



Okehampton Town Council

## SMALL GRANT APPLICATION FORM (£500 maximum)

### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: Get Changed Theatre Company

Registered Charity Number (if applicable): 1161319

Registered address: Ockment Centre  
North Street  
Okehampton  
EX20 1AR

Contact name and address (if different): Trustee - [REDACTED]  
Administrator - Miss Sunita Chauhan

Email: [REDACTED]

Telephone/mobile\* [REDACTED]  
[REDACTED]

Contact's role within organisation: Trustee/Administrator

### Please indicate how you would prefer to be paid, if successful:

- By Cheque payable to:

- By BACS: Bank Name: Barclays

Account Name: Get Changed

Account No: 23674681

Sort Code: 20-87-84

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? If yes, please provide the relevant contact details: sunita@getchanged.org

### Please give brief details of:

#### 1. The principal role of the organisation:

Get Changed Theatre Company provides participants with 45 whole day sessions. They are led by trained specialists who focus on acting and therapy for adults with learning difficulties. In addition, the participants provide 2-3 theatrical presentations a year which take place in real theatre spaces with an audience. The groups also attend and are involved in local art and drama events.

#### 2. Total membership:

Currently 21 members are registered with another 2 interested participants.

**Local Involvement**

1. How does the organisation benefit the community?  
Get Changed Theatre Company provided unique, developmental and social opportunities for adults with a range of learning difficulties. Positive promotion ensures that disability awareness and acceptance is prioritised.
  
2. Of the total membership, approximately how many reside in:
  - a. Okehampton? Related directly to Makaton training, 50% of the participants reside in Okehampton and surrounding hamlets.
  - b. Okehampton Hamlets?
  
3. Average number of members attending each meeting?      21
  
4. Number of meetings per year?      45 (weekly meetings)

**About the Grant**

1. Please state what the grant will be used for and how it will benefit Okehampton residents?  
Please see attached document.
  
  
  
  
  
  
  
  
  
  
2. Please supply full costings of project, equipment or activity or supply source for estimates.  
(please use a separate sheet if you require further space to answer)
  
  
  
  
  
  
  
  
  
  
3. a. What is the amount of grant requested?      £ 400.00
  
- b. Are you contributing matched funding for the project      YES/NO\*
  
- c. Are you applying for or have you received grants or funds from other sources?      YES/NO\*
  
- d. Is your organisation running fund-raising activities for this project?      YES/NO\*
  
  
4. When do you anticipate the money will be spent (date)      October 2022

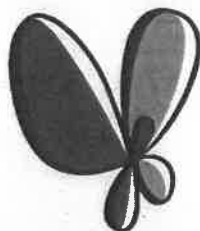
Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

**Certificate**

I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant ..... dated .....

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.



**GetChanged**  
Theatre Company

## **Grant Application for Makaton Training at the Get Changed Theatre Company.**

What is Makaton?

Makaton is a unique language programme that uses symbols, signs and speech to enable people to communicate. It supports the development of essential communication skills such as attention and listening, comprehension, memory, recall and organisation of language and expression.

Learn more here: [https://makaton.org/TMC/About\\_Makaton/What\\_is\\_Makaton.aspx](https://makaton.org/TMC/About_Makaton/What_is_Makaton.aspx)

At Get Changed we have many participants with speech and/or hearing difficulties. Therefore, they are partially isolated from the rest of the world.

We would like to provide training to give Makaton skills to three groups of people involved with Get Changed and our clients.

- Care staff
- Parents and guardians
- Get Changed staff and trustees

We have a participant who is very skilled in using Makaton and would like to share his skills with the above-mentioned audiences. This would improve two-way communication to all the people involved with Get Changed.

We are requesting funding for this valuable programme which will be of benefit to the lives of our participants and aiding better communication with their carers, parents, guardians and the Get Changed staff.

The estimated total cost of this programme is £800.

Okehampton United Charities has awarded us £400 on the condition that we find another funding source to match-fund with a further £400.

We respectfully request that the Okehampton Town Council considers our request for £400.



Okehampton Town Council

## SMALL GRANT APPLICATION FORM (£500 maximum)

### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: Okehampton DofE Open Award Group

Registered Charity Number (if applicable):

Registered address: c/o Mayville Fairplace Okehampton DEVON EX20 1DN

Contact name and address (if different): Chris Bourne

Email: chrisbourne@abl.com

Telephone/mobile: 0797 441 2326

Contact's role within organisation: DofE Coordinator

Please indicate how you would prefer to be paid, if successful:

- By Cheque payable to:

- By BACS: Bank Name:

Account Name:

Account No:

Sort Code:

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? If yes, please provide the relevant contact details: Yes, As Above

Please give brief details of:

1. The principal role of the organisation: To Provide the Award to Participants in the Area through the various sections of Volunteering, Physical, Skills, Expedition and at Gold Level Residential

2. Total membership: Approx 50

### Local Involvement

1. How does the organisation benefit the community? We trust is develops young people to become a active positive part of community
2. Of the total membership, approximately how many reside in:
  - a. Okehampton 45?
  - b. Okehampton Hamlets 5?
3. Average number of members attending each meeting?...most is done through eDofE only meeting for Expedition Training Practise and Qualifying
4. Number of meetings per year? There are no regular meeting, but contact is maintained through eDfoE on a weekly/monthly basis

### About the Grant

1. Please state what the grant will be used for and how it will benefit Okehampton residents?  
The grant will be used to cover the cost of the annual insurance for the equipment with any left over being used for repairs or renewals
2. Please supply full costings of project, equipment or activity or supply source for estimates.  
(please use a separate sheet if you require further space to answer)
3. a. What is the amount of grant requested? £500  
b. Are you contributing matched funding for the project NO\*  
c. Are you applying for or have you received grants or funds from other sources? NO\*  
d. Is your organisation running fund-raising activities for this project? NO\*
4. When do you anticipate the money will be spent (date) Its due now

Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

### Certificate

I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant  dated 25<sup>th</sup> July 2022

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.

Okehampton & District Duke of Edinburgh  
Award Committee

Okehampton  
Hill Road  
Okehampton  
Devon  
EX20 1DU  
United Kingdom

Ground Floor  
Rosemoor Court  
Pynes Hill Office Campus  
Exeter  
EX2 5TU

Tel: 01392 501050

www.marshcommercial.co.uk

# INVOICE

Date: 01 July 2022 Invoice Ref: 516163650 VAT No. GB 244 2517 79 Client ref: 1894499

Type of Policy	Insurer	Insurer Pol No.	Policy Term	£
Commercial Combined Package - Imarket Allianz Commercial Combined v3	Allianz Insurance Plc	GB 100000000	13/07/22 - 12/07/23	386.39
Admin Fee				65.00
<b>Sub total</b>				<b>451.39</b>
VAT on fees				0.00
Other VAT				0.00
Insurance Premium Tax				46.36
<b>TOTAL</b>				<b>£497.75</b>

### Comments:

Payment Terms: On Invoice Date

### Important - how to pay

- Debit or Credit Card** - If you have a portal account you can pay online. Alternatively, call your local branch on the number shown with your debit or credit card details.
- BACS / Bank Transfer** - Please make your BACS payment to the following account:  
Account number: 40625590  
Sort code: 20-43-56
- Monthly Instalments** - It may be possible to pay by monthly instalments, please contact your branch for further details.
- Cheque** - All cheques to be made payable to Marsh Ltd and posted to: Fiduciary Operations, Marsh Ltd, PO Box 331, Lowton Way, Hellaby, Sheffield, S98 1YG

Please quote client reference: 1894499 to enable us to allocate your payment.



Okehampton Town Council

## SMALL GRANT APPLICATION FORM (£500 maximum)

### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: OKEMENT RIVERS IMPROVEMENT GROUP

Registered Charity Number (if applicable): 1114174

Registered address: THE TOWN HALL, FORE STREET  
OKEHAMPTON EX20 1AA

Contact name and address (if different):

CHRISTINE MARSH

Email:

Telephone/mobile\*

Contact's role within organisation:

Treasurer

Please indicate how you would prefer to be paid, if successful:

- By Cheque payable to: LLOYDS BANK
- By BACS: Bank Name: OKEMENT RIVERS IMPROVEMENT GROUP  
Account Name:  
Account No: Sort Code:

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? If yes, please provide the relevant contact details:

as above

Please give brief details of:

1. The principal role of the organisation:

Keeping the river banks free of rubbish, coppice and maintain areas. litter pick, stain and keep town tidy.

2. Total membership:

24

### Local Involvement

1. How does the organisation benefit the community?

By keeping the town tidy for both residents & visitors.

2. Of the total membership, approximately how many reside in:

a. Okehampton? 16

b. Okehampton Hamlets? 5

3. Average number of members attending each meeting? varies 10-15

4. Number of meetings per year? MONTHLY

### About the Grant

1. Please state what the grant will be used for and how it will benefit Okehampton residents?

Renewing training for skimmer/bushcutter  
day course.

2. Please supply full costings of project, equipment or activity or supply source for estimates.  
(please use a separate sheet if you require further space to answer)

£660 plus VAT

3. a. What is the amount of grant requested?

£500

b. Are you contributing matched funding for the project

YES  NO\*

c. Are you applying for or have you received grants or funds from other sources? for other project.

YES  NO\*

d. Is your organisation running fund-raising activities for this project?

YES  NO\*

4. When do you anticipate the money will be spent (date) As soon as possible

Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

### Certificate

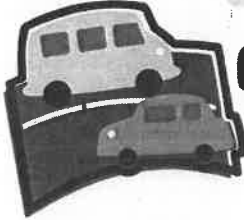
I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant .....

dated 5th August 2022.

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.





## Okehampton District Community Transport Group

Okehampton Town Council

23.08.2022

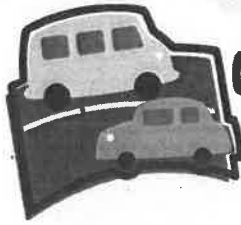
Dear Emma

We would like to apply for a grant of £1000 to allow us to continue to provide our Volunteer Car Service which costs £26000 per annum to run. This has recently seen an increase in demand with many new clients registering to use our services. With the recent huge increase in fuel costs and the decline in the mobility of many clients during the lockdown periods we are busier than ever. These services are a lifeline to many of our frail, disabled and socially isolated clients and we continue to strive to increase the options available for social as well as medical journeys.

I will attach a copy of our latest accounts and also a general letter which I have sent to all Parish and Town Councils to request grants which gives more information about the current situation.

Yours sincerely

Manager



## Okehampton District Community Transport Group

August 2022

Dear Sir/Madam

### Consideration of the Ring & Ride and Community Car Services in your Parish Precept.

The Okehampton District Community Transport Group (ODCTG) exists to serve the older or more disabled members of our community by providing them with the means of getting about when they are unable to use either their own or public transport. We are very proud of our service, which has been in existence for 30 years.

Our Ring & Ride fifteen-seat minibus, which can cater easily for wheelchair passengers, does daily trips to and from Okehampton from different locations each day. All our passengers tell us how grateful they are for this service. For some it is the only day they get out of the house to meet other people.

