



Impact Report 2021-2022



C/o Frome Town Hall
Christchurch Street
West
Frome BA11 1DG

manager@activeandintouch.org

Mobile: 07539 795261

Registered Charity no:

1172434

Chairs report

The last year has had some real high spots.... Not least being awarded the Queen's Award for Voluntary Service (QAVS)... in recognition of our predominantly volunteer led service. Thank you to so many more than pictured – currently nearly 300 individual volunteers for all aspects of our services. The team have continued to be adaptable and supportive in all that they do and are a wonderful bunch! Other high spots to follow.

In the meantime, staff have kept many safe and although they all come across challenging situations, they too are adaptable and so helpful. Our Director of Service, Dougie, has made some wonderful connections in the town and our ambassador, John Samways, has continued to work on behalf of us all behind the scenes to keep connections alive and fight our corner. As a former trustee John resigned for personal reasons but regularly helps us all and meets with us appropriately to help and guide with his wisdom. He's also written a book .. just about us!

In the meantime, Sheila Huddy has brought much professional knowledge to the board as our treasurer and ably supports Carol Didymus in her role as Financial Officer (doing the day-to-day and nitty gritty of finance).

Our other trustees also continue to support with great governance knowledge (Claire Newton), logistics (Richard Fry) and fabulous knowledge of our locality (Jackie Bryant), the latter is key in speaking for those that need us.

As we go forward it continues, as again for us all, to be a challenge: financially/economically, socially and emotionally. There is so much need, so our focus is driven by our strategy (more of that later) but this coming year needs to be about local support not only to use our service but to finance it it needs to become "Valued" financially as well as a non-medical model of helping those who are most vulnerable in our society .. the lonely and isolated

Can you support us?

- can you give up to 4 hours per week as a volunteer? Driver?
 1:1 befriender? Group leader? Admin? What are your skills and many talents?
- can you support us financially? we only need 1000 residents of Frome to give us £1 per week to make a HUGE difference.

Our needs are only for Frome and surrounding villages and your support will keep hundreds of people safe. WE ARE VERY LOCAL!

Julia di Castiglione, Chair of Trustees

What have our staff been doing?



Dougie leads us on two days a week (officially) and plugs gaps when he needs to (there are lots of these!). He also writes bids for us, keeps our profile current in the community and helps share the world of loneliness with others.

Morag organises our more than 200 journeys per month for those that need them. In the last year this has sometimes been up to 500 per month.

Jackie (also pictured) is one of our wonderful Trustees and also a group volunteer. We love Jackie!

Di and **Gwen** organise matching and befriending services: so that's all referrals, all volunteers and getting them together and then making sure they are all ok.



Gwen (back right) with our supports from the Coventry building society

And Di holding Bakes from Brendan a local supporter!



Dougie as our service director has got us noticed!

For the QAVS but also locally in our County and town



Dougie being presented with the Somerset Award.

Director of Service report

Do you Know....?

- we only have 4 (very) part time staff
- we have 300 members (more than 40 more than last year)
- Approximately 35 individuals are still waiting for support with a 1:1 volunteer.
- We have 270 volunteers (more than 25 more in the last year) in last 12 months)
- 30 of our volunteers are Community Drivers

Our WONDERFUL (QVAVS) Volunteers Provided





Our groups:

Monday is for those that are just branching back out into the world so small numbers of 3-5 Members and 2-3 Volunteers: they have "met" more than 100 times.

On Tuesdays 25-30 members meet with 6 volunteers – 1250 engagements.

Events – Christmas Lunch

Platinum Jubilee Tea in Park, (front page pic) Independent Market

(400) and we held an exhibition "portrayal of a Pandemic"

Essential Journeys

Over 2400 trips more than 60% of these to a medical appointment ..

In Frome, Bath, Taunton and Bristol!



And our Impact.....

There have been (many) fewer hospital & A&E appointments There have been (many) fewer GP appointments & home visits We have supported 40 people shielding: by shopping and many other things

We made 150 vaccination journeys (that's 150 less for the nursing teams to do in peoples homes!)

We are staggered by the tenacity of so many people giving freely of their time ... Thank you

There is always much to do and so we see the things below as our summary of work and challenge, opportunity and joys

Strengths	Weaknesses (Improvement needed)
Volunteers commitment &	
satisfaction	Community Fundraising
Community Collaboration	Volunteer numbers
Increased voice in the Community	Ability to support complex issues

	Engagement with younger generation
Opportunities	Threats
Monitoring & Evaluating Innovation Computer Drivers becoming self- funding Possibility of opening a cafe	Less grants being made More complex needs Cost of living crisis



Members Galore



Volunteers befriending others .. and lots of tea





of somerset presenting the **Queens Award for Voluntary Service**

"My mother is 95 years old. Fit and well, she lives in her own home where she receives help with meal preparation and other domestic facilities. Thus she is 'well looked after'. However, the reason she is happy in her home is that once a week, for the past two years, she has been visited by a Volunteer Befriender who has become a friend. Also she is, weekly, whisked away by other members of the Active and In Touch team. For the last three years it has been the other highlight of her week. She anticipates it, she prepares for it, she enjoys it and she talks about it afterwards. She says it must be wonderful for people who are lonely simply because the people who run it, and those who volunteer to help, give so freely of themselves. The team do everything to make her day go well from picking her up, organising 'days out', appointing speakers, and making her and the other attendees comfortable. When asked why she enjoys the weekly event so much her answer is that 'it is such a happy meeting where we all enjoy each other's company'.



