

**Westbank Community Health and Care  
(Westbank)  
(a company limited by guarantee)**

**Registered charity number 1119541**

**Trustees' Report and Financial Statements**

**Draft - Year ended 31 March 2020**

**Company registered number 06243811**



# **Westbank**

Year ended 31 March 2020

<b>Contents</b>	<b>Page</b>
Trustees' Report	4
Independent Auditor's Report to the Trustees of Westbank	20
Statement of Financial Activities	23
Balance Sheet	24
Cash Flow Statement	25
Notes to the Financial Statements	26

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

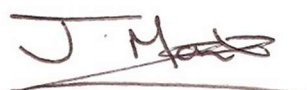
### Chairman's Report

'Extraordinary times' is a description we have all heard on many occasions to describe the onslaught that has been Covid-19. Affecting all aspects of life, family and friends, travel and work, it has been a truly existential threat to life as we know it. So I want to start by saying a heartfelt thanks from myself and my fellow trustees for the extraordinary response that all those who form part of the WestBank family have shown during the worst pandemic for over a hundred years. Employees and volunteers alike have shown tremendous commitment, innovation and flexibility. The help that has been rendered to our most vulnerable (and affected) communities has been truly outstanding. In all parts of the Charity, the reaction has been tremendous, and the words 'Thank You' seem inadequate.

With the publication of this report being several months later than usual, I refer to key matters arising since March 2020. The first of these is to record my thanks to our former CEO, Matthew Byrne, who left the Charity in September 2020 after 14 years with WestBank and to wish him every success for the future. Our new CEO, recruited after a full and thorough selection process, is due to join us in June 2021. During the intervening period, trustees have worked closely with the leadership team in negotiating the unique challenges presented by Covid-19 and to ensure continuing financial viability of the Charity.

I am pleased to report that as we approach the end of the 2020/21 reporting year, it is the expectation of the Board that we should achieve in operational terms, a near-to break even position, despite of a number of services having been suspended due to the pandemic. This has been due to a range of measures put in place with regard to cost control and access to funding from a number sources, including those provided by government. We look towards the next few months with renewed optimism, having protected the intrinsic financial strength of the Charity, but recognising that fresh opportunities and challenges lie ahead. If even there was a time that demonstrated a need for organisations such as WestBank, it is now. Once the pandemic has been brought under sustainable control, the economic, social and health impacts will continue to be felt for years to come. WestBank will continue to do outstanding work for our people and our communities.

My thanks to my fellow trustees for their continuing support, and to everyone who works for WestBank. Extraordinary times call for extraordinary people.

A handwritten signature in dark ink, appearing to read 'J. Masters', with a horizontal line drawn underneath it.

Jim Masters. Chairman

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

The Trustees present their report and consolidated financial statements of the charitable company ("Westbank") and its subsidiary Westbank Community Enterprises Limited for the year ended 31 March 2020. This incorporates the Directors' Report and the Strategic Report under s417 Companies Act 2006.

### Objectives and Activities

*The charity's main objectives for the year were:*

- To develop integrated patient pathways as a model for future commissioning
- To work in partnership with local NHS and communities to develop a health and wellbeing hub model in Budleigh Salterton
- To test a lifestyle intervention programme to work with people who are pre-diabetic or recently diagnosed with type 2 diabetes
- To work with partners in the voluntary sector to create a continuum model of volunteer support

The Trustees confirm that they have taken into account the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities and setting the grant making policy for the year.

### *Westbank's Vision*

Our vision is of strong communities in which the health and wellbeing of all people is sustained and improved.

### *Westbank's Mission*

Westbank aims to promote and improve the health and wellbeing of people in the local community, across Devon, and beyond.

### *Westbank's Values*

We act with compassion and integrity. We value each individual equally. We work together to support the whole community. We are willing to lead, to innovate and to learn.

### *Westbank's Strategies*

To achieve its mission Westbank offers a range of services and opportunities to meet different needs:

- Providing health and wellbeing services and facilities for the local community
- Providing support for isolated and vulnerable people across Devon
- Promoting social action and volunteering
- Employing staff who share its mission and values

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### Achievements and Performance

#### DAY CARE

Clients enjoyed making new friends and being involved in a programme of activities which included cooking, live music, arts and crafts, games, quizzes; they also enjoyed the offer of a hairdressing and foot care service. That all adds up to 1,500 places.

Two Cognitive Stimulation Therapy programmes with beneficial outcomes for the participants were completed with good results.

#### Fundraising

£350 raised for other charities throughout the year.

#### Case Study

81-year-old Gladys moved to Exeter to live with her family following the death of her husband. She spent a lot of time on her own due to her family being at work all week. Initially, Gladys was very resistant about visiting our daycare as she would not know anyone. After two weeks of Gladys visiting, her daughter phoned to ask if her mum could attend an additional day as she really enjoyed the company and activities and how she had changed since attending. Gladys said, "I absolutely love coming up and seeing everyone and the girls are lovely."

#### CONFERENCING, CAFÉ AND HOSPITALITY

Westbank continues to be a popular conference venue with 310 events being facilitated throughout the year. Smaller quality rooms are available for hire for physiotherapy, holistic therapies or one-to-one meetings. Local community groups which include the community choir and a table tennis club are also hosted.

*A conference attendee from Babcocks said, "I'm very impressed with how everything runs so smoothly and on time and everyone is so helpful and friendly. We always enjoy coming back."*

The Seedlings Café has increased its business with takings of 27% above the previous year. The welcoming café provides good quality food for customers, staff, hospitality clients and social groups all at affordable prices. The café also runs regular weekly brunch club and friendship groups.

*A café customer said, "I visited the café two days in a row, lovely lunch on both days. Clean environment and really friendly staff. Always a joy."*

#### NEIGHBOURHOOD FRIENDS

It was an award-winning year for Neighbourhood Friends, a volunteer-led service which supports frail and vulnerable people as they are discharged from hospital and also helps to prevent admissions for patients who can be cared for at home. The service provides a quick, flexible and co-ordinated response which includes: taking a patient home from the hospital, fitting a key safe or moving a bed/furniture at a patient's home to make way for a hospital bed. Following a nomination from colleagues at the RD&E we received a Silver award at the Devon & Cornwall Outstanding Care Awards. Our volunteer Matt, also received the Radio Exe' Pride of Devon' award for his outstanding contributions as a volunteer.

#### Headlines this year

- Actioned 2,270 referrals
- 200 volunteers contributed more than 5,000 hours of the time and drove 55,000 miles – the equivalent of twice around the world!

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### WELLBEING EXETER

Our team of eight Community Connectors provide a social prescribing service for 14 GP practices across Exeter, working closely with colleagues from other community and voluntary sector organisations. We offer holistic and person-centred assessments combined with one-to-one follow-on support to help people identify and connect to the right local opportunities to address social, emotional, practical or physical health needs. We seek to enable connections and use our skill in building trust, rapport and confidence to empower people to overcome barriers along their journey to improved wellbeing. Having the support of a Community Connector to try out a new group, activity or service has facilitated hundreds of anxious and vulnerable people to take steps towards goals, manage challenges, and enrich life with more positive healthy activities and social connections.

#### Case Study

Andrew, aged 34, was referred after experiencing isolation, low mental health, and challenges around sense of purpose and independence following sight loss. The Community Connector carefully listened as Andrew spoke of his former passion for running and his wish for this to be possible again. Drawing on a "can-do" attitude, the Connector contacted a local athletics academy to enquire about the possibility of a guide-runner. Together they attended an inclusive session that same evening and the Connector provided encouragement and recognition as Andrew completed several guided sprints and four laps of the track. He also supported him to chat to other people there with disabilities who regularly attended. *"This is the best thing I've done all year"* he said at the end of the evening. The Connector kept in touch over the next few weeks and heard how Andrew continued to run. They also worked together towards other goals such as participating in a six-week course to rebuild his confidence and independence in cooking at home.

### VOLUNTEERING

**560 volunteers contributed over 33,000 hours**

Simply put, we could not deliver services without the support of our volunteers

### HEALTHY NEIGHBOURHOODS

During the third year of this National Lottery Community Funded project, we have worked with communities across East and Mid Devon to develop activities which aim to improve health and wellbeing. These include:

- Nature Walks
- Cycling for the over 50's
- Family arts and craft sessions
- Community Cooking Sessions

As a result of taking part in these activities participants:

- 72% are better able to manage pre-existing long term health conditions
- 85% feel healthier
- 92% feel less isolated or lonely
- 95% feel more engaged in their community
- 99% would recommend Healthy Neighbourhoods to family or friends

*A participant said, "I enjoy the group eating together at the end of each cooking session and the opportunity to try different recipes that I possibly would not do at home."*

### COMMUNITY HEALTH AND SOCIAL CARE TEAMS – VOLUNTARY SECTOR REPRESENTATIVES

Working with 13 locally-based community organisations across Devon and Devon Voluntary Action Group, we connect people with complex and long-term health conditions to services which help to stay socially connected to their communities.