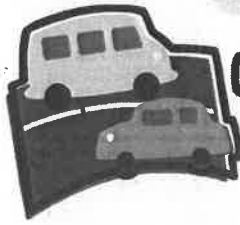
When the lockdown started we stopped our Ring and Ride and Lifestyle trips but continued to offer our volunteer car scheme and wheelchair accessible vehicles as we were lucky enough to still have some volunteers who were willing to continue despite the restrictions. This has meant that our clients (and many new clients) have been able to attend urgent appointments with our volunteers, many of whom had been in isolation for several weeks or months themselves, meaning it was much safer for them with our service rather than using public buses or taxis.

Due to the increase in demand we now have two wheelchair accessible vehicles which are used for visits to doctors or hospitals, and also to supplement the minibus for other trips.

For those who prefer a more personal one-to-one service to get them to the doctor's or hospital or any social visits there is the Community Car Scheme which is provided by volunteer drivers using their own cars. Again our passengers express their appreciation of this service without which they would have great difficulty. As so many of our clients are in rural locations we run up a lot of 'dead' miles which we need to pay the driver but which the passengers do not pay for, to try and help those who find it difficult to pay for transport out of their income.

In 2016 we purchased a 15 seater minibus which we are using as a community bus, available to groups as well as our own lifestyle trips. The trips run each Saturday and we also have weekday trips on different days to try and suit more clients. It is regularly booked by groups such as the Parkinsons, MS Group, local Church and youth groups. We keep the costs as low as possible, just covering our costs, however we do need to obtain funding for the ongoing insurance and regular servicing costs.

The demand for our car scheme continues to increase each year putting our service under pressure. We currently have over 1600 individual clients registered with our scheme plus we provide assistance with local care homes and facilities. Our numbers



## Okehampton District Community Transport Group

have started to return to normal and for the year 2021/2022 we carried 2894 passengers, 97 in wheelchairs, on 4994 journeys. The majority of these journeys were for health appointments and some for social/domestic purposes. Our wonderful drivers clocked up 95277 miles and over 7600 volunteer hours! Our car scheme cost £26000 to run last year, this is after fares paid by passengers has been taken into account.

We cover a very rural area of approximately 274 square miles with transport out of our catchment area to healthcare appointments.

We currently have 604 clients registered in your area, some of whom use us on a regular basis for the Ring and Ride shopping bus, for Wheelchair Accessible Transport, our Volunteer Car Scheme and lifestyle trips

This year has been very difficult but at last we are able to hold fundraising events to help subsidise our journeys. We have also had to send drivers long distances to collect clients due to so many of our drivers not being available during the pandemic which has increased our dead mileage claims.

In July we made the decision to raise our car fares due to the fuel prices to help our volunteer drivers. We have not raised the fares for our Wheelchair Accessible Vehicles or our buses.

Devon County Council and West Devon Borough Council currently provide funding to ODCTG, although DCC have not increased this in over 10 years and WDDB cut the grant by 50% last year and there are no guarantees that this funding will be available in future years. We do appreciate that in the present financial climate your Council may find it hard to finance all it wishes to do, but it is also now that we desperately need your support more than ever if we are to keep up our vital services. The general increases in all costs and especially the seemingly unstoppable rise in that of fuel means that our services are running at a loss. If your Council has supported us in the past, our most grateful thanks and the hope that you will be able to continue to do so. If not please, please, try and help us this year.

Our budget is closely monitored by Devon County Council and they have approved our business plan for the forthcoming year. Our accounts have been filed with the Charity Commission on time every year and are available to view online.

Thank you for taking the time to read this letter, and to consider our request. Please do not hesitate to contact us if you would like to know more about us or you would like one of us to come and do a presentation at one of your meetings.

Yours sincerely

  
Manager

**OKEHAMPTON DISTRICT COMMUNITY TRANSPORT GROUP  
BALANCE SHEET 31ST MARCH 2022**

Balance Brought Forward	43589.50
Surplus for the Year	20682.07
	<b>64271.57</b>
Nat West Bank	81948.27
Receipts not Credited	2204.53
Outstanding Expenses	1561.23
Accrued cost of new Citroen	18320.00
	<b>64271.57</b>

Outstanding Expenses

HMRC BACS	516.40
Fuelcar DD	528.14
Banking INC	0.00
Littlejoh 266	10.00
Bray 267	30
Whitely 280	20.00
Baker 282	30
Netherw 283	20.00
100 Clu 288-9	50.00
Badges 291	20.00
Viking BACS	86.33
WDBC BACS	72.06
Drivers BACS	178.30

1561.23

0

Receipts not Credited

Banking	1084.68
Wison	12.00
Seamoor Lotto	16.00
Drivers	301.05
Donation	50.00
Banking	740.8

**2204.53**

0

Vehicles

Mercedes		Jan-21	£56,870
Ford		Jul-19	£34,345
Mercedes		May-16	£55,020
Citroen		Feb-12	£14,915
Outstanding purchase			
Citroen Berlingo 1.2 Petrol			£20,320



Okehampton Town Council

### SMALL GRANT APPLICATION FORM (£500 maximum)

#### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: Well Being Café (part of Made-well CIC)

Registered Charity Number (if applicable):

Registered address: West Fishleigh  
Hatherleigh  
EX20 3QA

Contact name and address (if different): [Redacted]

Email: emma@made-well.co.uk

Telephone/mobile\* [Redacted]

Contact's role within organisation: Project Manager

Please indicate how you would prefer to be paid, if successful: Either

- By Cheque payable to: [Redacted]

- By BACS: Bank Name: [Redacted]

Account Name: [Redacted]

Account No: [Redacted]

Sort Code: [Redacted]

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? Yes, please provide the relevant contact details: [Redacted]

Please give brief details of:

1. The principal role of the organisation:

The Well Being Café is being established to provide mental health and wellbeing support for the Okehampton and district community. A key aim is to make Okehampton a suicide safer community and to offer a non-clinical place of safety for those in crisis and/or experiencing social isolation. Staffed by a team trained in mental health support, it will offer a

2. Total membership: range of therapeutic activities and support.

The café and activities are open to all members of the community, either via drop in, self referral or signposting from other organisations and professionals. Whilst sessions will have limited attendance - there are no restrictions on who can access our services.

### Local Involvement

1. How does the organisation benefit the community?

It is widely recognised that all our community have and are finding it difficult, with increased need around mental health support, wellbeing and social isolation.

2. Of the total membership, approximately how many reside in:

a. Okehampton?

b. Okehampton Hamlets?

} This is currently difficult to quantify but the service is focused on people living in these areas.

3. Average number of members attending each meeting?

We hope to have around 20-25 attendees daily as a minimum.

4. Number of meetings per year? The café will be open 6 days a week and sessions will run Mon-Fri initially with signposting available out of hours

### About the Grant

1. Please state what the grant will be used for and how it will benefit Okehampton residents?

The grant will be used for the development of resources and the delivery of support and services as set out in the attached Well Being Cafe mission and objectives.

2. Please supply full costings of project, equipment or activity or supply source for estimates. (please use a separate sheet if you require further space to answer)

Please see the attached plan.

3. a. What is the amount of grant requested?

£ 500.00

b. Are you contributing matched funding for the project

YES  NO\*

c. Are you applying for or have you received grants or funds from other sources?

YES  NO\*

d. Is your organisation running fund-raising activities for this project?

YES  NO\*

4. When do you anticipate the money will be spent (date) During 2022

Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

### Certificate

I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant .....

dated ..... 09/09/22 .....

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.

# WELL BEING Café

Okehampton Wellbeing Hub (part of Made-well CIC)

## **Mission Statement**

This community café intends to offer support all members of the community not only in Okehampton but from the wider area, particularly the surrounding rural areas. A key aim is to make Okehampton and district a suicide safer community.

With its new rail links to Exeter this gives the café the opportunity to be available to a wider client base who may prefer a more personal, smaller supportive environment.

The Café will have a holistic approach to meeting and exploring the needs of people who can either drop in or be referred for support. A holistic approach looks at the whole person, not just their mental health needs. The support should also consider their physical, emotional, social and spiritual wellbeing.

Each person will have a different experience of mental illness and a path to recovery that is influenced by their age, gender, culture, heritage, language, faith, sexual and gender identity, relationship status, life experience and beliefs.

The support provided will include nutrition and health, menu planning and list making, physical activities, therapeutic learning and self-exploration, mindfulness, journaling, art therapy, skills development, certificated courses, CV building, and coping strategies.

The working week has been set up to support clients going in to and coming out of the weekend which can sometimes be very difficult.

The key element for the café is to offer support and work with individuals and groups to support all needs where possible, including individuals of all ages and backgrounds.

The café will provide a non-clinical place of safety for those in crisis and an alternative to A&E when medical intervention is not required

## **Background to Mental Health needs and interventions in Devon**

Mental health problems are common across all sectors of society. One in four adults and one in ten children experience mental health problems to some degree in any year, and mental ill-health is a major cost to society, particularly the criminal justice system, and health and care services.

Without mental health there is no health, and it is increasingly recognised that we should be giving the same priority to mental health as physical health in terms of prevention, early intervention, treatment and rehabilitation. Poor mental health carries an economic and social cost of over a hundred billion pounds each year in England (Devon Public Health – Annual Report 2018/19).

Approximately 11 million people experience symptoms associated with mental ill health (Office for National Statistics, 2001), and around six million have symptoms that meet the diagnostic criteria for mental illness, mainly experiencing anxiety and/or depression. Taken from Mental health - Devon CCG

It has become evident as a team working in mental health that provisions are stretched and have been for a number of years. There are an increasing number of people experiencing issues with their mental health and Covid 19, political unrest around the world, and the rising cost of living are all having an impact.

Suicide rate for the population as a whole is three times higher in the most deprived areas, compared to the least deprived areas. A recent report by the Samaritans 'Socioeconomic Disadvantage and Suicidal Behaviour: Dying from Inequality'2 (2017) highlighted that more needs to be done around inequality and

suicide in the UK and Ireland. 'In the UK, socioeconomically disadvantaged individuals are less likely to seek help for mental health problems than the more affluent and are less likely to be referred to specialist mental health services following self-harm by GPs located in deprived areas.'

In Devon the suicide rate has been rising since 2018 following the national trend. With a suicide rate of 12 per 100,000 Devon's suicide rate is higher than England and the South West (Devon Suicide Prevention Action Plan 2021/22).

The Farm Safety Foundation recently conducted a survey that found over 80% of farmers under the age of 40 believe poor mental health is the biggest hidden problem that they and their peers face today.

The **Farming Community Network** is a national charity which supports farmers and farming families in England and Wales. In October 2020, it noted that nearly half the calls to its helpline in the preceding four months related to mental health due to stress caused by:

- COVID-19
- financial concerns
- other issues

But it only takes you to talk to people you know to realise that someone is experiencing Mental Health difficulties due to this current climate and uncertain times.

### **Who are we?**

Made-Well is a not-for-profit community interest company, based at West Fishleigh Farm in Hatherleigh.

The service provides a range of constructive, purposeful and positive 'day opportunities' for people with learning disabilities, physical disabilities and mental ill health diagnosis. Made-Well is an inclusive service with the ethos of actively encouraging full participation irrespective of age, background, qualifications, training or ability.

