



Annual Report September 2021 - Our 10th Anniversary Year

Welcome to our third annual account of the Charitable Incorporated Organisation (CIO) and our 10th Anniversary Edition.

What a year it has been: never in our life-times have we seen so many experts on show (real and imagined!), such quiet roads and streets or animals feeling free to roam, such busy UK beaches and such entitlement to be “free”, but neither have we seen loneliness, isolation and plain lack of togetherness on the scale that has hit us.... We have all been isolated to some extent but many in totality: not able/fit enough to go for a walk or to a shop, no family, friends or neighbours calling and all against a back-ground of abject fear (certainly initially) and then with an emergence of hope as vaccines arrived and the figures became slightly less scary.

As we reported last year it has had a profound effect that is ongoing within our organisation and local community. Not a family has been left untouched in some way and not an individual without feeling bereft in some way: of sadness, heartbreak, lack of freedom(s) or what to do next.

Between last September and now there have been even more significant changes for Active and In Touch (A&IT) and these are summarised in the table (appendix A).

Covid-19 has given us some **significant challenges** which the A&IT team and the community have tackled with clarity of purpose and hard work against a background of “can we?” and “how can we do this differently?”. We must pay tribute to our staff who have not only “kept the show on the road” but have welcomed more services and team members, suffered illness and bereavement and have still kept on going! Our members are often heard to say “we don’t know how we would have emerged without you all” while our volunteers have “buddied” and “bubbled” so that our Frome members have not been without ...whether it be food, friendship, human contact or a lift to a healthcare appointment and those all-important vaccinations.

My favourite story of the year has got to be the one where an **individual** in Frome was found to have no human contact, no food and no telephone: once found the team rallied to find a phone as well as a volunteer to provide 1:1 support and food with the help of Fair Frome. But then again when the daughter of a Frome resident (who lives in the far east) reaches out via social media in order to support her mum then..we know we are hitting some buttons in the right manner.

The most important **achievements** (after helping our members) have been:

- 1) The **Queens Award for Voluntary Service** in June of this year: the MBE of the voluntary sector.
- 2) The **Somerset Medal** Award in August

- 3) A continued increase of member & volunteer numbers. (although this is slower than last year)
- 4) The merger of “Frome Car Drivers” with A&IT
- 5) The merger of “Shopping for me” (A FTC initiative for the pandemic) with A&IT
- 6) Improved fundraising (Tracey Rupp-Rawlins) Bid writing (Alan Didymus and Dougie) and amazing PR (Patricia Baker)
- 7) Successful recruitment of wonderful Trustees who bring us balance and wisdom and special skills from their walks of life (although much of this has come since March we do feel we should mention it here.)

Financial Report /Statement of Accounts /Auditor- As presented

The year from 1st April 2020- 30th March 2021 was for all of us an “Unprecedented “ experience : the like of which we don’t really need to see again! But success in our bid writing has allowed us to stabilise and extend our working hours and reach despite all the challenges.

We have pleasure in showing you the fully audited accounts for this last financial year at Appendix B.

We are particularly grateful to our finance volunteer Carol Didymus for making our accounting not only safe but self-explanatory and yet fulfilling our commitment to the organisation ...making us much more balanced.

The accounts have been prepared using simple book-keeping systems, verified by an independent auditor R.E. Froud Associates (Appendix 2) and will be submitted to the Charities Commission.

1) Income

Most of the income is from grants both restricted and unrestricted. The majority was for core funding to help run services during the Covid pandemic.

Restricted income this year was a substantial grant for £24,885 to incorporate Frome Car Drivers (FCD) into the charity from 1st Jan 2021. This represents approximately 18 months running costs.

Unrestricted income is mainly from grants.

2) Donations

We have received a generous donation of £5000 from the Beatrice Laing Trust and approximately £8000 from generous local businesses and individuals. Our local supporters include Coventry Building Society, Rotary, Lions, Asda and Co-op.

Notable donors are

- | | |
|---------------------------------|-------|
| • Frome Town Council | £8000 |
| • CAF | £4000 |
| • National Lottery | £7070 |
| • Goldsmiths | £3000 |
| • NSF Innovations | £7390 |
| • Somerset Community Foundation | £2000 |
| • GWR | £5600 |
| • Sainsbury’s Frome | £700 |

3) Expenditure

Most of the expenditure is staff costs (approx. 73%). There has been a need to employ a fundraiser, increase staff hours, incorporate, and manage FCD. This is mainly because of the exponential rise in workload due to the pandemic. The charity now employs 4 staff on payroll and 1 self-employed member of staff. This represents 2.75 WTE.