Wonderful Volunteers

As in any year our volunteers (nearly 300) are just amazing! They are supporting some of the most lonely and vulnerable in our local community and helping them socialise and regain some enthusiasm for life.

"I cannot begin to describe what a difference Active and in Touch Frome makes to the health and welfare of my mother-in-law. Getting out of the house and the social contact with others is invaluable. The team go 'above and beyond' in their efforts to ensure she feels welcome and valued, whilst helping her to maintain her independence. Going to 'club' is one of the highlights of the week

As a team of **trustees** (all volunteers) we have gained some and lost some but it has been a real joy to bring on board Sheila Huddy with her financial expertise, as Treasurer to support Carol Didymus our Financial guru. For us, like everyone, the last year has been a challenge.



Did you know?

Our trustee volunteers make more than 500 money transactions per year

We need £8000 per month to survive without any growth: that's £266 per day: can you help us fundraise or donate to our services?



Cars, Cars and Care

It is expensive to own and run a car and taxis are also expensive but did you know that we can take anyone anywhere for a £3 booking fee and 50p per mile?

Our volunteer Car Drivers (circa 25 individuals) currently take anyone from Frome to where they need to be e.g. GP and hospital appointments, to visit a friend and have been know to go to Bristol, Salisbury and London if that's what it takes. They do approximately 200 journeys a month but we know there is a need to do more... we turn some down every week.

Perhaps you might like to help? We can help you with a DBS and a team approach and the wonderful Morag to get us organised

- we made 2400 trips in 21/22
- > 60% of these were to medical appointments
- all were affordable

HOT off the PRESS: we have just been offered the use of a wheelchair accessible car! Soon we will be able to pick up anyone with any need



medical Practice
during kindness week
meant many of our
members got a card of
encouragement



And we got to Glastonbury Festival who supported us

The boring but important bits!

We have a strategy: the full copy is available separately but

Active & In Touch's Strategy, Purpose and Aim 2022-2025

Purpose

Our Purpose is to help alleviate isolation and loneliness of adults in Frome and surrounding villages through building greater community cohesion and embracing all generations. A&IT endeavours to form meaningful connections and to develop a sense of belonging in order to improve the health & well-being of all its members and the wider community

Aim

- Our Aim is to provide support and friendship to individuals who feel lonely or isolated through:
- 1:1 matched befriending together with 1:1 matched phone calls
- Providing an essential volunteer driver network
- A variety of social inclusion groups for adults of all ages
- Host special events such as outings, new groups, a Christmas lunch etc
- Support individuals to be more active through collaboration with other organisations

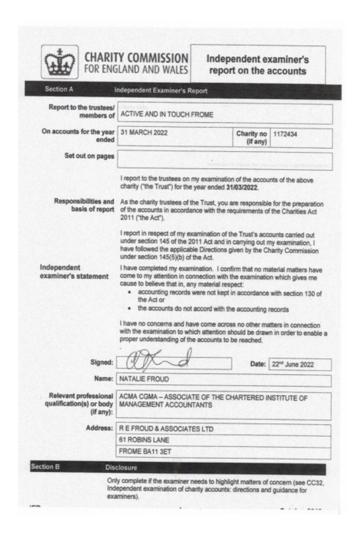
We will do this, by communicating (newsletters, emails, Facebook, Twitter, flyers, newspapers) and recruitment (of staff, of volunteers, of members).

We aspire in the future to work more with younger adults and intergenerational work.

For the next three years our objectives are:

- Growth of our 1:1 services. By 2025 we will connect with over 400 people
- Community Drivers double the number of volunteer drivers in order to become self-financing
- 40% funded by sustainable community funds and regular giving by
 2025
- Educational be more proactive in engaging with schools and highlighting the role we can all play in identifying and educating others about tackling loneliness
- Develop an effective system for managing volunteers, members and funders
- Collaboration with other providers, particularly the NHS and other social prescribing leads (ie mental health).

We have accounts and they get audited



We report all of these to The Charity Commission: check us out Charity number 1172434

And a BIG Thank you to our supporters:

The Coventry Building society
National Lottery
Frome Town Council
Frome Medical Practice
Health Connectors
Somerset Community Fund
SPARK
Frome Rotary and Lions
Masons
ASDA

And to the future: always so many opportunities.

- Perhaps a new-to-us Community Café ... watch this space
- Increase of staff to include a fundraiser & administrator (we don't want our very part time to have t do everything!)
- Our aim is to have the Community drivers to become self-funding
- Greater evaluation of our impact on loneliness to take place Service Director Dec 22

And ... a new Service Director is to come ...