We support people to enjoy, experience and learn about horticulture, cookery, animal care, therapeutic arts, countryside management and much more. We run an extensive range of sessions which are designed to offer people a wide choice of meaningful activities. Some of these activities, particularly those involving outside spaces and the environment are specifically focused towards improving health and wellbeing.

[www.made-well.co.uk](http://www.made-well.co.uk)

In 2021 Made-Well opened its outreach service called Made-Well outreach to help with the demand for support for people struggling with their mental health. We work closely with Devon County Council, Devon Partnership Trust, and Community Mental Health Services in Mid Devon, West Devon and Torridge.

However, we have noted the lack of support within our community for people that need prevention and wellbeing support on a more regular basis and in a more accessible location, like Okehampton, and with a more focused approach on Mental Health.

### **Okehampton**

- Currently there are few community funded mental health groups in Okehampton.
- On a Wednesday there is a peer support ground between 1 - 3 run by volunteers. [Okehampton \(Mental Health\) Peer Support Group - Recovery Devon](#)
- Recently a podcast has been started by some local males around male mental health issues in Okehampton due to the increasing feelings of loneliness and isolation, this is linked to Men in



Sheds which unfortunately as ceased activity due to covid [Okehampton Men in Sheds – OMIS is a Men in Sheds initiative \(wordpress.com\)](#)

- Okehampton also has a walk and talk for health on a Tuesday and Wednesday run by volunteers. [Okehampton Walk and Talk | Walking for Health](#)
- Most other amenities in the area are private and involve quite significant funding by the individual to access these alternative therapies.
- These support groups are incredibly useful but we feel that they do not go far enough to support the local and wider community here in Okehampton.

### **Description of the Project and Operational Activities**

- There will be a structured delivery of activity modules within a group and personal development modules following a client led action plan;
- Activity modules will be structured into Monday to Friday am and pm sessions;
- There will be a morning emotional “check-in” before the café opens and “check out” at the end of the day when the café closes to offer individual confidentiality, emotional safety and support;
- All members of this group will have to sign up to a confidentiality and behavioural contract/agreement to abide to the rules of the group and café: No drugs or alcohol, No violent behaviour at any time, to be respectful to staff and peers, No discussing other individuals or their circumstances outside of the group;
- Sessions will be certificated for attendance for proof of outcomes and engagement.
- Links to the wider community are hoped to be established, with signposting to other groups and activities and to other health and social care services. For example there are other community resources within walking distance of the café including Fairplace Church for activities (and extra confidential space should it be needed), the Ockment Centre, Simmons Park and the leisure centre and pool.
- 1 to 1 counselling can also be offered where necessary or signposted to the correct relevant avenue of help.

### *Activities and Support*

This will include:

- Mental Health Courses
- Guided Meditation
- Mindfulness
- Peer support Groups
- Healthy eating sessions
- Art Therapy
- Safety Planning, Resilience and coping mechanisms
- Safe haven
- Practical and emotional support
- Certificated Courses
- Housing advice and signposting
- 1-1 Counselling

### *Therapeutic Modules (this is not an exhaustive list)*

- Cycle of Change
- Grief Cycle
- Circle of Control
- Drama Triangle

- Conflict resolution
- Anger Management
- Coping Strategies and Self Care (Emotional first aid Kit)
- Mindfulness
- Boundaries
- Motivational Quotes
- Positive Affirmations
- Personal Development
- Trigger responses
- Internal dialog
- Idea of self
- Communication
- Timelines
- Life Pathways
- Anxiety Management
- Self esteem
- Identifying Skills
- Drug and Alcohol
- Nutrition

What a schedule of activities may look like:

Day	Time 9.30 – 10.00	10.00 – 12.00	1.00 – 3.00	3.00 – 3.30
Monday	Check-In	Support following the weekend, 1-1 support, signposting	Journaling	Check-Out
Tuesday	Check-In	Therapy modules using different mediums for self-exploration	Walk and Talk	Check-Out
Wednesday	Check-In	Art therapy	Swimming / activity General swim Okehampton pool 2.30	Check-Out
Thursday	Check-In	Nutrition/cooking/ Menu planning/recipes/ Shopping lists/ budgeting	Walk and Talk	Check-Out
Friday	Check-In	Support going into the weekend 1 -1 Coping strategies Lifestyle educational courses Time management	Mindfulness and visualization	Check-Out

### Research on Benefits

According to the NHS website <https://www.nhs.uk/mental-health/conditions/clinical-depression/support-groups> - attending support groups for mental health difficulties can greatly help with mental health conditions. Not only do we hope to provide a supportive safe environment for people that are struggling in our area, but we hope to empower and teach people about mental health and empower people to manage their condition.

[Benefits of talking therapies - NHS \(www.nhs.uk\)](http://www.nhs.uk)

We feel especially in this unique current climate with the effects from Covid restriction, isolations, uncertainty have taken a toll on the general public [Tackling the mental health impact of the COVID-19 crisis: An integrated, whole-of-society response \(oecd.org\)](#).

[Important findings - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

People in Rural areas have been hit particularly hard [Tackling Mental Health and Wellbeing in Rural Communities – Jim Hume Guest Blog \(nfus.org.uk\)](#) the rural community is a sector we hope to support

[Research investigates COVID-19 impact on UK farmer mental health – UKRI backs this up.](#)

## Cost Benefit Analysis

People with mental disorders experience significant difficulties in leading ordinary lives and participating in their communities, and their conditions can have a significant economic impact. Even mild levels of mental ill health can result in social and occupational problems. Providing effective treatment for affected individuals creates potential benefits for the patients themselves; for employers, through reduced absenteeism and higher productivity; for family members and friends, through a lower 'burden' of care; and for government, through reduced social security benefits. Ten years ago mental health was designated a top NHS priority (Boardman 2005)

In the Promoting Independence in Devon Annual Report for Adult Social Care 2019 there were 1,405 recipients of local authority funded services with a primary support reason of Mental Health.

According to the Devon County Council Budget books the following was spent on Mental Health services in Adult Social Care over the last 3 years.

	Number of People	Enabling Support Cost	Enabling Cost per person	Total MH Service Cost	Total MH Service Cost per person
Budget Book 2022/23	650	6,809,000	10,475	18,962,000	29,172
Budget Book 2021/22	629	6,315,000	10,040	18,276,000	29,056
Budget Book 2020/21	603	5,586,000	9,264	16,393,000	27,186

We know from the Department of Health Reference Costs 2015 -16 that the total value of mental health services in 2015-16 was £6.6 billion.

Reference costs for NHS primary and secondary health services are as follows:

Description	Unit Costs
GP Appointment	£30
Community Psychiatric Nurse Intervention	£165
Home Treatment Team Intervention	£328
Ambulance	£252
A&E Visit	£138
Hospital Bed (average stay including overflow days / nights)	£1,609 - £3,749
Initial Assessment (Mental Health)	£312
Cluster Day (Group Intervention)	£17
Drug and Alcohol Intervention	£115
Specialist Mental Health Bed (per day)	£328
Secure Mental Health Bed (per day)	£524

Estimates of NHS spend on Mental Health in Devon per person were as follows:

2018/19 - £209.45

2019/20 - £229.58

2020/21 – £250.43

The crisis café will cost approximately:

Rent (£1,500 p.m) - £18,000 p.a

Salary Costs (Manager) - £40,000 p.a

Salary Costs (Enabling) - £31,000 p a

Salary Costs (Counsellor) - £35,000 p.a

Salary Costs (Café Assistant) - £25,530 p.a

Sundries and Resources - £5,000 p.a

TOTAL = £154,530

Assuming that the café supports approximately 30 – 50 people per week for sessions Mon – Fri this works out at £2,963 running costs per week or £60 - £100 per head per week for a range of interventions.

We are seeking both core funding for these activities and also encouraging referrals into the service.

### **Qualifications and Experience in the team**

The wellbeing hub / café will be run and supported by qualified members of staff and staff who have extensive experience in mental health. Key staff include:

- Iain Hodgson – Mental Health Specialist with over 10 years of experience of working within the Mental health sector;
- Nula Robinson – Level 4 CPCAB Diploma in therapeutic counselling, Member of the BACP and working towards Accreditation. Over 15 years of experience working in the Drug and Alcohol, Care and Mental health Sector;
- Emma Hawkins – Registered Manager, HR, Health and Social Care Consultant, with over 19 years of experience working in the social care sector, especially Mental Health, Learning Disability, ADHD / Autism
- Jodie Lee – Mental Health Enabler, working towards a counselling degree focusing on Childhood Trauma / PTSD and CPTSD.

Our Outreach team in Okehampton will be based at the café from Monday – Friday. On a Saturday the café will be open but no activities will take place. However, signposting to crisis services will be available.

### **The Café**

Menu's will be simple but effective, such as English Breakfasts, American style Breakfasts, Waffles, Burgers, Toasted Sandwiches, Jacket Potatoes etc. All ingredients will be sourced locally to support the local economy.

The Café has been fortunate to have support in set up and execution from an ex-executive Head chef with an extensive CV and over 18 years of experience which includes, Bovey Castle, Gidleigh Park, Head Chef of Mercure Southgate Exeter, executive head Chef of St Mellion Golf club and much more and including previous kitchen management.

Staff training in Food Hygiene and safe cooking practices plus other relevant training will be completed by all.

## **Funding Streams**

NHSE Transformation Funding The Devon STP area which includes Devon County Council, Plymouth City Council and Torbay Council have been awarded £235,336 a year from 2020/21 – 2022/23 to deliver a suicide prevention programme. This money is being used to develop system wide projects and support the Devon Action Plan. • Safer Suicide Communities – Monies to support grass roots community initiatives that raise awareness and aim to prevent suicide. Each Local Authority area will have its own resources to distribute.

We are currently seeking funding and fundraising from a wide variety of organisations and individuals.

If you feel that your organisation may be interested in working with us please contact Emma Hawkins, Project Manager on 07740 018560 or by email at [emma@made-well.co.uk](mailto:emma@made-well.co.uk).





Okehampton Town Council

## SMALL GRANT APPLICATION FORM (£500 maximum)

### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: Wren Music

Registered Charity Number (if applicable): 1128790

Registered address: Ebenezer Hall, Okehampton, Devon, EX20 1AR

Contact name and address (if different): Amy Wilson

Email: amy@wrenmusic.co.uk

Telephone/mobile\* [REDACTED]

Contact's role within organisation: Development Officer

### Please indicate how you would prefer to be paid, if successful:

- By Cheque payable to:

- By BACS: Bank Name: The Cooperative Bank

Account Name: Wren Music Charity No. 1128790

Account No: [REDACTED]

Sort Code: [REDACTED]

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? If yes, please provide the relevant contact details:

### Please give brief details of:

#### 1. The principal role of the organisation:

At Wren Music we've been building communities with music for 40 years. Our skilled musicians use folk arts to empower people from all backgrounds to make music, with voice or instruments. Taking part with us is fun. We constantly celebrate success and ability, and address barriers to include people who may feel on the outside. We are specialists in the traditional music of Devon, using this to promote local cultural history and to signal our commitment to this area. But we're not stuck in the past - we co-create new works, turning the lives of people today into the folk songs of tomorrow

#### 2. Total membership: N/A we are not a membership organisation

### Local Involvement

1. How does the organisation benefit the community?

Wren Music runs a programme of work in Okehampton, this year this includes:  
Sing and Play A regular music making group for parents and very young children.  
West Devon Folk Choir: An open access choir for adults, runs 30 weeks per year. No auditions, no requirement to read music and no waiting lists.  
Okehampton Lanterns Project: an annual project for all ages  
Singing for Wellness: A project to develop resources to support singing groups for patients with respiratory issues.