Other notable expenses include £5000 to purchase the plaques and merchandise for the 10 year Anniversary. A generous grant from GWR was received to enable us to do this.

Administration costs include £5000 transfer to Savings Account to increase our reserve funds.

4) Financial Comment

The charity has seen a 30% rise in both income and expenditure compared to the previous financial year 2019/2020. It costs approximately £6000 per month to run the charity and this is likely to increase as activities resume. We need to establish a regular income stream in conjunction with our grant funding, donations, and fund-raising to enable the charity to continue growing and be sustainable. All this wouldn't happen without the hard work and dedication of staff, volunteers and trustees and the generosity of people.

Carol Didymus - Finance Volunteer Active and In Touch

Trustees

Alan Didymus has taken the burden of bid writing with Dougie Brown and they have been so successful, too. Perhaps this was part of a "Covid-inspired perfect storm" for A&IT, but it has allowed us to be insightful and extend our reach for which we are very grateful. Daughter of Carol and Alan, Laura, has also been continuing to support us by managing the layout of our accounts with her expert excel skill.

For the future our local giving, local fund raising and local profile will receive more attention.

Alan is today standing down as a Trustee and we would like to thank him for such dedication to A&IT as a trustee and he will continue as a volunteer working alongside our members.

Fortunately, and thanks to a "chance" encounter in the Frome Farmers Market we are delighted to welcome Sheila Huddy to the board and Sheila is willing to be Treasurer if the meeting agrees today. She comes to us with a lifetime of working in finance and is current Financial Controller for a Bath based company but lives here in Frome.

We have also welcomed Rupert Kaye, Headteacher at Christchurch first school. Rupert will bring us a wisdom of the grassroots and future of Frome and much experience of the charitable sector. Rupert lives in Bath but is also a local church goer and attends Holy Trinity, Frome.

Richard Fry set up Frome Community Drivers (now Frome Car Drivers) and his knowledge of the locality and logistics will help us all immensely. Richard lives in Frome .

In the last week Carol Didymus has indicated that she, too, is willing to be a trustee and so we gladly accept on the basis that she and Sheila will be a formidable financial team.

Director of Service Report - as presented at the annual general meeting and appendix 3

Director of Service's Presentation and Annual Report

	2020	2021
No of Active Volunteers	170	250 Befrienders 22 Drivers 52 Shop for Me
No of MEMBERS	210	280
Service	New Phone Service Introduction of Members & Vols Surveys New Assistant Vol Coordinator role New Website	Community Drivers Community Fundraiser Regular Giving Campaign New Office
Policy	Complaints, Social Media	Whistleblowing
Partnerships	Frome Town Council (FTC) Health Connections Mendip SPARK – DBS / Volunteers	
Main supporters	Asda Carnival Committee Coventry Building Society The Cornerhouse FTC Masons Rotary	National Lottery Somerset Community Foundation Open Mental Health Laing Foundation GWR
Needs for the future	Treasurer (Trustee) Fundraiser (staff/trustee) Marketing and PR (staff) includes evaluation and statistic monitoring	Community Funds Still needed: Fundraiser (Volunteer) Evaluation and Statistic monitoring

WHY

Our Why is to help combat isolation and loneliness of adults in Frome and surrounding villages.

By doing this we will help to improve the health and well-being of individuals and, therefore, our community.

WHAT

- 1:1 Phone Service (new)
- 1:1 befriending (with matched volunteers in members own homes or a place of their choosing)
- Volunteer Community Drivers for essential Journeys
- A meet-up group for those that require a small group environment
- A social inclusion group full of joyful activity for adults of all ages
- Host special events such as outings, working an allotment, a walking group, a Christmas lunch etc

HOW

7 Trustees / 5 Part time Staff
270 Members (+ 60 in last 12 months)
250 Volunteers (+ 80 in last 12 months)
Support our Volunteers
1:1 Befriending – Approx – @4000

sessions

1:1 Phonecalls – Approx – @8000 calls
Essential Journeys – 1350 (@170 /month)

Mon Gp – 3- 5 Members / 2-3 Volunteers
- @50

Tue Gp 25-30 Members / 6 volunteers -
@1250
Events – Frome Half Marathon, Tea in

Park, Art Project (800)
Total of interactions / engagements
@15,450

SWOT ANALYSIS



STRENGTHS	AREAS OF IMPROVEMENT
Fantastic Community & Volunteers Collaboration / Health connectors Volunteer engagement Recognised brand with a Purpose Increased Voice in the community	Community Funding Engagement with Young More of 'Active' Ability to support complex issues
OPPORTUNITIES	THREATS
Monitoring & Evaluating Innovation – eg. Intergenerational work Community Drivers	Loss of volunteers returning to work More Complex Member Needs

FUTURE

New Strategy

The aim for our old strategy was to grow to up to 200 members by 2024; this has been achieved and exceeded already. A recent Trustees' Strategy / Away Day resulted in many new ideas, and we need to talk to members & Volunteers about this, to make it meaningful and relevant. The aim is to publish a new Strategy asp and probably, realistically, by the New Year.