## **Westbank**

### **Trustees' report (continued)**

**Year ended 31 March 2020**

#### **EXMINSTER**

Westbank is located in the heart of Exminster village. Staff and volunteers provide a range of services aimed at the very youngest to the oldest from the village and parishes of Kenton, Powerderham, Starcross, Mamhead and Kenn.

Our team offer a range of services aimed at helping people in the community, including health and wellbeing classes, social groups, a community allotment, conferencing and a vibrant café, where friends come together for breakfast, lunch or even afternoon tea and cake.

Westbank continues to be a popular destination for young children who attend our Kidzone; over the last year 170 children from Exminster attended after school club with 110 attending holiday club. Throughout each term our gymnastics club participants work towards badges at the end of each term they can present what they have learnt to family and friends at showcase events.

Our Living Well with Dementia, Cognitive Stimulation Therapy Group, was launched this year to people experiencing memory loss or who have difficulties in thinking. This popular course was delivered by our Day Care team, with great results.

Our outreach work, delivered by staff and volunteers, enabled people to remain more independent and live healthier and happier lives.

With the outbreak of COVID-19, services at Westbank were either suspended or transformed so that we could continue to help those most at need. During March, the first month of lockdown, we received a record number of volunteers offering to help people who were shielding and self isolating, with shopping, delivery prescriptions and hot meals, transport from hospital and to medical appointments.

- We employ 22 members of staff from Exminster
- 120 volunteers are from Exminster and surrounding village

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### Case Study

Arthur, aged 82, has mild learning difficulties and other age related frailties, he lives alone with no family living close by to call in and help. Arthur attends several of our group activities, which help him to remain independent and also give him companionship.

At the outbreak of COVID-19 Arthur was phoning Westbank on a daily basis, he was very concerned and confused about the government guidance around shopping and collecting prescriptions. We also received calls from the local Tesco and Post Office who were concerned about his wellbeing and that he was still shopping and not observing social distancing measures.

We responded quickly by:

- Matching Arthur with a volunteer, who could collect his prescriptions and weekly shopping.
- A volunteer delivering home cooked meal seven days a week, who could also make sure Arthur was keeping safe and well.
- Keeping his home safe, we checked and replaced a lightbulb and kettle.
- Providing telephone befriending.

The wrap around support we provided to Arthur has kept him safe and has prevented costly interventions from social care at a time when resources are stretched.

### STARCROSS

Westbank Charity Shop is where local residents and visitors can grab a cuppa, a slice of cake and enjoy good conversation in addition to purchasing clothes, books, plants and bric-a-brac. We offer a host of services including a weekly post office service, monthly memory café and social trips, birthday parties, afternoon-tea and a weekly health walk.

- The shop employs two paid members of staff and is supported by 40 volunteers.

Over the last 12 months, volunteers have given approx 5,000 hours of their time helping to sort and price goods, helping with eBay, Gumtree and Music Magpie, potting plants in our patio garden, serving drinks and chatting to customers in our Community Café.

***Pierce said, "I have been visiting Westbank Charity Shop for years, excellent variety of goods, very reasonable prices, very friendly staff and volunteers"***

### Fundraising

In June 2019 the first Summer Fashion Show held at the shop raised £1,300, and the annual Christmas Fashion Show at St Paul's Church brought in £2,250.

### BUDLEIGH SALTERTON

The Budleigh Hub has continued to grow throughout this year. The Nursery had a very busy year increasing their capacity and bringing more children into the Hub. The memory café has continued to expand and is now regularly fully booked, especially when music and singing are on the agenda. New arrivals Sol Energies have transformed the chapel into a luxury holistic therapy retreat. Launchpad has continued training adults in their kitchen, cooking for the Hub and café. They have expanded into the garden and now have a number of vegetable patches, a fruit cage and a polytunnel. The number of clinical services provided by the NHS and their partners and room bookings from private individuals and local organisations have all increased.



## Westbank

### Trustees' report (continued)

Year ended 31 March 2020

- The number of people using the Hub had risen to 3,000 per month

Sadly, with the outbreak of COVID-19, all services at the Hub were suspended. Together with local organisations, we have been the point of contact for help, assistance and advice. The team and volunteers have been offering support within the community, including shopping, prescription collection, and patient transport. Remarkably, because of the help we are providing the Hubs profile is now better than it has ever been. We have received many letters and cards of thanks.

*Mr Stacey said, "Please pass on my thanks to Mike for all the help he has given us with shopping over recent weeks. He has been invaluable."*

#### ADULT CARERS

*A carer said, "If it were not for Devon Carers I would not have been able to carry on. It feels like everybody else has forgotten about the unpaid carers."*

The past year has seen a lot of changes with our service and as ever we have been driven by the desire to improve how we support carers directly and how we indirectly raise the awareness of carers. Major changes this year include:

- Changing how we provide training for carers by repeating popular events, going to where groups of carers meet and broadening the type of training we offer.
- Increasing the amount of people we have who are able to answer our helpline phone and increasing the support we can give via online support.
- Prioritising Carer Assessments and surpassing our yearly target.
- Seeing our Time for You service that gives carers a short break significantly grow in popularity.
- Expanding our Hospital Service that supports carers at the point of discharge from hospital.
- Increasing the number of carers on our Executive Board.
- Working closely with our commissioners at Devon County Council to provide carers with ways to have a break. This has been requested by carers as what they need most.
- Changing the way we offer Peer Support to groups across Devon.
- Continuing to improve our magazine by making it more relevant to carers in content and by the articles it carries.
- Continuously updating our website and social media to ensure that carers get the information they need when they need it.

#### Case Study

A carer is currently caring for his partner with severe mental health needs, whose treatment is postponed. They have two young children at home who are keen bike riders and not currently attending school.

The carer has a positive routine in place and is protective of the children. Due to the lockdown there is currently limited support from other family members, meaning they are on their own.

An emergency payment of £280 was provided to the carer to purchase a bike and safety equipment. The bike will allow the carer to take breaks with his children; they can safely go on longer bike rides together.

***A carer mentioned that Devon Carer's are the most supportive service for her as an unpaid carer and made her realise that she is an unpaid carer and not just a mother. Carer said that Devon Carer's have been amazing and the Devon County Council Coronavirus letter was incredibly supportive.***

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### BRIGHT FUTURES

We have supported 30 Young Adult Carers in the Exeter, East Devon and Teignbridge area. In July 2020 the programme will come to an end; we are very proud to have worked in partnership with Devon Carers and to have supported so many Young Carers.

### YOUNG CARES

We work with young carers aged 4-18 who have a variety of caring roles.

The young carers service has seen a year of change with some long-term members of the team moving on to pastures new and new staff joining us. The team take a whole-family approach to work with young carers acknowledging that parents who feel supported will be best able to support their young people. Each young carer referred to the service is given the opportunity to talk to a member of the team about what life is like for them in their caring role. A number of young carers tell us that this is the first time that anyone has asked their opinion and listened to them. We know that young carers are the experts in their own life and giving them this valuable time to have their voice heard can be pivotal in identifying the correct support at the best time for them.

Young carers continue to be identified and supported in a variety of ways from providing information and advice to a weekend residential or personalised 1:1 support from a Lead Practitioner. Our specialist school's worker encourages schools across Devon to support young carers and our Hard to Reach team work closely with families who find the involvement of services difficult as well as raising awareness with other services where young carers might remain hidden.

- Approx. 1200 young carers directly supported
- 460 new young carers registered
- 130 young carers received one-to-one support

#### Case Study

One of our Lead Practitioners contacted a family who had previously struggled to engage with our service. The young carer was out of school and awaiting input from CAMHS for an Early Help. This had reached an impasse as the young person felt unable to access education or any service.

Our Lead Practitioner took time to visit the family and put parent and young carer's mind at ease and all agreed to some 1:1 sessions with a plan to gather the young person's views in a less pressured environment than a meeting.

We met twice with the young person and liaised with mum and CAMHS regarding the young carer's non-attendance at school and presenting suicidal thoughts.

Through gaining the family's trust the Lead Practitioner was able to encourage the parent to consider and then agree to a Family Intervention Worker and is now facing the prospect of re-engaging with outreach education and potentially, with support of the Lead Practitioner accessing trips and activities through our service.

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### DIABETES PREVENTION PROGRAMME

Living Well, Taking Control (Healthier You: NHS Diabetes Prevention Programme) and Healthier Devon are free personalised services for people at risk of type 2 diabetes. The aim of both programmes is to support participants in making changes to reduce the likelihood of developing Type 2 diabetes and its associated health complications. Through a combination of one-to-one and groups sessions, participants learn about a range of topics including nutrition and cooking, making healthy food choices and increasing levels of physical activity.

- **Over 40,680 people have engaged in both programmes**
  - **LWTC: 39,610**
  - **Healthier Devon: 1,060**

#### Case Study

Roger, aged 73, was referred to LWTC in May 2019 with an HbA1c reading of 42. When Roger started on the programme he advised the facilitator that his personal circumstances had meant that unfortunately, he was lonely, he knew his diet wasn't very healthy, and he wasn't really participating in any physical activity. With the help, support and guidance of the facilitator, Roger was encouraged to set small sustainable goals around diet and general wellbeing. The facilitator also signposted Roger to local walking and community groups in the local area.