2. Of the total membership, approximately how many reside in: N/A we are not a membership organisation

- a. Okehampton?
- b. Okehampton Hamlets?

3. Average number of members attending each meeting?

4. Number of meetings per year?

### About the Grant

1. Please state what the grant will be used for and how it will benefit Okehampton residents?

We are pausing our annual folk festival and this year we propose to run a Family Friendly Music Day, with music workshops, a Conker Competition (a regular of the folk festival) pub sessions and an evening relaxed music event. Unlike the festival where we looked to attract visitors and tourists, this event is more targetted on local with families in particular so we can share with young people their cultural heritage. Full programme attached.

2. Please supply full costings of project, equipment or activity or supply source for estimates. (please use a separate sheet if you require further space to answer)

Please see separate sheet

3. a. What is the amount of grant requested?

£ 500

b. Are you contributing matched funding for the project

YES

c. Are you applying for or have you received grants or funds from other sources?

NO

d. Is your organisation running fund-raising activities for this project?

YES

4. When do you anticipate the money will be spent (date) 29 October 2022

Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

### Certificate

I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant .....

dated ...8 September 2022.....

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.



## Wren Music Family Music Day Schedule

	<b>Charter Hall</b>	<b>Church Hall</b>	<b>Ebenezer Hall</b>	<b>Red Lion Yard</b>	<b>London Inn (TBC)</b>
10am – 12midday		Family Instrument Workshop (over 8s and their adults) £2, £5 or £7 per human	Instrument Picnic (under 8s) £2, £5 or £7 per child		
12midday – 2pm		Lunch available Ale&Cake Free entry, pay for lunch		Conker Competition Heats	Pub Session Collection
2pm – 5pm	Family Ceilidh (fancy dress) Inc. autumnal afternoon tea (A&C) £2, £5 or £7 per human				
7pm – 10pm		Relaxed Acoustic Concert with Open [No] Mic Bar & Snacks: Ale&Cake Free entry, collection			

## Wren Music Family Music Day Budget

Item	Cost
Venue Hire	200
Musicians fees	900
Publicity	200
Full Cost recovery @20%	260
<b>Total</b>	<b>1560</b>

Town Clerk  
Okehampton Town Council  
Town Hall  
Fore Street  
Okehampton  
Devon  
EX20 1AA

8<sup>th</sup> September 2022

Dear Sir / Madam,

**Grant Aid for Meldon Viaduct Company Ltd**

In previous years Okehampton Town Council has contributed to the upkeep of the Meldon Viaduct.

I enclose the completed application to request a further contribution of £500 towards the Trust's repairs and renewals fund for 22/23. If this application has arrived too late for the current round of grant allocations or too early for the financial year, I would be grateful if you would register this and deal with it at the appropriate time within your budgeting cycle.

Yours faithfully,



For Company Treasurer  
On behalf of the Meldon Viaduct Board

# OKEHAMPTON TOWN COUNCIL

## GRANT APPLICATION FORM

Name of organisation ...Meldon Viaduct Company Ltd

Cheque Payable To(if different from above).....

Registered Charity Number (if applicable)

Location address Meldon Viaduct Okehampton

Secretary / contact:

Name Matt Roke  
Address Room 167, County Hall  
Topsham Road, Exeter, Devon.EX2 4QD

Please give details below of:

1. Principal role of organisation / club / activities

Long term maintenance and ultimate refurbishment of the viaduct structure

2. Total membership

The Company is a charitable trust and limited by guarantee. The Guarantors consist of Devon County Council, Aggregate Industries and West Devon District Council

3. Average number of members attending each meeting

On average six board members attend each meeting apart from the board member representatives of other associated organisations engage with the board, eg Dartmoor National Park

4. No. of weeks per year organisation / club has meetings

The board meets approximately two times a year.

5 & 6 Please state exactly what the grant would be used for (specific project – give full costings whenever possible)

The grant would be used to contribute to the maintenance and renewal fund, although there is a principal inspection of the structure every five years and any necessary repairs will be undertaken to maintain the structure and extend its life

The scale of fund required for ongoing maintenance and ultimate refurbishment (likely 2030) is currently estimated at £700,000 to £1,000,000 and the company currently has approx £245,000 in cash balances.

NB Okehampton Town Council has previously granted funds to the company for the same reason.

A supporting statement is appended below\*

7. Are you able to provide matched funding to the project?

The Trust receives limited financial support from Devon County Council, Aggregate Industries Ltd, Okehampton Hamlets Parish Council, and Okehampton United Charity.

8. Show evidence of fund raising by your organisation

Records can be provided of other supporting contributions if required. Typically the Trust receives approx £15,000 pa towards an estimated need of £20,000 pa to ensure the fund is sufficient to cover foreseen and unforeseen costs and to keep pace with inflation.

9. Are you applying for or receiving Grants from any other source? Yes /No

We are receiving annually renewable grants from Devon County Council, Okehampton Hamlets Parish Council, Okehampton United Charity and Aggregate Industries Ltd.

Have you received Grants from any other source during the last three years?

Yes, the company has received grants to the value of approx £40,000 pa from the above named organisations (combined)

10. Sum required

£500

All applicants must understand that grants are only available to organisations operating locally for the benefit of Okehampton and the Town Council may request a copy of your organisation's last financial year's audited accounts.

Signature of applicant

 .....

Date of application

...07/09/2022.....

(Grants – Local Government Act 1972, section 137: (a) to support local community groups and (b) to make local community groups aware of a clear criteria for obtaining supporting grants).

**\*Supporting Statement**

The objective of the company is to ensure the continue use and long term survival of the viaduct as an essential link and component of the whole Okehampton area for both economic and social reasons. As such it would wish to give all local stakeholders the opportunity to ensure it can achieve that objective.



**Torrige, North,  
Mid & West Devon**

**Citizens Advice TNMWD  
1-3 Bridge Buildings, The Strand  
Barnstaple  
Devon EX32 8LW  
01237 879140  
vicki.rowe@ruraldevoncab.org.uk**

Ms Emma James  
Okehampton Town Council  
Town Hall  
Fore Street  
Okehampton EX20 1AA

8 September 2022

Dear Ms James,

**Citizens Advice Torrige, North Mid and West Devon - Okehampton Town Council  
Grant Request**

I am writing to you today, to ask if you would please give consideration to a grant request of £5,000 to continue to support the valuable work of Citizens Advice in Okehampton. We are incredibly grateful for your Council's support that you have shown us over the years. Your grants have been paramount in supporting the increase in demand for advice in your area. Our volunteers cost around £1,500 to recruit and train and around £1,800 a year each for on-going costs and supervision.

The £5,000 would enable us to recruit and train an additional 3 volunteers for the Okehampton area.

In 2021-22 we supported 464 clients from the Okehampton town wards with 1,086 individual issues. The highest advice categories were Benefits & Tax Credits along with debt (41% of all advice given).

We also generated more than £189k for Okehampton clients by maximising their household income in the form of welfare support. This money is then brought into the local economy.

Any funding that you are able to provide would be used to recruit and train local volunteers. These volunteers would be partly providing the face-to-face service offered from the Ockment Centre but also working as digital advisers who are located in all our offices answering calls and emails from all the towns and villages in the 4 districts that we support.

We are fortunate to continue to have the very generous support of Okehampton United Charities for the town as well, of course, as grant funding from West Devon Borough Council and Devon County Council.

We ask that your Council consider contributing once again to the cost of our service that we provide for your residents. This includes recruiting and training volunteers to give accredited advice in complex areas as well as information and signposting. Few realise that Torrige, North, Mid & West Devon Citizens Advice is a Charity and not a Government funded agency, which means we can only provide this service based on the funding we have been successful in securing for that year. As a charity, we rely on donations in the form of grants and other charitable funds to keep our doors open to the public and run a free service for the community.

Citizens Advice Torridge, North, Mid and West Devon offers a free, confidential service to members of the public.. We provide advice and information for the benefit of the individual and the community and many local residents come to us in difficult circumstances when they have no one else to turn to.

Should your councillors like further information, I would be happy to come and discuss our work within Okehampton in more detail. Please email [cindy@ruraldevoncab.org.uk](mailto:cindy@ruraldevoncab.org.uk) and we will arrange a mutually convenient time to meet. We attach our Annual Report, local West Devon Impact report and a copy of our annual accounts.

Yours sincerely,

A dark, rectangular redacted area, likely covering a signature or name.

**Vicki Rowe –CEO**  
**Citizens Advice Torridge North Mid & West Devon**

**Torrige, North, Mid and West Devon  
Citizens Advice Bureau**

**Report of the Trustees and Financial Statements  
Year ended 31 March 2021**

**Registered Charity number: 1068496**

**Company Registered Number: 03520698**



# **Torrige, North, Mid and West Devon Citizens Advice Bureau**

## **Financial Statements**

**Year ended 31 March 2021**

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# **Torrridge, North, Mid and West Devon Citizens Advice Bureau**

## **Trustees' Annual Report**

### **Year Ended 31 March 2021**

The Trustees present their annual report and financial statements for the year ended 31 March 2021, which are prepared to meet the requirements for a directors' report and financial statements for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: 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 (FRS102).

### **Covid – 19**

The Covid-19 pandemic has significantly altered how our service operates and will continue to present challenges for some time to come. Whereas before there was an emphasis on face to face delivery, the requirement to shift advice delivery to remote means at the start of the first lockdown has proved to be beneficial. We are now looking at long-term, agile ways to continue a blended delivery approach with face to face meetings being reintroduced for the neediest residents of Torrridge, North, Mid and West Devon. This period has also seen a significant reduction in the number of volunteers who provide client support as a result of being unable to continue in their roles for health or other reasons which is being mitigated by an ongoing recruitment process. The nature of issues we deal with has also changed significantly with benefits and employment issues increasing as a result of the furlough scheme. Debt is also soaring in general with the Money Advice & Pensions Service estimating a 60% increase in demand for debt advice compared to the start of 2020/21. This in turn means an increasing pressure on our advisors as this type of case may require around 2-3 hours of dedicated support, and subsequent follow-on contacts to be made before their issues are resolved.

Our funders have, without exception, continued to fund us and been very supportive of us both locally and nationally.

We also applied for the various Covid-19 funds available to enhance the service and support more clients, particularly those affected by the pandemic.

Taking these factors into account, having reviewed forecasts prepared to October 2022, and considering the reserves position of the charity, the Trustees do not believe that there are any material uncertainties in relation to going concern.

### ***The contribution of volunteers***

It can never be emphasised enough that without the professionalism, commitment and support of the volunteer workforce, the Charity would not be able to provide the type of service that it does to the communities we serve. It is self-evident that the success of Citizens Advice Torrridge North, Mid and West Devon (CA TNMWD) depends entirely on the commitment and professionalism of both paid and volunteer staff. This past year a recent survey showed the financial value of the Charity's volunteers to be over £525k.

