

the alice cross centre



THE ALICE CROSS CENTRE

ANNUAL REPORT

YEAR ENDED 30 JUNE 2022



Trustees Statement

The last year has continued to be a very challenging and difficult time for the newly renamed 'The Alice Cross Centre'. As with many such charitable organisations, funding opportunities for the charity have become more difficult to access as they have significantly changed due to the knock-on effects of Brexit, the Covid Pandemic and the conflict between Russia and Ukraine. Additionally, midway through the year, the General Manager of 12 years standing, moved on to take charge of the VIH charity and the Chair of the Trustees resigned due to conflicts of business. The Trustees, however, have managed to keep the charity operating almost unaffected and have appointed a new General Manager, Jackie O'Brien, who has taken on the challenges and has brought a new spirit of direction and capability to the Alice Cross Centre.

The Board of Trustees now strongly believe that the core team of Jackie, Alison and Yvonne, assisted by the new Kitchen Manager, David, are continuing to re-define and develop the services provided by the Alice Cross Centre with a very high level of commitment and vision. The feedback received from the community of Teignmouth (and beyond) is indicating that the Alice Cross Centre continues to provide a unique and necessary meals service and offers a community centre for a wide cross section of local inhabitants.

The Trustees have continued working behind the scenes to ensure that the Centre services have been maintained to a very high standard and that the focus of the management is to stabilise the financial position and to move forward from the difficulties of 2021/22. They have approved the significant investment in the development of the centre whilst supporting the key personnel and encouraging a steady development of the core services required by the community.

Moving forward knowing that the population is forecast to live longer, be more active and healthier in older life, there needs to be an emphasis on developing preventative and wellbeing services. A number of new opportunities are being planned to meet these needs and to further support the local community in the now, well respected Alice Cross way. However, the Board of Trustees and staff can only do this with the continued support of our volunteers and clients and we shall continue to work with them all to keep The Alice Cross Centre being Teignmouth's Community Hub.

Thank you

The Alice Cross Centre Board of Trustees

14 October 2022.

Centre Manager's Report

As we came out of lockdown restrictions in the early part of our financial year, July 2021 - June 2022, we saw the beginning of the Covid easing plan and by the 19th July most of the remaining restrictions were lifted. Our centre users were still very cautious and were reluctant to return to “normal” just yet. Then came the Omicron variant and by December new measures were introduced via the government’s “Plan B”, with compulsory mask wearing brought back in for public indoor settings, a return to working from home and the introduction of the Covid Pass. Once Omicron was brought under control, restrictions were finally lifted on the 24 February 2022 as part of the government’s plans to “live with the virus”. I have included this introduction as a reminder that the first 8 months of our financial year were spent in continued covid chaos where we were unable to operate as normal and is the main contributing factor as to why we have sustained our first significant financial loss at The Alice Cross Centre for many years. This and the changeover of General Manager, plus the climate of access to government grants being more restricted were all contributing factors, not just for us but many charities nationally. It has been a truly unprecedented time and due to prudent management, The Alice Cross Centre fortunately has access to reserves to buffer this loss thus enabling us to continue our good work now and into the future.

This year saw us become independent from Age Concern Teignmouth and Shaldon, and we changed our name to The Alice Cross Centre. However, we continue to be a “friend” of Age Concern and have their full support.



As The Alice Cross begins a new phase, with a new General Manager, we continue to pursue 'Pathways to Health'

with the MISSION: “supporting the community by making later life a fulfilling and enjoyable experience”

and VISION statement: *“to be the Community Centre of choice for improved health and wellbeing for all”*

Our objectives are focused on introducing our users, in small manageable steps, to experiences and activities that encourage:

- Moving Effectively – exercising regularly and getting outdoors.
- Eating Well - advocating and encouraging a varied diet including plenty of fruit, vegetable and legumes, as exemplified by the Blue Zones diet.
- Staying Connected – minimising isolation and eliminating loneliness.

The Team

The Alice Cross had 5 trustees during the year, with Elizabeth Batson as Treasurer. The job of Chair is shared between the 5 trustees. The General Manager, Julia Street left her post in March this year, after 12 years' service, and was replaced by myself, Jackie O'Brien in April. The trustees, staff and centre users want to thank Julia enormously for all her hard work and dedication over the years. I am assisted by a part time Centre Coordinator, Alison Fenton, part time Volunteer Coordinator, Yvonne Lamond, part time Office Administrator Peta Howell, part time Support Worker, Sue Yates, full time Chef and Kitchen Manager, Dave Cook and part

time cleaner Nicky Howarth. We are also supported by a dedicated team of 68 volunteers who help in all aspects of running the centre. We couldn't do what we do without them and thank them for all their loyalty and hard work.