*Dec 2019, Roger said, "It was a wake-up call when I found out about my blood sugar reading. I would like to thank you for showing me the road to a healthier lifestyle. I have taken on board several aspects of this diabetic awareness course and feel far better for it."*

#### 6 months into the programme

Roger's metrics were recorded as:

- Reduction in HbA1c by 1 point
- Reduction in weight 84.6 to 81.8 a loss of 2.8 kilos
- Reduction in waist 104 to 97 cm a loss of 7 cm

Roger's wellbeing scores were recorded as follows :

- Depression/anxiety score had reduced from 3 to a low level of 1 (not anxious or depressed)
- How healthy do you feel went from 80 to 95

#### 12 months into the programme

The positive impact of engaging with LWTC is far more significant than only the change in Roger's metrics around HbA1c and weight. During lockdown, he has increased his physical exercise, which has increased his self-esteem. Roger has helped people who are self-isolating by walking their dogs and has been supporting a community project by tidying their large garden. These two activities have all contributed to his physical and mental wellbeing. *Roger said, "I'm the healthiest physically and mentally, that I've been for five years."*

## Westbank

### Trustees' report (continued)

Year ended 31 March 2020

#### GYM AND FITNESS SERVICE

Our wellbeing exercise classes are developed for older people who may also have a medical condition. They are a great way to keep people healthy and socially engaged with other participants. Classes include: circuits gold, seated yoga, seated zumba, better balance. The Teen gym provides a safe inclusion gym experience for young people aged 14 to 16.

Our personal training programmes are tailored to each participants ability and personal goals. Our Fitness team have specific training qualifications and skills enabling them to work with people who have more complex medical conditions, including Parkinsons, people who have had a stroke, pre/post hip replacement or are morbidly obese.

April 2019 -Jan 2020		
Total visits		27340
General Gym	Teen Gym	Exercise Class
15900	310	6410
Referral Assessments	General Referral	Personal Training
300	1570	180
Cardiac Rehab	Cancer Rehab	Escape-pain
1550	500	360

#### Case Study

Ray, a participant, said " Having been referred to Escape Pain by my physiotherapist just over 18 months ago I decided to continue with exercise. It was clear that regular exercise was having a beneficial effect on my mobility. To support and encourage me, my wife also joined the gym. We were attending two to three times a week, spending well over an hour each time. We both thoroughly enjoy exercise now and have benefited from the good advice given by the instructors. I would highly recommend this facility to anyone. Since the coronavirus outbreak we have been unable to attend the gym and were advised by our fitness instructor Tom that we could continue by joining the online fitness classes. At first, we were unsure whether we would find these suitable for our level of fitness but now fully enjoy these classes, in particular, Core and Stretch, which involves exercises that are recommended for my back problem."

#### KIDZONE AND GYMNASTICS CLUB

The Kidzone team provides outstanding care to all children, giving them the opportunity to thrive, have fun and learn through play in our welcoming and safe children's centre. The after school and holiday club gives children the time and space to play freely whilst developing independence and friendships. Children who have limited opportunities to socialise and spend time with peers are able to do so in our supportive environment. Family time allows new and existing families a space to socialise and meet others.

A parent said, ***"Thank you for providing a fantastic service, you are all professional, kind and considerate. Taking each individual needs and requirements into account, you have become part of the extended family and cannot thank you enough."***

# Westbank

## Trustees' report (continued)

Year ended 31 March 2020

### Gymnastics Club

The Gym Club offers professional gymnastics training. This year has had 183 registered members, ranging from the ages of 16 months to 19 years of age. 11 of these registered members are coaches, coaching assistants or have club support roles.

There are 5 employed coaches, 4 of which began as volunteers, and now work as either a lead coach or an assistant coach. We are always encouraging our volunteers to develop their skills and during the past year, 2 of our coaches have also qualified to coach the pre-school age groups.

The rest of the team are all volunteers and between them and the additional volunteer hours that the staff give, a total of over 860 volunteer hours has been clocked up.

At the end-of-term breaks, we hold a "Badges Sessions" during which the children endeavour to gain their Core Proficiency Awards, from Level 8 to Level 1. Many have also gained certificates in partner work and dance.

#### OUR STAFF

**Headcount:** 239

**Gender:**

Male 28

Female 211

**Age:**

16-25 20

26-35 29

36-45 46

46-55 82

56-65 55

>65 7

**Contract Type:**

Fixed 60

Permanent 137

### Financial Review

The group has generated an overall net deficit of £597,483 (2019: deficit of £233,991), this comprises restricted net income of £327,250 (2019: 649,013) and unrestricted net expenditure of £924,733 (2019: £883,004) (from unrestricted and designated funds). Total incoming resources increased from £4,712,504 to £5,332,472. Total resources expended increased from £4,949,079 to £5,904,347.

The total reserves held at 31 March 2020 were £3,484,096 of which £2,154,549 comprised unrestricted funds, and the balance of £1,329,547 were restricted funds.

There are no restrictions on the Charity's power to invest. The investment strategy is established by the Trustees, taking into account recent demands for funds, and the projects to be funded. The trustees consider that the investment portfolio (Note 16a) is invested for the medium to longer term, and this is therefore disclosed within fixed rather than current assets in the balance sheet.

Covid 19 restrictions since March 2020 have had a significant effect on the range of services offered by the Charity, with Gym, Day Care and the After-School Club worst affected, together with Volunteering.

# **Westbank**

## **Trustees' report (continued)**

**Year ended 31 March 2020**

Most staff were relocated to home working, and a number were furloughed. On a positive note, carer support services provided under contract to Devon County Council have continued, and fresh funding secured for charitable activities, including [government grants - specify type/name].

We now expect financial results for 2020/21 to show little further deterioration in the Charity's balance sheet which remains intrinsically strong. With new cost control measures due to be implemented over the coming months and opportunities for fresh funding, the Trustees are confident that WestBank can take full advantage of opportunities to recommence and expand in-person services as soon as Covid 19 restrictions are lifted and consequently resume delivery of net funding surpluses.

We have considered the impact of Covid-19 on the delivery of services and reviewed forecasts for the period to 31 March 2022 which have been prepared on the basis of an ongoing impact on service delivery as result of the pandemic. Having taking into consideration the forecast deficit, the level of reserves held which at 31 March 2020 are in excess of £3m and the availability of cash we are satisfied that the group will continue as a going concern for a period of at least the next 12 months

### **Reserves**

The Trustees have reviewed the reserves policy of the Charity. It has been amended to take account of short and long term variations in funding and the post-balance sheet situation resulting from the Covid 19 pandemic. Free reserves at March 2020 were £369k representing the value of general unrestricted funds at £1,208k less those held in unrestricted fixed assets. The Trustees' target of free reserves is a level of 6 months of unrestricted expenditure or £800k. They recognise that this target will not be achievable until restrictions on the Charity's activities resultant from the Covid 19 pandemic no longer apply.

### **Minimisation of Business Risks and Risk Management**

The Board is regularly appraised of potential business risks, and plans accordingly for mitigation if required.

The Trustees acknowledge their responsibility for identifying and managing risks to which the organisation is exposed and for them to be properly recorded in a Risk Register.

The Trustees have identified the top three risks as follows:

- Renewal of contracts/loss of significant income
- Coping with different ways of commissioning
- Loss of key personnel

Renewal of contracts/loss of significant income:-

A key platform of the forward strategy, to be led by the incoming CEO, is to achieve a greater diversification of income streams, with phased dates for recommissioning of individual contracts. The objective across all income streams is to deliver a smoother profile of projected revenues.

Coping with different ways of commissioning

We are committed to working with commissioning entities on a joint basis, so the fullest understanding can be shared as to how WestBank continues to innovate in the provision of services, and what is required to ensure the best value and outcomes for clients and service users.

Loss of key personnel

Trustees have, where necessary, been available to work closely with the leadership team in helping to overcome difficulties arising from any temporary gaps in senior management, including identification of external contract resources. Part of the forward strategy will be to improve management information

# **Westbank**

## **Trustees' report (continued)**

**Year ended 31 March 2020**

systems and develop a leaner but more versatile structure that can more easily adapt to unscheduled personnel changes.

### **Post Balance Sheet Events**

The Charity's CEO Matthew Byrne resigned from his post in September 2020 after 14 years service in various roles. The board of trustees thanked Matthew for his commitment and loyalty to WestBank and wished him every success in future endeavours. After a full and thorough selection process, a new CEO has been recruited and is due to join the Charity in June 2021.

### ***Structure, Governance and Management***

The governing documents of the organisation are the Articles of Association and the Memorandum of Association dated November 2012.

The objects of the charity are:

- (a) to promote health
- (b) to relieve sickness and disability and
- (c) to relieve the infirmities associated with old age in any case by such means as the Trustees (Directors) think fit including, but not limited to:
  - (i) the provision of support and respite services for carers
  - (ii) the provision of a day care centre
  - (iii) the education and training and the provision of facilities to improve health and fitness
- (d) to provide or assist in the provision of facilities in the interest of social welfare for recreation or other leisure time occupation of individuals who have need of such facilities by reason of their youth, age infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life
- (e) to provide, maintain and improve public amenities by the provision of access to information technology

The minimum number of directors is three and the maximum for the time being is eight. At the first AGM after formation all directors will retire from office unless by the close of the meeting the members have failed to elect sufficient directors to hold a quorate (three) meeting of the directors. In each future year one third of the directors (determined by lot initially and then by length of service) must retire.