Both paid staff and volunteers deserve great praise for the excellent work which helped just under 14,000 clients with nearly 30,000 issues and brought £7 million into local communities during the reporting period.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report

Year Ended 31 March 2021

### Objectives and Activities

CA TNMWD provides free, impartial, comprehensive, confidential and professional information, advice and advocacy to all in the TNMWD catchment areas. The aims and principles of the service are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

#### **Public Benefit Statement**

As Trustees of the Charity we have complied with the duty in S.4 of the 2011 Charities Act to have due regard to guidance published by the Charity Commission.

The Charity provides a public benefit by providing the public in its area of benefit with free, confidential, and impartial advice regardless of age, gender, race, disability or sexuality.

#### **Main objectives for the year:**

*We had several key objectives for this year including:-*

- **Services:** *Deliver consistently high quality Advice. Develop new adaptable models of service delivery to make it easier for people to obtain advice.*
- **People:** *Ensure we maintain a high retention rate amongst our workforce through a positive and enjoyable working environment as well as providing a high level of training and support.*
- **Financial Sustainability** *Become more sustainable and effective by retaining and attracting the support of existing and potential funders.*
- **Continuous Improvement:** *manage change to maintain a culture of continuous improvement and development.*
- **Impact:** *Promote who we are and what we do within the communities in which we serve.*
- **Influencing:** *Use the evidence provided by our clients to influence policy and prevent injustice.*
- **Equality and Diversity** *We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination and are committed to providing a supportive and inclusive culture for all.*

We seek to work in partnership with trusted organisations, for example medical practices, for the benefit of the community. We continue to review and develop our business plan to meet the changing environment in which we work.

We will actively recruit and train volunteers and paid staff to a standard to enable us to give high quality advice.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report

Year Ended 31 March 2021

### Achievements and performance

In the year ended 31 March 2021, CA TNMWD achieved the following:

- Our advisors helped just under 14,000 clients with nearly 30,000 new issues through online appointments, phone calls, webchat, letters and emails as well as a small amount of face to face sessions.
- Over £7 million of income brought back into the local economy.
- 95% of clients would recommend our service.

We have the following specialist provisions:

- A specific specialist service for cancer sufferers, funded by **Macmillan**. This has supported 333 people with a life limiting condition and in the last 12 months generated nearly £2m of income and one off benefits for these clients and their families and carers. This has been delivered entirely by phone, with a return to our outreach service at the North Devon District hospital in the last quarter of the year.
- The Help to Claim project, funded through National Citizens Advice by the **Department for Work and Pensions** supports first time claimants of Universal Credit. On this project, which has been entirely digital through 2020-21 we helped over 1,400 clients on their journey through the Welfare Benefits system. We hope to return to offering this service face to face in partnership with the local Job Centres and Work Hubs.
- Our Money Advice services, funded by **The Money Advice and Pensions Service** and the **Henry Smith Charity** grew from one advisor to three over the course of the year. Now all fully trained they have supported 351 clients over the last 12 months.
- **HealthWatch** is an important project for us, both in terms of community engagement and direct client support. Community engagement has been harder this year, but has continued using the new media that we are all now familiar with, reaching into the many groups and organisations in our large and mostly rural area. Our 2 HealthWatch champions helped some 249 clients with Health and Social Care enquiries.
- Other smaller projects funded by **Devon County Council** and other local funders have helped us to provide support and advice to families with young children, carers and help many people who have financial problems.

At a national level Citizens Advice sees two million people every year, and we have a close understanding of the problems that people experience, more than any other organisation. Our local Citizens Advice know which policies are working and spot emerging problems early. In our policy research we combine these insights with analysis of wider social and economic trends, and set out new ideas to improve policy and delivery for all.

As an organisation we have completed 292 social policy evidence forms that highlight local issues to our national office and allow us to spot trends and emerging issues that might impact our clients and highlighted issues around Universal Credit and tenancy problems.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report

### Year Ended 31 March 2021

Nationally we are working on the following campaigns: Universal Credit, The Adequacy of Welfare Support, Net Zero protection for Consumers, An Address and Collect Service, No recourse to Public Funds (NRPF) and "Financial Quicksand" (the effects of technology making it easier to fall into debt etc.)

Locally, we are also looking into issues regarding bad practices surrounding bailiffs, illegal evictions, council tax arrears processes, bad redundancy practices and issues surrounding childcare following a return to work.

The below case studies give a flavour of the work being undertaken and the impact on our clients' lives.

### Case Study 1

*Client's son aged 7 had learning difficulties and was awaiting assessment for Autistic Spectrum Disorder. Client suffered with depression and anxiety and did not work due to long term ill-health. Client's wife did not work either and the couple received Universal Credit and Child Benefit. They also had some debts.*

*The Government had introduced a £20 weekly uplift in Universal Credit to help people on low incomes during the Coronavirus pandemic. Whilst this was helpful to many, for this particular client, it had the effect of increasing his benefits to a level where the benefit cap applied and his Universal Credit was, in fact, reduced by £63.17 per month.*

*Client was assisted by the Quids for Kids project Caseworker to make a claim for Disability Living Allowance (DLA) in respect of his son. The claim was successful resulting in an award of the middle rate of care component £60 p/w and the lower rate of mobility component £23.70 p/w. Since families who have a member receiving DLA are exempt from the benefit cap, the benefit award meant that not only was the family's Universal Credit reinstated to its full level but also an additional amount called a disabled child element of £128.89 per month was included. Client's wife was advised that she could now claim Carer's Allowance of £67.60 p/w in respect of the care she gave to the son.*

*Client thanked the Quids for Kids Caseworker saying the improvement in the family's financial situation had helped him to pay off some of his debts but, more importantly, had enabled him to buy new equipment and clothes for his son, including some good quality trainers that his son was very proud to show to his friends! Client was also looking forward to being able to take his son for some days out, once lockdown restrictions are lifted and described the help he had received as a "lifesaver".*

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report

Year Ended 31 March 2021

### Case Study 2

*A client, aged 84, was referred to us with Aortic Stenosis for assistance in claiming Attendance Allowance (AA). The client came under special rules so higher rate AA was payable at £89.15pw. The advisor used a predated AA form to enable faster claiming.*

*The client's wife was already in receipt of highest rate Disability Living Allowance for care at £89.15pw and a mobility component of £62.25pw. They were already in receipt of Pension Credit, however as both are now in receipt of the qualifying benefits, they are eligible to put in for premiums on Pension Credit being two carer premiums and a joint severe disability premium.*

*The clients will be better off by:*

Attendance Allowance	£89.15 per week	£4,636 a year
Carer's premium x 2	£75.00 per week	£3,900 a year
Severe Disability premium	£133.90 per week	£6,963 a year
Total weekly additional income	£298.05 per week	£15,499 a year

Clients should also get backdated payment of AA £356.60 and Pension credit £835.60.

We help improve people's physical and mental health through the services we provide.



**Over 6 in 10** of those with an existing health condition said we helped **improve their mental health**



**Around 4 in 10** of those with an existing health condition said we helped **improve their physical health**



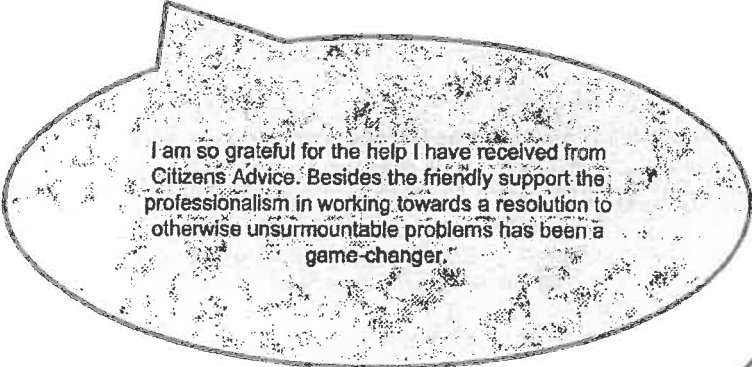
**Around 4 in 10** of those with an existing health condition sought **less help from a professional** following our advice

# Torrige, North, Mid and West Devon Citizens Advice Bureau

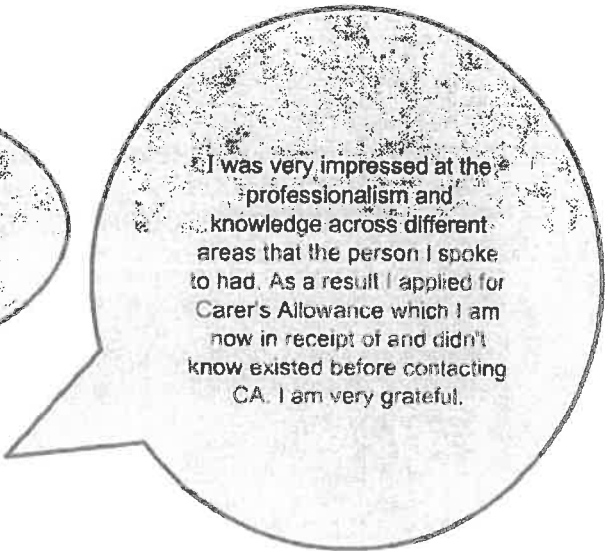
## Trustees' Annual Report

Year Ended 31 March 2021

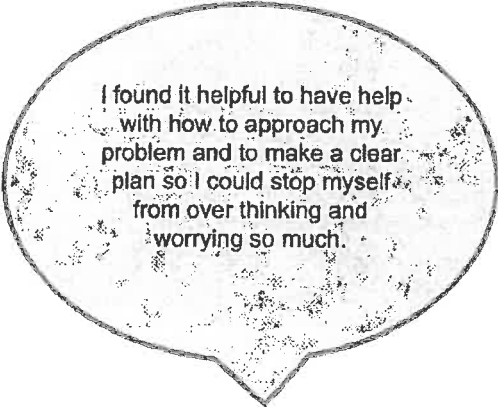
### Client's Comments



I am so grateful for the help I have received from Citizens Advice. Besides the friendly support the professionalism in working towards a resolution to otherwise unsurmountable problems has been a game-changer.



I was very impressed at the professionalism and knowledge across different areas that the person I spoke to had. As a result I applied for Carer's Allowance which I am now in receipt of and didn't know existed before contacting CA. I am very grateful.



I found it helpful to have help with how to approach my problem and to make a clear plan so I could stop myself from over thinking and worrying so much.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report (continued)

Year Ended 31 March 2021

### Financial review

The Financial Statements are set out on pages 13 to 29. The Financial Statements have been prepared using Accounting and Reporting by Charities: 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 Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The Trustees consider the financial performance by the Charity during the year to have been satisfactory.

The Statement of Financial Activities shows net incoming resources for the year £97,201. Unrestricted net incoming resources were £82,711 and net overall income relating to restricted funds which may only be spent in accordance with the restrictions thereon was £14,490.

The surplus this year is as a result of additional funding received from our local authorities and other funders and a significant reduction in cost, particularly travel, as the offices were closed for much of the year.

We are grateful for funding from the following over the year, some of whom have increased their contributions enabling us to support more clients and invest in resources for the future:

- Devon County Council
- Torrige District Council
- North Devon District Council
- West Devon Borough Council
- Okehampton United Charities
- Mid Devon District Council
- Bideford Bridge Trust
- The many local Town and Parish Councils in our areas

The majority of the Charity's expenditure is dedicated to supporting the large number of volunteer staff, their training, the running costs for the offices and staff, thus supporting the key objective of providing good quality generalist and specialist advice.