Amended Constitution

We have amended our constitution which will be on the Charity Commission's website.

If you are ever concerned about the way A&IT is run, please challenge!

Dougie Brown - Director of Service

The future: A strategy for A&IT- as presented at the meeting

New Strategy is being developed as we met our last targets within two years instead of five. The document is not yet completed but will be shortly and then will be available via the website. Suffice to say it is ambitious but will also be based on common sense and as much feedback from members, volunteers staff and Trustees alike. It will also include our Community Fundraising Plan as this emerges too.

10th Anniversary Celebrations

Our 10th anniversary needs to be mentioned! We came from very humble beginnings and have been recognised this year as a leading light in tackling loneliness and isolation. We have earned other recognitions by the hard work of Dougie and the team: Special mention to Tracey who joined us at the beginning of the year and who has got us more on the map with fundraising despite the challenges of having to change lots of plans at the last minute. Dougie, Di and Gwen are notable for joining in many of the fundraising activities as do Volunteers and trustees too.

Despite a change in health status for John Samways over the last few months, John has also written a book which will add to our history as well as our fundraising : please buy that, learn about us and also buy with our forthcoming calendar as Christmas presents.

Thank you's: to many who have helped us through a challenging year: Kate Hellard, Rachel Griffin and Frome Town Council, Health Connections Mendip, FromeTec, trustees, the current team for their support and encouragement, their wisdom, their tenacity and their fortitude. Please note that trustees are volunteers too. And finally big thank-you's for the organisations that have supported us financially and enabled us to get to where we are today.

Our mission to tackle loneliness and isolation in our local community is far from over : there is more to do and more stability to be reached but we are getting there slowly (or hastily depending on your perspective!). Thank you all for your support.

Julia di Castiglione
Chair of Trustees
August 2021

Appendix A - summary of changes

Subject	September 2020	NEW for September 2021
Trustees	Julia di Castiglione (Chair) Alan Didymus (Vice Chair) John Samways Jackie Bryant Claire Newton	<i>Additions</i> Richard Fry (for FCD) Sheila Huddy (Treasurer) Rupert Kaye Carol Didymus (Financial Manager)
		<i>Alan Didymus resignation (August 2021)</i> <i>Julia di Castiglione and Jackie Bryant for re-election (due September 2021)</i>
Staff	Dougie Brown (Director of Service) 20 hours Gwen Corbet (Member and Volunteer Coordinator – Self employed 12 hours) Di Roberts (Member and Volunteer Coordinator – Self employed 12 hours) Helen Sprawson-White – Community Fundraiser (Left October 2020)	Tracey Rupp-Rawlins (since January 2021 – 8 hours per week) Morag Stuart (since January 2021 – 20 hours per week) Gwen now a fully employed member of staff (January 2021 – 16 hours per week) Di- Now 16 hours per week
	Volunteer “staff”: Patricia Baker (admin and PR) Carol Didymus (finance Volunteer)	
AWARDS		Queens Award for Voluntary Service (June) The Somerset Medal (August)
No of Active Volunteers	170 Particular mention for: Assistant Volunteer Coordinators (x12)	180 52 Shop for Me 28 FCD
No of MEMBERS	210	257 52 Shop for Me 150-180 Car Journeys per month
Service (s)	In addition to 1:1 befriending and 2 weekly groups New Phone Service Introduction of Members & Vols Surveys New Assistant Vol Coordinator role New Website	Merger of Frome Car Drivers into A&IT (January 2021) Merger of FTC Shopping for You (January 2021) New office (august 2021)
Finance (figures relate to the	Staff Pay 30k Office space £4k Running Costs £3k	Now £51k £6k £4k