The directors, as the charity's trustees, have control of the Charity and its property and funds.

The Directors are elected by the Members or co-opted by the Directors.

The Directors, when complete, consist of at least three and not more than eight individuals over the age of 18, all of whom must support the Objects.

One third (or the number nearest one third) of the Directors must retire each year, those longest in office retiring first and the choice between any of equal service being made by drawing lots.

A retiring Director who is eligible under article 3.3 may be reappointed.

## **Westbank**

### **Trustees' report (continued)**

**Year ended 31 March 2020**

A Director's term of office as such automatically terminates if he/she:

- 1) ceases to be a member
- 2) is disqualified under the Charities Act

All new trustees receive a full induction into all departments within the organisation. Training needs are identified during the Chair's annual appraisal of trustees. Training needs are met as identified.

The Chief Executive has delegated authority and responsibility for the operations of the charity.

Senior managers' pay rates are set by Board and Chief Executive, and are benchmarked against sector rates.

Risk analyses continue to be undertaken to identify new major risks to which the charity is exposed and we have set actions in place to manage them. Reviews of risks already identified take place to decide if changes in processes are required.



# **Westbank**

## **Trustees' report (continued)**

Year ended 31 March 2020

### ***Reference and Administrative Information***

#### **Trustees 2019-2020**

Mr J Masters

Mr I Whyte

Ms B Thorn

Mr K Richards

Mrs E Anderson

Mrs S Yeo – Appointed April 2019

Mr P Harris – Appointed April 2019

Mr N Eversett – Appointed January 2020

Mrs D White – Resigned September 2019

#### **Chief Executive**

Mr M Byrne (resigned September 2020)

#### **Senior Leadership Team**

Matthew Byrne, Chief Executive

Debbie Avery, Head of Operations

Lucy de Garis, Head of Volunteering (resigned March 2020)

Billy Hartstein, Head of Carers

Jaine Keable, Head of Health and Wellbeing

Nina Parnell, Head of Volunteering (appointed March 2020)

Caroline White, Financial Controller

#### **Registered and Principal Office:**

Farm House Rise

Exminster

Exeter

EX6 8AT

Telephone: 01392 824752

Fax: 01392 823987

#### **Bankers:**

Nat West

18 St Thomas Centre

Exeter

EX4 1DE

Lloyds Bank

234 High Street

Exeter

EX4 3NL

Co-operative Bank

242 High Street

Exeter

EX4 3QB

CAF Bank

25 Kings Hill Avenue

Kings Hill

West Malling

ME19 4JQ

## **Westbank**

### Trustees' report (continued)

Year ended 31 March 2020

Charity Bank  
194 High Street  
Tonbridge  
TN9 1BE

Scottish Widows Bank PLC  
PO Box 12757  
67 Morrison Street  
Edinburgh  
EH3 8YJ

**Statutory Auditor:**

PKF Francis Clark  
Centenary House  
Peninsula Park  
Rydon Lane  
Exeter  
EX2 7XE

Nationwide  
2 Bedford Street  
Exeter  
EX1 1LT

Unity Trust Bank  
Customer Services Centre  
9 Brindleyplace  
Birmingham  
B1 2HB

# **Westbank**

## **Trustees' report (continued)**

**Year ended 31 March 2020**

### **Trustees' responsibilities in relation to the financial statements**

The charity trustees (who are also directors of Westbank for the purposes of company law) are responsible for preparing a Trustees' Annual Report and financial statements in accordance with 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 year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and the group and hence 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.

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware; and
- the trustees, having made enquiries of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees approve the Trustees' Annual Report, including approval in their capacity as company directors of the Strategic Report contained within it, on 25 March 2021.

Signed on behalf of the trustees

Ian Whyte  
Trustee

# **Westbank**

## **Independent Auditor's Report to the Trustees of Westbank (continued)** **Year ended 31 March 2020**

### **Opinion**

We have audited the financial statements of Westbank (the Charity) for the year ended 31 March 2020 which comprise Group Statement of Financial Activities, Group and Parent Company Balance Sheets, Statement of Consolidated Cash flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and charity's affairs as at 31 March 2020 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

## **Westbank**

### **Independent Auditor's Report to the Trustees of Westbank (continued)** **Year ended 31 March 2020**

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, (which includes the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit

#### **Responsibilities of the trustees**

As explained more fully in the Statement of Trustees' Responsibilities set out on page 17, the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

# **Westbank**

## **Independent Auditor's Report to the Trustees of Westbank (continued)** **Year ended 31 March 2020**

### **Our responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

### **Use of our Report**

This report is made solely to the Charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Stephanie Henshaw (Senior Statutory Auditor)  
For and on behalf of  
PKF FRANCIS CLARK  
Chartered Accountants & Statutory Auditor  
Centenary House  
Peninsula Park  
Rydon Lane  
Exeter  
EX2 7XE

25 March 2021

# Westbank

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

For the year ended 31 March 2020

	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2020 £	Total 2019 £
<b>Income:</b>						
Donations and legacies	3	31,889	-	50,505	82,394	60,532
Charitable activities	5	1,640,748	-	3,567,934	5,208,682	4,582,696
Other trading activities	4	35,251	-	-	35,251	42,609
Investment Income	6	1,995	-	-	1,995	2,279
Other income	7	-	4,150	-	4,150	24,388
<b>Total Income</b>		<b>1,709,883</b>	<b>4,150</b>	<b>3,618,439</b>	<b>5,332,472</b>	<b>4,712,504</b>
<b>Expenditure:</b>						
Charitable activities	8	2,613,158	-	3,291,189	5,904,347	4,949,079
<b>Total Expenditure</b>		<b>2,613,158</b>	<b>-</b>	<b>3,291,189</b>	<b>5,904,347</b>	<b>4,949,079</b>
<b>Net gain/ (loss) on investments</b>	<b>16a</b>	<b>(25,608)</b>	<b>-</b>	<b>-</b>	<b>(25,608)</b>	<b>2,584</b>
<b>Net income/ (expenditure)</b>		<b>(928,883)</b>	<b>4,150</b>	<b>327,250</b>	<b>(597,483)</b>	<b>(233,991)</b>
<b>Transfers between funds</b>	<b>21/22</b>	<b>502,425</b>	<b>(253,393)</b>	<b>(249,032)</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(426,458)</b>	<b>(249,243)</b>	<b>78,218</b>	<b>(597,483)</b>	<b>(233,991)</b>
Funds at 31 March 2019		1,634,657	1,195,593	1,251,329	4,081,579	4,315,570
<b>Funds at 31 March 2020</b>	<b>21/22</b>	<b>1,208,199</b>	<b>946,350</b>	<b>1,329,547</b>	<b>3,484,096</b>	<b>4,081,579</b>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

# Westbank

## Balance Sheet

For the Year ended 31 March 2020

	Note	2020 Group £	Charity £	2019 Group £	Charity £
<b>Fixed assets</b>					
Tangible fixed assets	14/15	1,440,662	1,391,055	1,497,830	1,434,797
Investments - Listed	16a	239,331	239,331	264,939	264,939
Investment	16b	194,150	190,001	190,000	190,001
		-----	-----	-----	-----
		1,874,143	1,820,387	1,952,769	1,889,737
<b>Current assets</b>					
Stocks		712	712	2,128	2,128
Debtors	17	1,190,297	1,150,800	376,692	477,220
Cash at bank and in hand		905,230	863,474	2,160,877	2,060,914
		-----	-----	-----	-----
Total current assets		2,096,239	2,014,986	2,539,697	2,540,262
		-----	-----	-----	-----
<b>Liabilities</b>					
Creditors falling due within one year	18	(486,286)	(422,732)	(410,887)	(357,422)
		-----	-----	-----	-----
<b>Net Current Assets</b>		1,609,953	1,592,254	2,128,810	2,182,840
		-----	-----	-----	-----
<b>Total assets less current liabilities</b>		3,484,096	3,412,641	4,081,579	4,072,577
		-----	-----	-----	-----
<b>Net assets</b>		3,484,096	3,412,641	4,081,579	4,072,577
		=====	=====	=====	=====
<b>The funds of the Charity</b>					
Unrestricted funds	22	2,154,549	2,083,094	2,830,250	2,821,248
Restricted	21	1,329,547	1,329,547	1,251,329	1,251,329
		-----	-----	-----	-----
		3,484,096	3,412,641	4,081,579	4,072,577
		=====	=====	=====	=====

These financial statements were approved by the Trustees on 25 March 2021 and signed on their behalf by

Ian Whyte  
Trustee



# Westbank

## Consolidated Cash Flow Statement For the Year ended 31 March 2020

		2020	2019
	Note	£	£
<b>Cash used in operating activities</b>	25	<b>(1,199,111)</b>	<b>(55,958)</b>
<b>Cash flows from investing activities</b>			
Investment income		1,995	2,279
Purchase of tangible fixed assets		(58,531)	(75,491)
		-----	-----
Cash used in investing activities		<b>(56,533)</b>	<b>(73,212)</b>
 <b>Decrease in cash and cash equivalent in the year</b>		 <b>(1,255,647)</b>	 <b>(129,170)</b>
 <b>Cash and cash equivalent at the beginning of the year</b>		 <b>2,160,877</b>	 <b>2,290,047</b>
		-----	-----
<b>Cash and cash equivalent at the end of the year</b>		<b>905,230</b>	<b>2,160,877</b>
		=====	=====

# Westbank

## Notes to the accounts

For the Year ended 31 March 2020

### 1. Accounting policies

The principle accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with 'Accounting and Reporting by Charities: Statement of Recommended Practice' applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) – (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 FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The Trustees have considered the impact of Covid-19 on the delivery of services and reviewed forecasts for the period to 31 March 2022 which have been prepared on the basis of an ongoing impact on service delivery as result of the pandemic. Having taking into consideration the forecast deficit, the level of reserves held which at 31 March 2020 are in excess of £3m and the availability of cash the Trustees are satisfied that the group will continue as a going concern for a period of at least the next 12 months.