Dougie Brown has been with us for the last 3 years and now needs to be a little more free to pursue some other roles he fulfils and so leaves us at the end of the year. He is planning to still volunteer with us and who knows, his many skills may yet be out to other uses too.

During the last 3 years he has

- Led the whole organisation during the pandemic: we tripled in size and Dougie, as we all did, reacted to the initiatives from the town council leading us to take on the Frome Community Drivers and Shop for Me
- He has kept the team safe and secure
- He has listened to staff and volunteers and members
- He has made so many positive links for us around town
- He has earned us lots of money through links and bid writing

But most of all .. he has been gracious and friendly and fun ... a jolly good chap! Thank you, Dougie













Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Benedic the territory			The State of the
Report to the trustees/ members of	ACTIVE AND IN TOUCH FF	ROME	
On accounts for the year ended	31 MARCH 2022	Charity no (if any)	
Set out on pages			
	I report to the trustees on my charity ("the Trust") for the y	y examination of the acco	unts of the above
Responsibilities and basis of report	As the charity trustees of the of the accounts in accordance 2011 ("the Act").	Trust, you are responsib be with the requirements of	le for the preparation of the Charities Act
	I report in respect of my exa under section 145 of the 201 have followed the applicable under section 145(5)(b) of the	11 Act and in carrying out Directions given by the C	my examination. I
Independent examiner's statement	I have completed my examin come to my attention in conn cause to believe that in, any accounting records we the Act or the accounts do not a	nection with the examinati material respect; ere not kept in accordance	on which gives me with section 130 of
	I have no concerns and have with the examination to whic proper understanding of the	h attention should be dray	atters in connection vn in order to enable a
Signed:	alxa	Date:	22 nd June 2022
Name:	NATALIE FROUD		
Relevant professional qualification(s) or body (if any):	ACMA CGMA – ASSOCIATE MANAGEMENT ACCOUNTA	OF THE CHARTERED	NSTITUTE OF
Address:	R E FROUD & ASSOCIATE	SLTD	
	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).



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Receipts and payments accounts

For the period To

CC16a

			-		
Section A Receipts and	payments				
23-5-3-00-mpn (10-10-10-10-10-10-10-10-10-10-10-10-10-1	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
222/2017	to the nearest E	to the nearest &	to the nearest E	to the nearest £	to the neerest C
A1 Receipts				- CONT.	
Grant	43,400	1,300	-	44,700	34,420
Donellons	18,137	-		16,137	17,150
Rundralising	1,867	-		1,867	429
Gift Aid	233			233	229
Car Orivers		9,526		9,526	24,88
Shepton	2,497			2,497	552
Interest	46			40	- 6
Art Project	540	2,000		2,000	
Sub total (Gross income for AR)	66,100	12,826		79,000	77,714
A2 Asset and investment sales, (see table).			100		
	140			4.1	
					1
Sub fotal				(4)	
Total receipts	66,180	12,826		79,006	77,714
A3 Payments Peyrol	30,509			30,599	25,770
Staff Payments	8,758			8,758	15,296
Fundralising and Publicity	6,132			6,132	6,11
Car Drivers	7,100	15,540		15,540	300
Shipton	2,412	10,000		2,412	471
Vol/member	1,224	878		2,102	1,05
Admin	5,176	808	- :	5,178	1,11
Art Project	4,114	2,193		2,193	
Inturance	-		-		801
Sub total	54,293	18,611		72,904	50,330
	T-SLEPT -	10,000		75,007	70,00
A4 Asset and Investment purchases, (see table)					
	- 4			-	2
Trille Se .	1				
Sub total	-		-		
Total payments	54,293	18,611		72,904	50,330
Net of receipts/(payments)	11,887	- 5,785	12	5,102	27,37
A5 Transfers between funds	- 15,226	15,226			
A6 Cash funds last year end	49,446	21,334		70,789	43,40
Cash funds this year end	46,107	30,775	16.	76,882	70,78

Section B Statement o	f assets and liabilities at t	he end of the period

Categories	Detalls	Unrestricted funds to rearest E	Restricted funds to nearest E	Endowment funds to recreat £
B1 Cash funds	Cash in Sank General	46,867	15,228	
	Desh in Bank Car Drivers		15,549	
	Cash in hand	20		
	Total cash funds	46,107	39,775	
CCXX R1 accounts (SS)	(agree believons with receipts and payment accounts))	Dis.		nie.

	Details	Unrestricted funds to remail 6	Restricted funds	Endowment funds to repret E
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			- 1	
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			-	-
			-	
		Pond to which seed	Cost (sptional)	Contract value
Assets retained for the	Debells Larison	Balange	C000	1,54
rity's own use	Office Equipment	Equipment	940	461
	200000000000000000000000000000000000000	-	-	_
			-	
			-	
	Defails	Fund to which Halling release	Amount dust	Million due (restreent)
Je/Sittle s	Michael Autor - Punchaser March 22 Investor		040	April 18
			7.	



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			- 1	
	Datala	Fueld to which seems	Cont (spherot)	Current value
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			-	
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