and briefings to major funders

	funding and support available	<ul style="list-style-type: none"> • 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

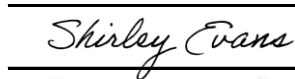
Declarations

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

Signed on behalf of the charity's trustees

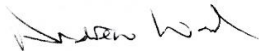
Signature(s)

Shirley Evans
(Chair)



Date 8th May 2024

Andrew Wood
(Finance Trustee)



Date 8th May 2024

Independent Examiner's Report on the Accounts

Report to the Trustees of Dementia Matters Here

On the accounts for year ended 31st December 2023

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

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: *G. Hudson*
Date: *11/6/24*
Name: *GRAHAM HUDSON*

Relevant professional qualification (s) or body (if any):

Address *THE LEAS FARM BEARWOOD*
Disclosure Section *LOOMINGSTON HR69EE*

Give here brief details of any items that the examiner wishes to disclose:

NONE



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name	No (if any)
Dementia Matters Here (fordshire)	1187352

CC16a

Receipts and payments accounts

For the period from	Period start date 1st Jan 2023	To	Period end date 31st Dec 2023
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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	-	129,153	-	129,153	147,040
Donations	10,319	-	-	10,319	6,612
Interest	157	-	-	157	108
	-	-	-	-	-
Sub total (Gross income for AR)	10,476	129,153	-	139,629	153,760
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	10,476	129,153	-	139,629	153,760
A3 Payments					
Equipment	-	-	-	-	1,510
Insurance	874	-	-	874	574
Salaries	11,290	129,153	-	140,443	103,800
Staff Expenses	3,457	-	-	3,457	3,502
General office support costs	1,834			1,834	1,776
Office Rental	8,871			8,871	1,821
Telephone	3,073			3,073	2,297
Printing & Stationery	2,618			2,618	2,658
Postage	1,369			1,369	1,710
Bank charges	60			60	81
Community Bus purchase & running	3,509			3,509	12,812
Dementia Action week costs	-			-	2,650
Memory Café costs	1,168	-	-	1,168	1,172
Hereford Dementia Voices	6,971	-	-	6,971	3,499
Sub total	45,094	129,153	-	174,247	139,862
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	45,094	129,153	-	174,247	139,862
Net of receipts/(payments)	- 34,618	-	-	- 34,618	13,898
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	101,958	-	-	101,958	88,060
Cash funds this year end	67,340	-	-	67,340	101,958

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	CAF bank	67,340	-	-
		-	-	-
		-	-	-
	Total cash funds	67,340	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
	Shirley Evans	Shirley Evans	8/5/24
	Andrew Wood	Andrew Wood	8/5/24

Independent Examiner's Report on the Accounts

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Basis of independent examiner's report

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Signed: *G. Hudson*
Date: *11/6/24*
Name: *GRAHAM HUDSON*

Relevant professional qualification (s) or body (if any):

Address *THE LEAS FARM BEARWOOD*
Disclosure Section *LOOMINGSTON HR69EE*

Give here brief details of any items that the examiner wishes to disclose:

NONE