The Charity is incorporated in England and Wales. The registered office is detailed in the Trustees' report.

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

#### b) Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charitable company and its subsidiary undertaking drawn up to 31 March 2020.

A subsidiary is an entity controlled by the company. Control is achieved where the company has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

Joint venture investments are accounted for on an equity basis which requires recognition of the charity's share of net assets based on its percentage holding in the joint venture.

#### c) Funds

General unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds are unrestricted funds which the trustees have decided to set aside for a specific purpose.

Restricted funds are funds to be used in accordance with specific restrictions imposed by the donor or which have been raised by the charity for particular purposes. Expenditure which meets the criteria specified is charged to the fund.

## **Westbank**

Notes to the accounts

For the Year ended 31 March 2020

As noted in the reserves policy, the trustees aim to maintain unrestricted funds equivalent to 9 months' running costs.

# Westbank

## Notes to the accounts (continued)

For the Year ended 31 March 2020

### d) Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with use of the resource.

### e) Income

All income is included in the SOFA when the charity is legally entitled to the income, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Grant income is recognised when the charity becomes unconditionally entitled to receipts and when the amount of the grant can be reliably measured. This is generally when the income is received. Grants received for a specific purpose are recorded as restricted income.

Goods donated for resale are included as income when they are sold.

### f) Assets and Liabilities

These are included in the balance sheet at the following amounts:

- Fixed assets at cost less depreciation
- Current assets at the lower of cost and net realisable value
- Liabilities at their settlement value

Small additions (below the value of £500) are not capitalised.

### g) Depreciation of fixed assets

Depreciation is provided as to write off the cost of the assets, with the exception of freehold land, over their estimated useful lives at the following rates:

- 20% per annum straight line basis on equipment
- 33% per annum straight line basis on computers
- 1% - 2% per annum straight line basis on buildings
- 25% per annum straight line basis on motor vehicles

### h) Investments

Fixed asset investments are recognised at market value at the balance sheet date. Realised and unrealised gains / losses on investments are disclosed in the SOFA and in note 16a to the financial statements.

Current asset investments comprise cash on deposit with a maturity exceeding three months from the date of acquisition or opening of the account.

### i) Stocks

Stock consists of purchased goods for resale. These stocks are valued at the lower of cost and net realisable value. Items donated for resale are not included in the financial statements until they are sold. No value is attributed to the donated goods held prior to resale as it is considered impractical to reliably measure their fair value and the cost of valuing of these items would outweigh the benefit to the users of the financial statements.

# Westbank

## Notes to the accounts (continued) For the Year ended 31 March 2020

### j) **Cash balances**

Cash at bank and cash in hand represents amounts held to meet short-term cash commitments as they fall due. This includes cash and short term deposits with a maturity of three months or less from the date of acquisition or opening of the account.

### k) **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid less any trade discounts due.

### l) **Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

### m) **Operating leases**

Rentals paid under operating leases are charged to the SOFA over the period in which the cost is incurred.

### n) **VAT**

The charity is registered for VAT and is able to recover input tax attributable to the relevant taxable supplies. In addition, a portion of input tax is recoverable on general expenditure on the basis of partial exemption calculations. Following the application of the partial exemption calculations, resulting irrecoverable VAT is charged as an administration cost or added to the amount capitalised for fixed asset expenditure.

### o) **Financial instruments**

Westbank only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The Charity currently holds:

- Trade debtors and trade creditors
- Long term investments
- Short term investments

Financial assets, which comprise, trade and other debtors and cash at bank balances are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount receivable. Fixed asset investments qualifying as basic financial instruments are accounted for as described in accounting policy h.

Financial liabilities which comprise trade and other creditors are initially measured at transaction price (including transaction costs) and are subsequently measured at the undiscounted amount payable.

### p) **Volunteer help**

In accordance with the Charities SORP (FRS102) the value of any voluntary help received is not included in the financial statements, but is described in the Annual Report.

**q) Pension costs**

The Charity makes contributions to an auto-enrolment pension scheme operated by Now Pensions. The pension charge recorded in these financial statements is the amount of contributions payable in the accounting year.

**r) Critical accounting judgements and key areas of estimation uncertainty**

In the application of the company's accounting policies, which are described above, the directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The trustees don't consider there to be any critical judgements or estimates.

**s) Company status**

The charity is a company limited by guarantee. The members of the company are the subscription paying members of the Trust. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

**2. Financial Performance of the charity**

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Westbank Community Enterprises on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

A summary of the financial performance of the charity alone is set out below:

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Income	<b>5,131,834</b>	4,591,670
Expenditure on charitable activities	<b>(5,791,770)</b>	(4,832,044)
Net income expenditure	<b>(659,936)</b>	(240,374)
Total funds brought forward	<b>4,072,577</b>	4,312,951
Total funds carried forward	<b>3,412,641</b>	4,072,577
Represented by:		
Unrestricted funds	<b>2,081,615</b>	2,821,248
Restricted funds	<b>1,331,026</b>	1,251,329
	<b>3,412,641</b>	4,072,577

### 3. Donations and Legacies

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Donations	16,304	33,160	49,464	48,284
Sundry income	15,585	17,345	32,930	12,248
	<hr/> 31,889	<hr/> 50,505	<hr/> 82,394	<hr/> 60,532

The income from donations and legacies was £82,394 (2019: £60,532) of which £31,889 was unrestricted (2019: £22,814) and £50,505 restricted (2019: £37,718).

### 4. Other Trading Activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Starcross shop and meeting place	35,251	-	35,251	42,609
	<hr/> 35,251	<hr/> -	<hr/> 35,251	<hr/> 42,609

The income from other trading activities was £35,251 (2019: £42,609) of which £35,251 was unrestricted (2019: £42,609) and £nil was restricted (2019: £nil).

5. **Charitable Activities**

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Hospital Discharge	-	182,779	182,779	150,938
Devon Carers Centre	-	2,134,004	2,134,004	2,060,754
Bright Futures (Big Lottery - URN YIF/1/010386560)	-	38,838	38,838	27,675
Budleigh Hospital Wellbeing Hub	380,638	-	380,638	409,776
Neighbourhood Friends	-	140,184	140,184	157,443
Wellbeing Exeter	-	191,936	191,936	178,732
Voluntary Representation on Health and	-	182,138	182,138	184,444
Healthy Neighbourhoods (Big Lottery 0010287095)	-	84,285	84,285	81,318
Exeter Living Well at Home	-	44,387	44,387	-
WEB Community Building	-	18,000	18,000	-
<i>Other activities:</i>				
Meals/luncheon club	57,506	-	57,506	53,926
Parental fees	79,566	-	79,566	71,570
Fitness Suite Income	105,026	-	105,026	104,245
Gym Club	21,279	-	21,279	20,144
Hospitality	118,481	-	118,481	85,287
Café income	45,587	-	45,587	44,195
Memory Café	-	-	-	1,200
Seconded staff	835,191	-	835,191	511,924
Devon Diabetes SIB Dev Fund	-	148,000	148,000	88,250
Young Carers	-	226,194	226,194	208,050
Time for You	-	177,189	177,189	131,558
Volunteering	(789)	-	(789)	7,910
Other	(1,737)	-	(1,737)	3,357
	<b>1,640,748</b>	<b>3,567,934</b>	<b>5,208,682</b>	<b>4,582,696</b>

The income from charitable activities was £5,208,682 (2019: £4,582,696) of which £1,640,748 was unrestricted (2019: £1,210,127) and £3,567,934 was restricted (2019: £3,372,569).

6. **Investment Income**

	2020 £	2019 £
Bank interest	1,995	2,279
	<b>1,995</b>	<b>2,279</b>

All investment income in 2020 and 2019 was unrestricted.



## 7. Other Income

	2020 £	2019 £
Share of joint venture	4,150	24,388
	<u>4,150</u>	<u>24,388</u>

All other income is unrestricted.