fiscal year)	Venue Hire £2k Transport £4k	£1k (likely to increase) £0 (this WILL increase)
Income from Grants	£59k (£25k restricted for FCD)	£26k In 5/12
Income from Donations /other	£18k	£8k In 5 months
Projects		Shepton (Mallet) Together (consultancy) Portrayal of a Pandemic Many fundraising events Anniversary Events
Policy	Complaints, Social Media,	Updated strategy (available on request or via the Charity Commission website) by October New work plan Updated Constitution Whistleblowing Policy
Partnerships/Key Supporters	SPARK - DBS / Volunteers	Frome Half Marathon Fair Frome Health Connections Mendip
Main supporters	National Lottery Somerset Community Foundation Asda Coventry Building Society The Corner House	As before plus Frome Community Lottery Frome Town Council The Laing Foundation The National Lottery Great Western Railways The Cadbury Foundation
Needs for the future	Community Funds Still needed: Treasurer (Trustee) Fundraiser (Volunteer) Evaluation and Statistic monitoring (Volunteer)	1) Time and Motion Study: how best to employ staff and utilise resources to meet current delivery and future growth 2) Engagement with young adults 3) Sustainable income locally sourced



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's
report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity name
ACTIVE AND IN TOUCH FROME

On accounts for the year
ended

31 MARCH 2021

Charity no
(if any) 1172434

Set out on pages

(Indicate the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

Independent
examiner's statement

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

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Date: 14 July 2021

Name:

NATALIE FROUD

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

ACMA CGMA – ASSOCIATE OF THE CHARTERED INSTITUTE OF
MANAGEMENT ACCOUNTANTS

Address:

R E FROUD & ASSOCIATES LTD

61 ROBINS LANE

FROME BA11 3ET

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).



CHARITY COMMISSION
FOR ENGLAND AND WALES

ACTIVE AND IN TOUCH FORM

11/2020

Receipts and payments accounts

CC16a

For the period
from

1.4.2020

To

31.3.2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
GRANTS	34,425	-	-	34,425	44,050
DONATIONS & IN MEMORIAM	11,733	-	-	11,733	11,057
FUNDRAISING & CHARITY SHOP	429	-	-	429	1,207
MENDIP LOTTERY/LOCAL GIVING	5,417	-	-	5,417	1,767
MEMBER CONTRIBUTIONS	-	-	-	-	1,095
GIFT AID	228	-	-	228	807
FROM CAR DRIVERS	-	24,865	-	24,865	-
SHEPTON TOGETHER	-	532	-	532	-
BANK INTEREST RECD	65	-	-	65	115
Sub total (Gross income for AR)	52,297	25,417	-	77,714	59,798
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	52,297	25,417	-	77,714	59,798
A3 Payments					
PAYROLL	22,344	3,434	-	25,778	15,292
STAFF PAYMENTS	15,298	-	-	15,298	9,798
VOLUNTEER EXPENSES	681	-	-	681	315
TRANSPORT	370	-	-	370	2,476
GROUPS ROOM HIRE/REFRESH	-	-	-	-	1,826
ACTIVITIES/OUTINGS	-	-	-	-	6,421
ADMIN	5,960	173	-	6,133	5,410
INSURANCE/AUDIT FEES	507	-	-	507	408
SHEPTON TOGETHER	-	476	-	476	-
PUBLICITY	6,112	-	-	6,112	-
Sub total	51,272	4,083	-	55,355	41,944
A4 Asset and investment purchases, (see table)					
	-	-	-	-	1,389
Sub total	-	-	-	-	1,389
Total payments	51,272	4,083	-	55,355	43,343
Net of receipts/(payments)	1,025	21,334	-	22,359	16,455
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	1,025	21,334	-	22,359	16,455

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

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	CASH IN BANK	55,580	15,180	-
	CASH IN HAND	20	-	-
		-	-	-
		-	-	-
	Total cash funds	55,600	15,180	-
(agree balances with receipts and payments account(s))		Agreed amount	Agreed amount	Agreed amount

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	LAPTOPS	EQUIPMENT	1,399	-
	OFFICE EQUIPMENT	EQUIPMENT	642	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

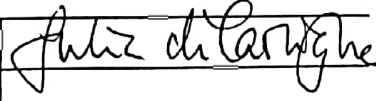
Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>John Samways</i>	JA DI CASTIGLIONE	23/08/2021
<i>J. Samways</i>	JOHN SAMWAYS	23/08/2021

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	CASH IN HAND	20	-	-
		-	-	-
	Total cash funds	55,600	15,180	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
	LAPTOPS	EQUIPMENT	1,399	-
	OFFICE EQUIPMENT	EQUIPMENT	642	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	JA DCASTIGLIONE	23/08/2021

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(agree balances with receipts and payments account(s))

Agreement Error

Agreement Error

OK

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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			-	-
			-	-
			-	-
			-	-

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			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature Julie de la Haye Print Name JA DCASTGLIONE Date of approval 23/08/2021