### *Reserves position*

The total reserves at the year-end stand at £449,793 of which £18,630 were restricted, leaving unrestricted reserves of £431,163. The Trustees have designated unrestricted funds for the following purposes:-

Assets fund £147,129 – funds set aside to meet property obligations

Redundancy £48,506 - to cover redundancy costs should these be required in the event of a significant reduction in funding,

Property Repair/Maintenance Fund of £32,910 for the owned and leased properties and;

Business Development Fund of £17,579 – for additional resources to help more clients in the future

Covid Recovery Fund of £45,000 to focus on delivery of services in the recovery period as the pandemic eases.

This leaves undesignated unrestricted funds of £140,039 which are considered to be 'free reserves'.

The Trustees' policy is to maintain 'free reserves' at a level at least sufficient to cover three months' unrestricted expenditure (approximately £140,000).



# **Torrridge, North, Mid and West Devon Citizens Advice Bureau**

## **Trustees' Annual Report**

**Year Ended 31 March 2021**

### ***Investment policy***

As set out in the Company Articles in furtherance of its objectives, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject to any conditions and consents that may be imposed or required by law.

### ***Share Capital***

The company is limited by guarantee and therefore has no share capital.

### ***Plans for future periods***

Our funding strategy covers a broad income spectrum including developing proposals to further increase our debt provision, and seeking funding for a new Advisor role with the aim of providing a dedicated bespoke support for people with dementia who may not be otherwise able to access our services. We are also considering a range of ideas for project activity which meets local client need, some of which involve collaboration with other Local Citizens Advice offices in Devon and the surrounding areas and local external partners.

Our business plan focuses on working within the community, offering greater flexibility for clients. This includes providing services based within a number of GP surgeries in the geographical area we serve.

We continue to expand our digital offering to better meet local client demand, working within the national Future of Advice Strategy. This involves some premises change to ensure we remain fit for purpose and efficient in the way we support both our clients and people alike.

We also include a greater emphasis on workforce engagement, focusing on the wellbeing of our people and will consider areas such as enhanced benefits and flexible working.

We continue to develop Impact reporting materials to best evidence good value for funders and are committed to providing high quality advice and information services in line with our membership agreement with national Citizens Advice.

## **Structure, governance and management**

### ***Governing Document and Constitution***

The Charity is controlled by its governing document, the Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The Charity is constituted as a company limited by guarantee and is therefore governed by Articles of Association. The Trustees of the Charity are also the Directors for the purposes of Company Law. Eligibility for membership of the Charity and membership of the Board of Trustees is governed by the Articles of Association.

### ***Trustee recruitment and training***

Trustees have been active promoting the services of the Charity, encouraging members of the public to become interested in becoming a member of the Charity. Each year at the AGM Trustees are nominated and elected on to the Board. We undertake an annual skills audit of the Trustees and recruit new Trustees as required. All Trustees serve an initial term of 3 years and are eligible to serve 2 consecutive 3 year terms

# **Torrige, North, Mid and West Devon Citizens Advice Bureau**

## **Trustees' Annual Report**

### **Year Ended 31 March 2021**

with re-election after the first 3 years. After 6 years they need to resign from the Board, but in exceptional circumstances the Board could extend eligibility to a third term. Currently we have a range of skills amongst our Trustees including Financial, HR, IT and Business Leadership.

#### ***Organisation structure***

TNMWD is governed by the Trustees who meet a minimum of 4 times each year at Trustee Board meetings. The Trustees also hold strategy days throughout the year to discuss strategic matters requiring more time such as reviewing the business plan. The board has reviewed its Governance structure, continued with its annual Trustee appraisals and initiated an annual review of its Governance.

Through the Covid-19 pandemic the Board have met using a video conference platform as well as communicating by email. One strategy day was held in a socially distanced venue.

In order to manage the Charity as efficiently as possible, the management structure is reviewed regularly as changes in personnel occur.

The Charity is a member of the Citizens Advice National Association.

#### ***Day to day management***

The day to day management of the Charity has been delegated by the Trustees to Vicki Rowe, who is the Chief Executive Officer (CEO).

The setting of pay and remuneration is decided by the Board annually.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Trustees' Annual Report (continued)

Year Ended 31 March 2021

### Reference and administrative details

#### *Legal registration details:-*

Company registration number: 03520698  
Charity registration number: 1068496

**Principal and registered office** 13 Bridgeland Street  
Bideford  
Devon  
EX39 2QE

#### ***The Members of the Board of Trustees of the Charity at the date the report and accounts were approved, or who served during the year were:***

Mrs D Nicholson (Chair)	
Mr C Perry	
Mr P Stafford	
Mrs K Percival	
Ms S Carruthers	
Ms S Hilsdon	Appointed 17 September 2020
Ms J Collins	Appointed 17 September 2020
Mr K Routledge	Appointed 18 February 2021
Mr D Margetts	Resigned 17 September 2020
Mrs J George	Resigned 17 September 2020
Mrs M Nicholson	Resigned 4 August 2020

All the directors of the Company are also Trustees of the Charity, and their responsibilities include all the responsibilities of Directors under the Companies Acts and of Trustees under the Charities Act. The Directors are members of the company.

#### ***Chief Executive Officer***

Vicki Rowe

#### ***Bankers***

Lloyds Bank  
5 High Street  
Bideford  
EX39 2AD

#### ***Independent Examiner***

Neil Hitchings FCA  
Francis Clark LLP  
Chartered Accountants  
Centenary House  
Peninsula Park  
Rydon Lane  
Exeter  
EX2 7XE

## Torrige, North, Mid and West Devon Citizens Advice Bureau

### Report of the Trustees for the Year Ended 31 March 2021

#### Statement of Directors' and Trustees' Responsibilities

The Trustees (who are also directors of Torrige, North, Mid and West Devon Citizens Advice for the purposes of company law) are responsible for preparing the Trustees Annual Report and the Financial Statements in accordance with the applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Charity Trustees to prepare Financial Statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charitable company 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 in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.



D Nicholson  
Director and Trustee



Date

## Torrige, North, Mid and West Devon Citizens Advice Bureau

### Independent Examiner's Report to the Trustees of Torrige, North, Mid and West Devon Citizens Advice Bureau ('the Company') for the Year Ended 31 March 2021

I report to the charity trustees on my examination of the accounts of the Charitable Company for the year ended 31 March 2021.

#### Responsibilities and basis of report

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

#### Independent examiner's statement

Since the Company'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 ICAEW, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.



Neil Hitchings FCA  
Independent Examiner  
Francis Clark LLP  
Chartered Accountants  
Centenary House  
Peninsula Park  
Rydon Lane  
EXETER  
EX2 7XE

Date, 12/8/21

## Torrige, North, Mid and West Devon Citizens Advice Bureau

### Statement of Financial Activities (Including the Income and Expenditure Account)

Year ended 31 March 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
<b>Income:</b>					
Donations and Legacies	2	11,388	-	11,388	13,410
Charitable Activities	3				
- Charitable Activities from public bodies		370,470	-	370,470	341,440
- Charitable Activities from non-public bodies		52,351	484,099	536,450	403,856
Investment Income	4	15,539	-	15,359	36,793
Other	5	-	-	-	17,672
<b>Total income</b>		<b>449,568</b>	<b>484,099</b>	<b>933,667</b>	<b>813,171</b>
<b>Expenditure</b>					
Charitable activities	6	360,119	476,347	836,466	799,372
<b>Total expenditure</b>		<b>360,119</b>	<b>476,347</b>	<b>836,466</b>	<b>797,971</b>
<b>Net income / (expenditure)</b>		<b>89,449</b>	<b>7,752</b>	<b>97,201</b>	<b>13,799</b>
Transfers between funds		(6,738)	6,738	-	-
(Losses) on revaluation of fixed assets		-	-	-	-
<b>Net movement in funds</b>		<b>82,711</b>	<b>14,490</b>	<b>97,201</b>	<b>13,799</b>
<b>Reconciliation of funds</b>					
Total funds brought forward	15	348,452	4,140	352,592	338,793
<b>Total funds carried forward</b>	<b>15</b>	<b>431,163</b>	<b>18,630</b>	<b>449,793</b>	<b>352,592</b>

The notes on pages 17 to 29 form an integral part of these Financial Statements.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Balance Sheet

Company Number: 03520698

As at 31 March 2021

	Note	Total funds 2021 £	Total funds 2020 £
<b>Fixed assets</b>			
Tangible assets	10	142,849	148,592
Investment property	10	190,625	190,625
		<u>333,474</u>	<u>339,217</u>
<b>Current assets</b>			
Debtors	11	22,945	26,661
Cash at bank and in hand		329,213	234,242
		<u>352,158</u>	<u>260,903</u>
Creditors: Amounts due within one year	12	(87,331)	(84,143)
<b>Net current assets</b>		<u>264,827</u>	<u>176,760</u>
<b>Total assets less current liabilities</b>		<u>598,301</u>	<u>515,977</u>
Creditors: Amounts due in more than one year	13	(93,937)	(110,216)
<b>Provisions for liabilities</b>		<u>(54,571)</u>	<u>(53,169)</u>
<b>Net assets</b>		<u>449,793</u>	<u>405,761</u>
<b>Unrestricted income funds</b>			
<i>Designated funds</i>			
- Assets Fund		147,129	148,531
- Redundancy Fund		48,506	44,097
- Property Repair and Maintenance Fund		32,910	12,910
- Business Development Fund		17,579	17,579
- Covid Recovery Fund		45,000	-
<i>Undesignated funds – 'free reserves'</i>		140,039	125,335
	15	<u>431,163</u>	<u>348,452</u>
<b>Restricted income funds</b>	15	<u>18,630</u>	<u>4,140</u>
<b>Total Charity funds</b>		<u>449,793</u>	<u>352,592</u>

## Torrige, North, Mid and West Devon Citizens Advice Bureau

### Balance Sheet

Company Number: 03520698

As at 31 March 2021

The Trustees are satisfied that the Charity is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The trustees acknowledge their responsibilities for:

- (i) ensuring that the charity keeps adequate accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charity.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 relating to small companies.

These financial statements were approved by the members of the Board on 22 July 2021 and are signed on their behalf by:

D Nicholson (Chairman)



C Perry (Trustee)





# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Statement of Cash Flows

Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash (used in)/provided by operating activities	18	95,159	(12,668)
<b>Cash flows from investing activities</b>			
Interest and rents from investment		15,359	36,793
Purchase of property plant and equipment		-	(2,569)
<b>Cash used in investing activities</b>		<b>15,359</b>	<b>34,224</b>
<b>Cash flows from financing activities</b>			
Repayment of borrowing		(15,547)	(14,811)
<b>Cash used in financing activities</b>		<b>(15,547)</b>	<b>(14,811)</b>
<b>Changes in cash and cash equivalents in the reporting period</b>		<b>94,971</b>	<b>6,745</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>234,242</b>	<b>227,497</b>
<b>Cash and cash equivalents at the end of the reporting period(*)</b>		<b>329,213</b>	<b>234,242</b>

(\*) Cash at bank and in hand

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 1. Accounting policies

The principle accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and the preceding year.