## 8. Total Resources expended

	Volunteering £	Physical & Emotional Wellbeing £	Carers £	Children & Family Services £	Older People £	2020 Total £	2019 Total £
<b>Charitable activities</b>							
Purchases	5,332	20,295	280	83	130	26,120	11,345
Premises	207,424	212,893	95,859	11,576	1,875	529,717	388,195
Fund activities	27,366	170,764	835,427	8,597	3,159	1,045,313	932,247
Monitoring & management	-	-	-	-	-	-	1,104
Depreciation	63,030	46,046	5,422	24	1,176	115,698	105,822
General administration	119,493	12,421	109,134	845	8	241,901	199,018
Wages and salaries	1,504,282	698,101	1,335,287	80,574	54,658	3,672,902	3,012,438
Other staff costs	70,062	22,010	87,937	1,522	1,855	183,386	192,910
Legal and professional	59,027	8,258	15,937	-	-	68,184	82,756
Interest	3,498	1,381	1,209	-	-	6,088	7,994
<b>Governance costs</b>							
Audit & accountancy	5,714	602	8,271	301	150	15,038	15,250
<b>Total resources expended</b>	<u>2,050,190</u>	<u>1,192,861</u>	<u>2,494,763</u>	<u>103,522</u>	<u>63,011</u>	<u>5,904,347</u>	<u>4,949,079</u>

Total expenditure was £5,904,347 (2019: £4,949,079) of which £2,613,158 was unrestricted (2019: £1,985,187) and £3,291,189 was restricted (2019: £2,761,274) and £nil designated (2019: £202,618).

All expenses are allocated on the basis of direct allocation to the particular activities. Premises and general administration costs that cannot be allocated directly are allocated evenly across the five areas.

## Net income/ (expenditure) for the year

	2020 £	2019 £
<b>This is stated after charging:</b>		
Operating leases	3,528	3,690
Depreciation	115,699	105,822
Auditors Remuneration - Audit	15,038	15,250
- Other	8,610	14,880

## 9. Commercial trading operations and investment in trading subsidiary

The charity owns the entire issued share capital of Westbank Community Enterprises Limited which is incorporated in England & Wales, registered company number 10834679, and operates the commercial activities at the Budleigh Community Hospital. Westbank Community Enterprises was incorporated on 23 June 2017.

The registered office of the subsidiary is: Farm House Rise, Exminster, Devon, EX6 8AT.

	2020 £	2019 £
<b>Summary Profit and Loss Account</b>		
Turnover	<b>396,131</b>	318,942
Cost of sales	<b>(155,381)</b>	(146,154)
Gross profit	<b>240,750</b>	172,788
Administrative expenses	<b>(182,447)</b>	(166,405)
Operating profit	<b>58,303</b>	6,383
Profit for the financial year	<b>58,303</b>	6,383

### The assets and liabilities of the subsidiary were:

Tangible assets	49,607	63,033
Current assets	100,544	116,480
Creditors: amounts falling due within one year	<b>(82,845)</b>	(170,510)
Total net assets	<b>67,306</b>	9,003
Aggregate share capital and reserves	<b>67,306</b>	9,003

**10. Employees' remuneration**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Gross remuneration	3,352,106	2,722,334
Employer's NIC	229,365	191,036
Pension costs	93,443	53,670
	<hr/>	<hr/>
	3,674,914	2,967,040
	<hr/>	<hr/>

The average number of paid staff was 214 (2019: 185). One employee earned more than £60,000 per annum (2019: no employees earned £60,000 per annum) . Pension contributions of £93,443(2019: £53,670) were made in respect of a defined contribution scheme.

The Key Management Personnel of the charity, comprise, the Trustees, the Chief Executive Officer and the Senior Leadership Team. The total employee benefits of the key management personnel for the charity were £301,352 (2019: £280,544).

**11 Trustees' remuneration and expenses**

The charity trustees were not paid or received any other benefits from employment with the charity (2019: £nil). A reimbursement of expenses was made to 3 (2019: 2) trustees of £391 (2019: £221). No charity trustee received payment for professional or other services supplied to the charity (2019: £nil).

**12. Independent auditor's remuneration**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
In respect of:		
Audit services	15,038	15,250
Other services	8,610	14,880
	<hr/>	<hr/>
	23,648	30,130
	<hr/>	<hr/>

**13. Corporation 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.

14. **Tangible fixed assets – Charity**

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2019	1,732,273	341,806	80,660	63,722	2,218,461
Additions	-	12,520	22,899	-	35,417
<b>At 31 March 2020</b>	<b>1,732,273</b>	<b>354,326</b>	<b>103,559</b>	<b>63,722</b>	<b>2,253,878</b>
<b>Depreciation</b>					
At 1 April 2019	394,477	269,964	65,901	53,322	783,664
Charge for year	34,646	24,678	14,637	5,200	79,161
<b>At 31 March 2020</b>	<b>429,123</b>	<b>294,642</b>	<b>80,538</b>	<b>58,522</b>	<b>862,825</b>
<b>Net book value</b>					
<b>At 31 March 2020</b>	<b>1,303,150</b>	<b>59,684</b>	<b>23,021</b>	<b>5,200</b>	<b>1,391,055</b>
At 31 March 2019	1,337,796	71,842	14,759	10,400	1,434,797

The cost of the land element of the Community Care Centre was £59,822, with that of the refurbishment of the building costing £119,643, a total of £179,465. This was funded by a National Lottery grant, included within restricted income.

The land and buildings comprising the 'Healthy Living Centre' were purchased from Bovis Homes Limited for £1. If, before 12 April 2026, Westbank (or any succeeding owner) obtains planning permission to develop the property for any purpose apart from community use, 50% of the difference between the open market value before and after planning permission were granted would be payable to Bovis Homes Limited. At 31 March 2020, the total cost of the Healthy Living Centre, excluding equipment, was £685,275. This was funded by a National Lottery grant included in restricted fund income.

Some of the equipment in both the Community Care and Healthy Living Centres have been funded by grants, and are included within restricted fund income.

All fixed assets are used for charitable purposes.

15. **Tangible fixed assets – Group**

	Freehold property	Equipment	Computers	Motor vehicles	Total
	£	£	£	£	£
<b>Cost</b>					
At 1 April 2019	1,732,273	430,814	106,431	63,722	2,333,240
Additions	-	13,888	22,899	21,744	58,531
<b>At 31 March 2020</b>	<b>1,732,273</b>	<b>444,702</b>	<b>129,330</b>	<b>85,466</b>	<b>2,391,771</b>
<b>Depreciation</b>					
At 1 April 2019	394,477	306,910	80,701	53,322	835,410
Charge for year	34,646	47,278	23,139	10,636	115,699
Eliminated on disposal	-	-	-	-	-
<b>At 31 March 2019</b>	<b>429,123</b>	<b>354,188</b>	<b>103,840</b>	<b>63,958</b>	<b>951,109</b>
<b>Net book value</b>					
<b>At 31 March 2020</b>	<b>1,303,150</b>	<b>90,514</b>	<b>25,490</b>	<b>21,508</b>	<b>1,440,662</b>
At 31 March 2019	1,337,796	123,904	25,730	10,400	1,497,830

16a. **Investments – UK listed (Group & Charity)**

	2020 £	2019 £
Market value at 1 April 2019	264,939	262,355
Unrealised gain arising in year	(25,608)	2,584
Market value at 31 March 2020	239,331	264,939

The Historical cost of the investments was: £200,000.

16b. **Investments**

	Charity £	Group £
<b>Cost</b>		
At 1 April 2019	190,001	190,000
Share of net result	-	4,150
	<hr/>	<hr/>
<b>At 31 March 2020</b>	<b>190,000</b>	<b>194,150</b>
	<hr/>	<hr/>
<b>Provision</b>		
At 1 April 2019	-	-
Impairment in the year		
	<hr/>	<hr/>
<b>At 31 March 2020</b>	<b>-</b>	<b>-</b>
	<hr/>	<hr/>
<b>Carrying amount</b>		
At 1 April 2019	190,001	190,000
	<hr/>	<hr/>
<b>At 31 March 2020</b>	<b>190,001</b>	<b>194,150</b>
	<hr/>	<hr/>

The investment in Living Well Taking Control LLP was acquired on 1 April 2016, the cost of investment was £190,000.

The investment in Westbank Community Enterprises Limited was acquired on 23 June 2017, the cost of investment was £1.

**Details of undertakings**

Details of investments in which the company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	
			2020	2019
<b>Subsidiary</b>				
Westbank Community Enterprises Limited	England and Wales	Ordinary Shares	100%	100%
<b>Joint Venture</b>				
Living Well Taking Control LLP	England and Wales	LLP member	50%	50%

The company's interest as a partner of Living Well Taking Control LLP is accounted for as a joint venture. Its principal activity is to run the Living Well Taking Control Programme which offers a diabetes support group. The registered company number is OC407449 and the registered office is Avoca Court, 27 Moseley Road, Birmingham, B12 0HJ.

The profit / (loss) for the financial period of Living Well Taking Control LLP was £(129,626), and the aggregate amount of capital and reserves at the end of the period was £388,300.

17. **Debtors**

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Trade debtors	239,108	235,977	80,961	79,643
Prepayments	133,984	126,838	169,645	159,114
Other debtors	53,809	5,298	4,926	258
Amounts due by LWTC	763,396	763,396	121,160	121,160
Amounts due by WCE	-	19,291	-	117,045
	-----	-----	-----	-----
	1,190,297	1,150,800	376,692	477,220
	-----	-----	-----	-----

18. **Creditors: amounts falling due within one year**

	2020		2019	
	Group	Charity	Group	Charity
	£	£	£	£
Trade creditors	82,477	69,101	155,717	138,000
Accruals and deferred income	229,488	179,310	157,267	121,519
Social security and other taxes	174,321	174,321	97,903	97,903
	-----	-----	-----	-----
	486,286	422,732	410,887	357,422
	-----	-----	-----	-----

Income received in advance (deferred income) comprises grant income which relates to the following financial year.

	£
Balance at 1 April 2019	11,600
Amount released to income earned from charitable activities	(11,600)
Amount deferred in year	55,227
	-----
<b>Balance at 31 March 2020</b>	<b>55,227</b>
	=====

## 19. Other Financial Commitments

At 31 March 2020 the charity had total commitments under non-cancellable operating leases as set out below:

	<b>Land &amp; buildings 2020 £</b>	Land & buildings 2019 £	<b>Plant &amp; machinery 2020 £</b>	Plant & machinery 2019 £
Operating leases which expire:				
In less than 1 year	<b>101,333</b>	47,000	<b>4,188</b>	4,188
Within 2 to 5 years	<b>188,463</b>	-	<b>10,293</b>	14,310
	<b>289,796</b>	47,000	<b>14,481</b>	18,498

## 20. Analysis of net assets between funds – Group

	<b>Designated £</b>	<b>General £</b>	<b>Restricted £</b>	<b>Total £</b>
<i>Fixed assets</i>				
Tangible fixed assets	-	839,573	601,089	<b>1,440,662</b>
Investments	-	239,331	-	<b>239,331</b>
Investment in Joint Venture	194,150	-	-	<b>194,150</b>
	<b>194,150</b>	<b>1,078,904</b>	<b>601,089</b>	<b>1,874,143</b>
<i>Current assets</i>				
Stock	-	712	-	<b>712</b>
Debtors	-	987,308	202,989	<b>1,190,297</b>
Cash at bank and in hand	752,200	(423,240)	576,270	<b>905,230</b>
	<b>752,110</b>	<b>564,780</b>	<b>779,259</b>	<b>2,096,239</b>
<i>Liabilities</i>				
Creditors due within one year	-	(435,485)	(50,801)	<b>(486,286)</b>
<b>Net assets at 31 March 2020</b>	<b>946,350</b>	<b>1,208,199</b>	<b>1,329,547</b>	<b>3,484,096</b>



20. **Analysis of net assets between funds – Group (continued) – Prior year comparative**

	<b>Designated £</b>	<b>General £</b>	<b>Restricted £</b>	<b>Total £</b>
<i>Fixed assets</i>				
Tangible fixed assets	-	896,741	601,089	<b>1,497,830</b>
Investments	-	264,939	-	<b>264,939</b>
Investment in Joint Venture	190,000	-	-	<b>190,000</b>
	<u>190,000</u>	<u>1,161,680</u>	<u>601,089</u>	<u>1,952,769</u>
<i>Current assets</i>				
Stock	-	2,128	-	<b>2,128</b>
Debtors	-	284,035	92,657	<b>376,692</b>
Cash at bank and in hand	1,005,593	392,140	763,144	<b>2,160,877</b>
	<u>1,005,593</u>	<u>678,303</u>	<u>855,801</u>	<u>2,539,697</u>
<i>Liabilities</i>				
Creditors due within one year	-	(205,326)	(205,561)	<b>(410,887)</b>
	<u></u>	<u></u>	<u></u>	<u></u>
<b>Net assets at 31 March 2019</b>	<u><b>1,195,593</b></u>	<u><b>1,634,657</b></u>	<u><b>1,251,329</b></u>	<u><b>4,081,579</b></u>

## 21. Restricted funds

Restricted Funds - Group	Balance 1 April 2019 £	Incoming £	Outgoing £	Transfer £	Balance 31 March 2020 £
Community Centre	130,018	-	(3,589)	-	126,429
Healthy Living Centre (Capital)	546,253	-	(13,706)	-	532,547
Devon Carers Centre	138,150	2,135,744	(1,935,661)	(119,823)	218,410
SEIF Capital Grant	77,275	-	-	-	77,275
Bright Futures	15,506	39,664	(31,084)	-	24,086
Memory Cafes	2,999	3,530	(2,157)	-	4,372
Healthy Neighbourhoods	23,732	90,947	(98,872)	-	15,807
Neighbourhood Health Watch	9,341	-	-	-	9,341
Budleigh Hospital Wellbeing Hub					
- Capital	64,558	-	-	-	64,558
Neighbourhood Friends	31,601	154,181	(119,642)	(39,343)	26,797
Wellbeing Exeter	4,954	192,286	(173,319)	(23,921)	-
Wellbeing Crediton	-	9,299	(6,600)	-	2,699
Community Support	-	-	(3,550)	-	(3,550)
Voluntary Representation on -					
Health and Social Care Teams	44,546	182,138	(174,965)	(38,253)	13,466
Devon Diabetes SIB	(5,834)	148,000	(198,486)	-	(56,320)
Young Carers	19,424	240,295	(225,694)	(16,988)	17,037
Time for You	55,016	177,189	(130,636)	-	101,569
Schedule Q – Hospital Discharge	93,790	182,779	(163,415)	(10,704)	102,450
Diabetes Wesbank	-	-	(9,791)	-	(9,791)
Exeter Living Well at Home	-	44,387	-	-	44,387
WEB Community Building	-	18,000	(22)	-	17,978
	<b>1,251,329</b>	<b>3,618,439</b>	<b>3,291,189</b>	<b>(249,032)</b>	<b>1,329,547</b>

Transfers between funds represent the reallocation of core overhead and management costs from the underlying books and records to the correct restricted fund from unrestricted funds.

### Restricted Funds

**Community Centre** - provision of the Community Care Centre in Exminster.

**Healthy Living Centre (Capital)** - provision of a centre for healthy living activities across the rural community served by Westbank, and has received funding from the National Lottery 'Big Lottery Fund'.

**Devon Carers Centre** – Westbank are contracted by Devon County Council to lead this service which supports all carers (both Adult and Young carers) through a telephone helpline, carers support workers, and Devon Carers alert card system.

**SEIF Capital Fund** – The grant made by the Social Enterprise Investment Fund solely for the purpose of contributing towards the purchase of a new building (Extension Project) at Westbank Health and Care Centre. These funds were used within the financial year.

## 21. Restricted funds (continued)

**Bright Futures (Big Lottery Fund YIF/1/010386560)** - This is a Big Lottery Funded project. Working in conjunction with a number of other organisations, Westbank employs a Young Carers Transitions worker to support young carers (14-25) in Devon to get the skills, confidence and help they need to manage periods of transition and change in order to build their resilience and improve their future life chances.

**Time for Life** – leadership of the consortium providing mentoring services across the county and community mentoring in Teignbridge. (contract now ceased)

**Memory Cafe** – Provision of Support to those suffering memory loss and to their carers.

**Healthy Neighbourhoods** - Funded by the National Lottery Community Fund, enables the development and roll-out of a range of community-led health and wellbeing activities. Focused on preventative approaches, it is led by what matters to people in their communities, complements existing provision and is facilitated, further developed and sustained by the involvement of volunteers. Its aim is to enable people to live happy, healthy and meaningful lives where they feel part of a community and connected to those around them.

**Peer Support** - Devon County Council funded and is primarily about carers giving mutual support to each other both individually and in groups. Carers have the opportunity to form networks and friendships with other carers so they don't feel so isolated and their wellbeing is improved.

**Neighbourhood Health Watch** – Community based scheme empowering communities to support one another.

**Budleigh Salterton Hospital Wellbeing Hub** – the development of a community hospital site into a health and wellbeing hub providing NHS and community services to the local population.

**Neighbourhood Friends** – a project to support adults and reduce pressure on hospitals by facilitating earlier discharges and preventing unnecessary admissions.

**Wellbeing Exeter** - A Social prescribing project for adults covering all GP practices in Exeter. This is grant funded via Devon Community Foundation.

**Voluntary Representation on – Health & Social Care Teams** - programme management of this contract across Devon - providing a robust link into the voluntary and community sector for people referred in to Community Health & Social Care Teams.

**Devon Diabetes SIB** - Expenditure for the new Healthier Devon Programme which will be funded through a social investment bond. The fund is negative at the year-end as the expenditure is occurring ahead of income receipts.

**Young Carers** - identifies and supports young carers across the whole of Devon, giving them access to a needs-led assessment and services as a result of this from Getting Advice to Getting More Help. Young carers can have the opportunity to meet others in similar situations, have respite from their caring role or meet 1:1 with a worker for targeted interventions.