#### General information

Reference and administrative details of the charity can be found on page 10.

#### Winding up or Dissolution of the Charity

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be given or transferred to such other charitable purpose or purposes as the members for the time being shall by ordinary resolution decide failing which the same shall be transferred to the National Association of Citizens Advice Bureau (or anybody successor to it).

#### Basis of preparation and statement of compliance

The Financial Statements have been prepared in accordance with 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their accounts in accordance with the Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historic cost or transaction value, unless otherwise stated.

The Trustees do not believe that there are material uncertainties in relation to going concern.

The functional currency of the charity is considered to be pounds sterling because it is the currency of the primary economic environment in which the charitable company operates.

#### Income

All income is included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

The following specific policies are applied to particular categories of income:

Donations and legacies are included in full in the statement of financial activities when receivable.

Income from Charitable Activities where entitlement is not conditional on the delivery of a specific performance by the charity are recognised when the charity becomes unconditionally entitled to the grant.

The value of services provided by volunteers has not been included.

Income from investments is included in the year in which it is receivable.

#### Deferred income

Grants received in advance and specified by the donor as relating to specific accounting periods or alternatively which are subject to conditions which are still to be met, and which are outside the control of the charity or where it is uncertain whether the conditions can or will be met, are deferred on an accruals basis to the period to which they relate. Such deferrals are shown in the notes to the accounts and the sums involved are shown as creditors in the accounts.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 1. Accounting policies (continued)

#### Recognition of Liabilities

Liabilities are recognised on the accruals basis in accordance with normal accounting principles, modified where necessary in accordance with the guidance given in the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued by the Charity Commission (effective January 2015).

#### Expenditure

Expenditure is allocated between charitable activities and other in accordance with the definition of those categories as set out in the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued by the Charity Commission (effective January 2015).

#### Allocation of costs within type of expenditure

The majority of costs are directly attributable to individual activity categories and the charity's internal accounting function is specifically geared to identifying and correctly allocating expenditure.

Costs which are not directly attributable are apportioned between activity categories on a fair and reasonable basis.

#### Fixed Assets and Depreciation

All tangible fixed assets are stated at cost less depreciation.

The charity has a policy generally not to capitalise items below £1,000.

Depreciation has been provided at the following rates in order to write off the assets (less their expected residual value) over their estimated economic lives.

Freehold property	50 years straight line
Property improvements	20/50 years straight line
Computer equipment	3 years straight line
Equipment, fixtures and fittings	5 years straight line

Impairment reviews are undertaken when there are factors present to suggest that the value of assets may have been impaired.

#### Investment Property

Investment property is held in the balance sheet at fair value.

#### Taxation

The Charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. Value Added Tax is included in the relevant costs in the Statement of Financial Activities to the extent that it is not recoverable by the company.

#### Finance and Operating Leases

Rentals payable in respect of operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial activities as incurred

# Torridge, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 1. Accounting policies (continued)

Provision is made for redecoration obligations under the terms of the property lease with obligations charged to the Statement of Financial Activities as incurred.

#### Fund Accounting

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

#### Recognition of Pension Costs and Pension Assets and Liabilities

The company makes contributions to a defined contribution pension scheme. Contributions are charged to the income and expenditure account as they become payable in accordance with the rules of the scheme.

#### Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments which are initially recognised at transaction value. The charity holds the following financial instruments:

- Short term trade and other debtors and creditors; details of these can be found in notes 11 & 12.

### 2. Donations and Legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Sundry donations	11,388	-	11,388	13,410
Total	<u>11,388</u>	<u>-</u>	<u>11,388</u>	<u>13,410</u>

Of the total £11,388 (2021: £13,410) income, there was £nil (2020: £nil) that was restricted, the remaining income was unrestricted.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 3. Income from Charitable Activities

#### a. Charitable Activities from public bodies

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
<b>Government and public bodies</b>				
Torrige District Council	63,310	-	63,310	38,310
Mid Devon District Council	15,950	-	15,950	15,500
North Devon District Council	45,000	-	45,000	45,000
West Devon District Council	32,900	-	32,900	32,900
Devon County Council	178,368	-	178,368	174,705
Bideford Town Council	2,975	-	2,975	3,500
Great Torrington Town Council	400	-	400	200
Tiverton Town Council	3,000	-	3,000	4,000
Crediton Town Council	3,000	-	3,000	3,000
Northam Parish Council	1,000	-	1,000	1,000
Town and Parish Councils (under £1,000)	9,080	-	9,080	11,925
Ilfracombe Town Council	3,000	-	3,000	2,400
Okehampton Town Council	4,000	-	4,000	4,000
Tavistock Town Council	5,987	-	5,987	4,000
Barnstaple Town Council	2,500	-	2,500	1,000
Total	<u>370,470</u>	<u>-</u>	<u>370,470</u>	<u>341,440</u>

All income from public bodies was unrestricted in 2020 & 2021.

#### b. Charitable Activities from non - public bodies

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bideford Bridge Trust	5,000	-	5,000	5,000
Okehampton United Charities	15,000	15,000	30,000	28,000
Other Charitable Trusts	1,500	-	1,500	12,654
Contractual payments from non-public bodies	30,851	469,099	499,950	358,202
Total	<u>52,351</u>	<u>484,099</u>	<u>536,450</u>	<u>403,856</u>

Of the total £536,450 (2020: £403,856) income, there was £484,099 (2020: £358,202) of restricted, the remaining income was unrestricted.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 4. Investment income

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Other bank deposit interest received	1,006	-	1,006	1,220
Rental income	14,353	-	14,353	35,573
Total	<u>15,359</u>	<u>-</u>	<u>15,359</u>	<u>36,793</u>

All investment income was unrestricted in 2020 & 2021.

### 5. Other income

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Other Income	-	-	-	17,672
Total	<u>-</u>	<u>-</u>	<u>-</u>	<u>17,672</u>

All other income was unrestricted in 2020 & 2021.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 6. Charitable Expenditure

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
<b>Support Costs of Charitable Activities</b>				
Gross wages and salaries	276,026	365,664	641,690	554,066
Pension contributions	8,760	6,020	14,780	14,968
Other	3,427	8,474	11,901	73,592
<b>Management and administration costs</b>				
Premises costs	37,181	25,909	63,090	88,006
General administrative expenses	24,256	70,280	94,536	50,785
Finance costs	5,809	-	5,809	6,778
<b>Total support costs</b>	<b>355,459</b>	<b>476,347</b>	<b>831,806</b>	<b>788,195</b>
<b>Governance costs</b>				
Independent examination / audit	4,660	-	4,660	10,620
<b>Total governance costs</b>	<b>4,660</b>	<b>-</b>	<b>4,660</b>	<b>11,177</b>
<b>Total resources expended</b>	<b>360,119</b>	<b>476,347</b>	<b>836,466</b>	<b>799,372</b>

Of the total £836,466 (2020: £799,372) expenditure, there was £476,347 (2020: £342,192) of restricted, the remaining expenditure was unrestricted.

# Torrridge, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 7. Surplus/Deficit for the Financial Year

	2021 £	2020 £
This is stated after charging:		
Depreciation of owned fixed assets	5,743	5,666
Pension costs	14,780	14,968
Independent examination and accountancy	2,600	-
Audit of financial statements	-	5,000

Funds belonging to the charity have been used for the purchase of insurance to indemnify its trustees against the consequences of any neglect or default on their part. The sum expended on such insurance is not separately identifiable from the overall insurance premium.

### 8. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 (2020: £nil).

The trustees' expenses paid in the year £nil (2020: £374). General administrative expenses include the cost of indemnity insurance to cover all trustees.

### 9. Staff costs and emoluments

	2021 £	2020 £
Gross salaries	587,927	519,109
Employer's National Insurance	37,358	33,290
Pension contributions	14,780	14,968
	<u>640,065</u>	<u>564,367</u>

The average monthly number of full time equivalent employees during the year:

	2021	2020
Engaged on charitable activities	23	19
Engaged on management and administration	2	2
	<u>25</u>	<u>21</u>

There were no fees or other remuneration paid to the trustees.

There were no employees with emoluments in excess of £60,000 per annum (2020: none).

The key management personnel of the Charity are considered to be the Senior Management Team/Chief Executive. Their total employee benefits, including employer's NIC and pension contributions totalled £154,560 (2020: £135,057).



# Torrridge, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 10. Tangible fixed assets

	Freehold Property	Property Improvements	Fixtures, Fittings and Equipment	Total
	£	£	£	£
<b>Cost</b>				
At 1 April 2020	81,382	97,971	8,735	188,088
Additions	-	-	-	-
<b>At 31 March 2021</b>	<b>81,382</b>	<b>97,971</b>	<b>8,735</b>	<b>188,088</b>
<b>Depreciation</b>				
At 1 April 2020	12,472	20,518	6,506	39,496
Charge for the year	1,967	2,750	1,026	5,743
<b>At 31 March 2021</b>	<b>14,439</b>	<b>23,268</b>	<b>7,532</b>	<b>45,239</b>
<b>Net book value</b>				
At 31 March 2021	66,943	74,703	1,203	142,849
At 31 March 2020	68,910	77,453	2,229	148,592

Part of the Charity's freehold property is considered to be investment property.

#### Investment Property

	£
Market value & net book value	
At 1 April 2020	190,625
Revaluation	-
<b>At 31 March 2021</b>	<b>190,625</b>

The property was revalued by Underwood Wright on 12 February 2019.

The historic cost of the investment property is £221,593.

### 11. Debtors

	2021 £	2020 £
Trade debtors	8,189	16,638
Prepayments and accrued income	14,756	10,023
	<b>22,945</b>	<b>26,661</b>

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 12. Creditors: Amounts falling due within one year

	2021 £	2020 £
Bank loans and overdrafts	16,279	15,547
Trade creditors	12,020	10,526
Accrued expenses	17,798	13,577
Deferred income	31,192	32,748
PAYE and NI	-	9,172
Other creditors	10,042	2,537
	<u>87,331</u>	<u>84,143</u>

Bank loans and overdrafts above related to a legal charge in favour of Lloyds TSB Bank plc secured on the charity's freehold property at 13 Bridgeland Street, Bideford.

### 13. Creditors: Amounts falling due in more than one year

	2021 £	2020 £
Bank loans and overdrafts	93,937	110,216
	<u>93,937</u>	<u>110,216</u>

Bank loans and overdrafts above related to a legal charge in favour of Lloyds TSB Bank plc secured on the charity's freehold property at 13 Bridgeland Street, Bideford.

### 14. Operating lease

	2021 £	2020 £
<b>Income – the total minimum rental income is as follows:</b>		
<b>Land and Buildings</b>		
Less than 1 year	1,095	4,784
2-5 years	-	675
	<u>1,095</u>	<u>5,459</u>

	2021 £	2020 £
<b>Commitments – the total of future minimum lease payments as follows:</b>		
<b>Land and Buildings</b>		
Less than 1 year	25,478	7,782
2-5 years	28,328	3,553
>5 years	8,588	9,476
	<u>62,394</u>	<u>20,812</u>

	2021 £	2020 £
<b>Commitments – the total of future minimum contracted payments as follows:</b>		
<b>Other</b>		
Less than 1 year	12,528	308
2-5 years	48,024	-
	<u>60,552</u>	<u>308</u>

# Torrridge, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 14b. Obligations under lease agreements - restated

	Redecoration Provision £	Total £
At 1 April 2020	53,169	53,169
Movement	1,402	1,402
<b>At 31 March 2021</b>	<b>54,571</b>	<b>54,571</b>

Provision is made for estimated cost of redecoration and other restoration obligations under the terms of the Barnstaple property lease.