## 21. Restricted funds (continued)

**Time for You** - is a pilot sitting service for carers run by Devon Carers and funded by Devon County Council. The pilot will test if there is a demand for the service to support unpaid carers and whether voluntary sector organisations can meet that demand at lower costs by providing volunteers to deliver the sitting. There are currently 5 providers delivering the sitting service in these areas; Barnstaple, Exeter, Ottery St Mary, Totnes, Dawlish, Teignmouth and Chudleigh.

**Devon Carers Hospital Discharge Service** - offers carers additional support in coping with an unexpected admission into hospital. It addresses concerns arising from the possible increase in caring responsibilities following the discharge to home of the looked after person as well as providing support for the carer where the hospital stay has limited their ability to provide care in a safe manner or a return to the caring role could hinder their recuperation.

### Restricted Funds – Group – Prior year comparative

	Balance 1	Incoming	Outgoing	Transfer	Balance 31
	April				March
	2018				2019
	£	£	£	£	£
Community Centre	133,607	-	(3,589)	-	130,018
Healthy Living Centre (Capital)	559,959	-	(13,706)	-	546,253
Devon Carers Centre	30,000	2,060,879	(1,741,403)	(211,326)	138,150
Skin Cancer Awareness					
-SEIF Capital Grant	87,806	-	(10,531)	-	77,275
Bright Futures	18,945	27,675	(31,114)	-	15,506
Memory Cafes	2,211	4,017	(3,229)	-	2,999
Hospital discharge	29,237	88,297	(93,802)	(10,704)	13,028
Neighbourhood Health Watch	9,341	-	-	-	9,341
Budleigh Hospital Wellbeing Hub					
- Capital	-	102,207	-	(37,649)	64,558
Neighbourhood Friends	6,045	167,034	(141,478)	-	31,601
Wellbeing Exeter	-	178,911	(139,167)	(34,790)	4,954
Voluntary Representation on -					
Health and Social Care Teams	21,818	184,461	(150,195)	(11,538)	44,546
Devon Diabetes CIB	(1,350)	88,250	(92,734)	-	(5,834)
Young Carers	-	226,060	(206,636)	-	19,424
Sitting Services	-	131,558	(76,542)	-	55,016
Schedule Q – Hospital Discharge	-	150,938	(57,148)	-	93,790
	<u>897,619</u>	<u>3,410,287</u>	<u>(2,761,274)</u>	<u>(305,303)</u>	<u>1,211,329</u>

## 22. Designated and unrestricted funds – Group

	Balance at 1 April 2019 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2020 £
Cyclical maintenance and renewals	28,492	-	-	(15,492)	13,000
Contingency	350,000	-	-	-	350,000
Transport fund	24,200	-	-	-	24,200
Property fund – Exminster	50,000	-	-	(50,000)	-
Business development fund	152,483	-	-	(65,483)	87,000
Outreach	150,000	-	-	-	150,000
Marketing and communications	20,000	-	-	(20,000)	-
Legal advice	17,726	-	-	(17,726)	-
Living well taking control LLP	190,000	4,150	-	-	194,150
Social Action/Volunteering fund	120,692	-	-	(60,692)	60,000
Hardship fund	10,000	-	-	-	10,000
Employment fund	22,000	-	-	(22,000)	-
IT upgrades and ongoing renewals	40,000	-	-	(10,000)	30,000
Health and safety	5,000	-	-	(5,000)	-
Fund raising	15,000	-	-	13,000	28,000
	<hr/> 1,195,593	<hr/> 4,150	<hr/> -	<hr/> (253,393)	<hr/> 946,350
General fund					
- Starcross shop & meeting place	135,171	35,251	(45,893)	-	124,529
- Other	1,499,486	1,674,632	(2,592,873)	502,425	1,083,670
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total unrestricted funds	<hr/> 2,830,250	<hr/> 1,714,033	<hr/> (2,638,766)	<hr/> 249,032	<hr/> 2,154,549

### Designated Funds

In previous years Westbank has been in the fortunate position to be able to build up reserves and set aside for future investment in business development, staff and premises to support the work of the charity.

At the end of the 19/20 Financial Year – designated funds were as shown in the table above.

#### Description

- 1 – Cyclical maintenance of property at Farm House Rise.
- 2 – Contingency – to cover unforeseen circumstances.
- 3 – Transport Fund – Minibus and Zaphira are becoming uneconomical in terms of repairs etc. Likely to replace only with car and just hire in minibus when required.
- 4 – Property – To expand facilities at Farm House Rise
- 5 – Salary for Business Development
- 6 – Outreach – to provide greater local presence at the point of delivery across Devon.
- 7 – Quality Assurance – Maintenance of Quality ISO9001, OFSTED, DSP Tool kit. GDPR compliance.
- 8- Marketing and Communications - development of marketing strategy and branding.
- 9 – Legal Fees – for future legal costs.

## 22. Designated and unrestricted funds (continued)

- 10 – Living Well Taking Control – This fund is equal to the charity investment in LLP.

11 – Social Action/Volunteering Fund – To support the volunteer department – both in terms of match for lottery funded project and support for social groups in the Teignbridge area which are currently unfunded. Also may be required for bridging funding for Neighbourhood Friends while new funding is negotiated for 2020/21 and beyond.

12 – Hardship Fund – To allow staff to make small grants to individuals.

13 – Employment Fund – To set aside funds for changes in employment contracts which are otherwise unfunded.

14 – IT Upgrades and Ongoing Renewals – Estimated cost of

15- Healthy and Safety – Small budget for health and safety incidentals (new signs, specific repairs).

16 – Fund Raising – Start of Fund Raising strategy for next few years to bring in funds from new sources.

#### Designated and unrestricted funds – Group – Prior year comparative

	Balance at 1 April 2018 £	Incoming £	Expenditure £	Transfers & gains/ (losses) £	Balance at 31 March 2019 £
Cyclical maintenance and renewals	85,532	-	(57,040)	-	28,492
Contingency	350,000	-	-	-	350,000
Transport fund	4,200	-	-	20,000	24,200
Property fund – Exminster	100,000	-	-	(50,000)	50,000
Business development fund	152,483	-	-	-	152,483
Outreach	150,000	-	-	-	150,000
Quality assurance	13,875	-	(13,875)	-	-
Marketing and communications	5,000	-	(5,000)	20,000	20,000
Legal advice	25,621	-	(7,895)	-	17,726
Living well taking control LLP	165,612	24,388	-	-	190,000
Social Action/Volunteering fund	125,000	-	(4,308)	-	120,692
Hardship fund	10,000	-	(4,500)	4,500	10,000
Employment fund	110,000	-	(110,000)	22,000	22,000
IT upgrades and ongoing renewals	-	-	-	40,000	40,000
Health and safety	-	-	-	5,000	5,000
Fund raising	-	-	-	15,000	15,000
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	1,297,323	24,388	(202,618)	76,500	1,195,593
General fund					
- Starcross shop & meeting place	131,901	42,609	(39,339)	-	135,171
- Other	1,988,727	1,237,804	(1,945,848)	218,803	1,499,486
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total unrestricted funds	3,417,951	1,304,801	(2,187,805)	295,303	2,830,250
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

## 23. Related Party Transactions

In the year ended 31 March 2020, K Gaydon & Son Limited performed work to the value of £18,703 (2019: £56,842). Westbank owed to K Gaydon and Son Limited £nil (2019: £nil) at the year end. A director of K Gaydon & Son Limited is related to the previous Chief Executive of Westbank. The work was undertaken by K Gaydon & Son Limited following a formal tender process.

The Chief Executive of Westbank has no financial interest in K Gaydon & Son Limited.

Westbank is a consortium and service delivery partner of Well UK, and the previous Chief Executive of Westbank is also a director of Well UK. During the year, Well UK performed work totalling £2,768 (2019: £nil) for Westbank. Westbank owed Well UK £nil (2019: £(2,768)) at 31 March 2020.

Westbank owns a 50% share of Living Well Taking Control LLP, during the year Westbank performed work to the value of £1,002,229 (2019: £598,621) for Living Well Taking Control LLP and at the year-end Westbank was owed £763,396 (2019: £121,160).

## 24. Financial Instruments

	2020 £	2019 £
Financial assets measured at fair value through income and expenditure	<b>239,331</b>	264,939
Financial assets measured at amortised cost	<b>426,901</b>	207,047
Financial liabilities measured at amortised cost	<b>82,477</b>	155,717

## 25. Reconciliation of movement in funds to net cash flows from operating activities

	2020 £	2019 £
<b>Net movements in funds before tax</b>	(597,483)	(233,991)
<b>Adjustments for:</b>		
Depreciation charge	115,699	105,822
(Gains) / Loss on investments	25,608	(2,584)
Investment in joint venture	(4,150)	-
Dividends, interest and rents from investment	(1,995)	(26,667)
Increase / (decrease) in creditors	75,400	188,165
(Increase) / decrease in debtors	(813,606)	(86,075)
(Increase) / decrease in stock	1,416	(628)
<b>Net cash provided by operating activities</b>	<b>(1,199,111)</b>	(55,958)