### 15. Particulars of individual funds:

	Funds at 2020 £	Incoming resources £	Outgoing resources £	Transfers/ gains & (losses) £	Funds at 2021 £
<b>Unrestricted funds:</b>					
<i>Designated funds</i>					
Asset fund	148,531	-	-	(1,402)	147,129
Redundancy fund	44,097	-	-	4,409	48,506
Property repair and maintenance fund	12,910	-	-	20,000	32,910
Business development fund	17,579	-	-	-	17,579
Covid recovery fund	-	-	-	45,000	45,000
<i>Undesignated funds</i> <i>('free' reserves)</i>	125,335	449,568	(360,119)	(74,745)	140,039
	<b>348,452</b>	<b>449,568</b>	<b>(360,119)</b>	<b>(6,738)</b>	<b>431,163</b>
<b>Restricted funds:</b>					
Money and Pensions Service Debt					
Advice Project	-	75,352	(76,014)	662	-
Macmillan	-	99,009	(98,938)	(71)	-
Henry Smith Debt Project	-	42,450	(38,820)	-	3,630
Heat Well for Less	-	25,731	(25,772)	41	-
Quids for Kids	-	19,080	(19,706)	626	-
Fairer Charging	-	24,385	(24,385)	-	-
Health Watch	-	27,544	(27,595)	51	-
Action for children / children's centre	-	10,900	(11,015)	115	-
GP Surgery Bideford	-	582	(1,746)	1,164	-
Universal Credit	-	101,561	(101,134)	(427)	-
Memory Café	4,524	7,761	(10,429)	(1,856)	-
BEIS funded IT and advice line	-	34,360	(40,793)	6,433	-
Okehampton United Charities	-	15,000	-	-	15,000
Social Prescribing	(384)	384	-	-	-
	<b>4,140</b>	<b>484,099</b>	<b>(476,347)</b>	<b>6,738</b>	<b>18,630</b>
	<b>352,592</b>	<b>933,667</b>	<b>(836,466)</b>	<b>-</b>	<b>449,793</b>

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 15. Particulars of individual funds (continued)

General funds are donations and other incoming resources receivable or generated for the objects of the charity without further specific purpose and which the charity may use for its purpose at its discretion.

#### Designated Funds

- Assets fund £147,129 - being the carrying value of fixed assets less associated borrowings thereon.
- Redundancy fund £48,506 - to cover redundancy costs should these be required in the event of a significant reduction in funding.
- Property repair and maintenance fund £32,910 – to cover work to properties, both leasehold and freehold.
- Business Development fund of £17,579.
- Covid recovery fund £45,000 – to focus on delivery of services in the recovery period as the pandemic eases.

#### Restricted Funds

- Money and Pensions Service funds debt caseworkers to provide debt advice.
- The Macmillan funds are provided to funds advisors and related costs to provide advice to people with cancer.
- The Henry Smith Charity have provided funds for a 3 year project providing debt support and other money advice.
- Heat Well for Less provides help and assistance to families with fuel poverty issues.
- The Quids for Kids funds are provided for a caseworker to advise on financial issues to families with a disabled child.
- The Fairer Charging income is received for the purposes of funding community workers who assess individual's entitlements to benefits.
- The Health Watch fund is provided for a caseworker to advise on health and social care issues.
- Action for Children working with families in Children's Centres to provide generalist advice and support.
- GP Surgery Bideford to deliver a generalist advice service from the Bideford Medical Centre for 1 day a week.
- Universal Credit Help to Claim Service funding received to support and help people complete and submit their Universal Credit application.
- The Memory Café funds are for the employment of a co-ordinator for the Barnstaple and South Molton memory cafes.
- BEIS Funded IT and Advice Line was funds provided by the Department for Business, Energy and Industrial Strategy for additional IT equipment and to support more clients digitally through the pandemic.
- Okehampton United Charities - Funds provided by Okehampton United Charities are being used to provide a face to face service for Okehampton.
- Social Prescribing funds were to provide a support worker to co-ordinate social prescribing.
- Widening Horizons fund is to improve access of services to wards of disadvantage and deprivation, especially in rural communities.
- Access for Justice funding received for tribunal training for volunteers and ongoing costs when undertaking tribunal work.
- A Prosperous Future (Awards for All) funding received to recruit a Community Volunteer Co-ordinator who oversees groups of volunteers who are undertaking fundraising projects.

# Torrige, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 15. Particulars of individual funds (continued)

2020 Comparative Note	Funds at 2019	Incoming resources	Outgoing resources	Transfers between	Funds at 2020
	£	£	£	£	£
<b>Unrestricted funds:</b>					
<i>Designated funds</i>					
Asset fund	149,932	-	(1,401)	-	<b>148,531</b>
Redundancy fund	43,256	-	-	841	<b>44,097</b>
Property repair and maintenance fund	12,910	-	-	-	<b>12,910</b>
Business development fund	3,780	-	-	13,799	<b>17,579</b>
<i>Undesignated funds</i> <i>('free' reserves)</i>	111,000	454,969	(455,779)	15,145	<b>125,335</b>
	<u>320,878</u>	<u>454,969</u>	<u>(457,180)</u>	<u>29,785</u>	<u><b>348,452</b></u>
<b>Restricted funds:</b>					
Money and pension service funded debt advice project	-	46,635	(41,971)	(4,664)	-
Macmillan	-	95,072	(84,140)	(10,932)	-
Quids for Kids	-	19,280	(17,352)	(1,928)	-
Charging for Care	-	19,136	(18,810)	(326)	-
Health Watch	-	24,300	(21,900)	(2,400)	<b>4,524</b>
Widening Horizons	306	-	-	(306)	-
Memory Cafe	6,324	10,248	(12,048)	-	-
Access for Justice	3,196	-	(2,629)	(567)	-
Action for Children	-	13,825	(11,218)	(2,607)	-
GP Surgery Bideford	-	6,907	(5,931)	(976)	-
Universal Credit	-	97,760	(97,760)	-	-
Awards for All A Prosperous Future	8,089	-	(6,607)	(1,482)	-
Heat Well for Less	-	24,039	(20,442)	(3,587)	-
Social Prescribing	-	-	(384)	-	<b>(384)</b>
Donations	-	1,000	(1,000)	-	-
	<u>17,915</u>	<u>358,202</u>	<u>(342,192)</u>	<u>(29,785)</u>	<u><b>4,140</b></u>
	<u><u>338,793</u></u>	<u><u>813,171</u></u>	<u><u>(799,372)</u></u>	<u><u>-</u></u>	<u><u><b>352,592</b></u></u>

# Torridge, North, Mid and West Devon Citizens Advice Bureau

## Notes to the Financial Statements

For the Year Ended 31 March 2021

### 16. Share Capital

The charity is limited by guarantee, each member having undertaken to contribute such amounts not exceeding one pound as may be required in the event of the company being wound up whilst he or she is still a member or within one year thereafter.

All trustees are members of the company and the number of members at 31 March 2021 was 23 (2020: 23)

### 17. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	333,474	-	333,474
Net current assets	246,197	18,630	264,827
Non-current liabilities	(148,508)	-	(148,508)
	<u>431,163</u>	<u>18,630</u>	<u>449,793</u>

### 2020 Comparative note

	Unrestricted funds £	Restricted funds £	Total £
Tangible fixed assets	339,217	-	339,217
Net current assets	172,620	4,140	176,760
Non-current liabilities	(163,385)	-	(163,385)
	<u>348,452</u>	<u>4,140</u>	<u>352,592</u>

### 18. Reconciliation of net income/(expenditure) to net cash flows from operating activities

	2021 £	2020 £
<b>Net income/(expenditure) for the reporting period</b>	<b>97,201</b>	<b>15,200</b>
Adjustments for:		
Depreciation charge	5,743	5,666
Interest and rents from investment	(15,359)	(36,793)
(Increase)/decrease in debtors	3,716	(18,124)
Increase/(decrease) in creditors & provision	3,858	21,383
<b>Net cash provided by (used in) operating activities</b>	<b><u>95,159</u></b>	<b><u>(12,668)</u></b>



Okehampton Town Council

## SMALL GRANT APPLICATION FORM (£500 maximum)

### About your Group or Organisation

\*delete as required

Name of group/organisation/charity\*: Okehampton Carnival Committee

Registered Charity Number (if applicable):

Registered address:

Okehampton

Contact name and address (if different):

Email: Telephone/mobile:

Contact's role within organisation: Secretary

Please indicate how you would prefer to be paid, if successful:

- By Cheque payable to:

- By BACS: Bank Name: LLOYDS  
Account Name: Okehampton + District Carnival 1993  
Account No: Sort Code:

Would you like a cheque to be presented to the organisation by the Town Mayor, if a suitable date can be arranged? If yes, please provide the relevant contact details:

Please give brief details of:

1. The principal role of the organisation:

To Put on the town Carnival  
each year

2. Total membership: 8 Committee members





**Local Involvement**

1. How does the organisation benefit the community?

By putting on the towns carnival and attracting visitors to the town.

2. Of the total membership, approximately how many reside in:

- a. Okehampton? 8
- b. Okehampton Hamlets? 0

3. Average number of members attending each meeting? 8

4. Number of meetings per year? 5

**About the Grant**

1. Please state what the grant will be used for and how it will benefit Okehampton residents?

The grant will help with running costs (insurance, first aid cover etc)

2. Please supply full costings of project, equipment or activity or supply source for estimates. (please use a separate sheet if you require further space to answer)

3. a. What is the amount of grant requested?

£500.00

b. Are you contributing matched funding for the project

YES/~~NO~~\*

c. Are you applying for or have you received grants or funds from other sources?

YES/NO\*

d. Is your organisation running fund-raising activities for this project?

YES/~~NO~~\*

4. When do you anticipate the money will be spent (date) 15<sup>th</sup> October 2022

Please note the feedback form to be completed 8 weeks after the completion of the project or, in any event, within 12 months of receipt of the grant. Future applications will only be considered if feedback for previously awarded grants has been received.

**Certificate**

I have read the guidance for grant applications. I understand that grants are only available to organisations operating locally for the benefit of Okehampton and that I have answered all questions to the best of my knowledge and on behalf of the organisation.

Signature of applicant 

dated 14-9-22.

The information that you provide will be held by Okehampton Town Council and used for the purpose of the administration of this request. We will keep the information for the period of time as set out in the Council's Documentation Retention Policy. The information will be held securely and not be disclosed to anyone or used for any other purpose without your permission. On expiration of the retention period the information will be destroyed in a secure manner. Policies about how the Council will protect your privacy are available at [www.okehampton.gov.uk/documents](http://www.okehampton.gov.uk/documents) or by contacting the Council on 01837 53179.