Our Trustees



Pat Henchie



Deborah Minett



Sue Halfyard



Andy Longford



Liz Batson
Treasurer

Our Staff



Jackie O'Brien
General Manager



Alison Fenton
Centre Co-ordinator



Yvonne Lamond
Volunteer Co-ordinator



Peta Howell
Marketing & Admin Support



Sue Yates
Support Worker



Dave Cook
Chef & Kitchen Manager

The Trustees made a decision to grow the team this year, so that The Alice Cross Centre has a full skill set to enable them to move forward and navigate the new voluntary sector landscape, which will aim to be less reliant on government grants with more focus on fundraising and developing services that contribute to our income. As always, the team have continued to provide a professional and dedicated service, despite the continued uncertainty post covid. On behalf of myself and the trustees, we would like to thank them for another year of incredible loyalty and hard work, supporting over 1900 people in our community.



The Centre could not function without the loyal band of over 60 volunteers giving an estimated **7,500** hours a year – which would cost **£71,250**, if they were each paid £9.50 an hour. Without their help the Centre would find it almost impossible to function - so a huge thank you to all you wonderful volunteers.

We rely on volunteers to support our meal delivery service to vulnerable and housebound people. It is volunteers who collect and deliver the food and bring caring contact to our clients, giving them the opportunity to do a welfare check at the same time. Volunteers also run our tabletop fundraising events and support Alice Cross Centre events, fulfilling all the hospitality roles required for a seamless event. Without them we could not deliver these services. We also have administrative and reception roles, plus grant writing and fundraising opportunities. Our volunteers represent a

diverse section of our community and include people with additional needs and young people on work experience secondments. Yvonne Lamond our Volunteer Co-ordinator plays a central role in supporting our volunteers and ensuring that we have cover for all our services. She does an outstanding job, as do all of our team. Our volunteers are our ambassadors and spread the word about our services. We couldn't be more proud of them.

Activities

Post Covid, the centre has slowly come back to life and we are offering lunches back in the centre three times a week, which is increasing in uptake week on week. Our "Fish n Chip" Friday, which is every second week, is always a popular choice.

What's on at the Alice Cross?*

Scan the QR Code to donate to our totalgiving fund

Monday
 10.30 - 12pm Monday Music
 10am - 12pm Monday Chat Club
 Lunch Club at the Alice or meal delivery.
 6pm - 7pm Yoga with Alison

Tuesday
 10.15am - 11.45am Line dancing with Viv
 10.30am - 12.30pm Quilter's tea party
 1pm - 3pm Alice Crafters Craft Group
 2.30pm - 4pm U3A Italian
 4.15pm - 5.15pm Mat yoga with Lisa
 5.30pm - 6.30pm Wiggles and Giggles
 7pm-10pm Teignmouth Chess Club

Wednesday
 9.30am - 10.15am Zumba Gold with Peta
 10.30am - 12pm Grief Support Group
 10.45am - 11.45am Seated Yoga with Lisa
 12.30pm - 3pm NEW! Digital Skills 1:1
 2pm - 3.30pm Table Tennis
 3pm - 4pm U3A Spanish
 7pm - 9pm Sewing club

Thursday
 10am - 12pm Memory Cafe
 12pm - 1pm Lunch Club and Meal delivery
 12.30pm - 2pm TeignAid
 5.30pm - 6.30pm - NEW! Pilates with Kelly
 7.30pm - 9.30pm World Ship Society (2nd Thursday)

Friday
 10am - 11.30am The Teigns Rehearsal and Coffee
 Fish Friday! 12pm Lunch club in the hall or delivered.
 4.30pm - 9.30pm Dramatically Different Youth Drama

Room hire available!
 Call 01626 778039 or email
Info@thealicecross.co.uk

* Please note that the timetable is subject to change. Some clubs do not run weekly and may be bi-weekly or monthly.

www.thealicecross.co.uk
 @alicecrossdevon
 @thealicecross
 @alicecrosscentre

As you can see, we have a busy timetable of weekly events, some our own and others are regular community events. The diversity of the timetable means there is something for everybody at The Alice and includes activities for all ages.

Memory Café

Memory loss and dementia are widespread and increasing problems which very often lead to isolation from the community for both sufferers and carers. Post lockdown, the group has come back into the centre and has gone from strength to strength with more members coming along each week. The atmosphere is relaxed and informal and participants can swap stories, ideas and tips on coping while taking part in a variety of activities to stimulate cognitive awareness. We often have visiting musicians (who volunteer their time), such as Diantha Coombes and Malcolm and Martin, who interact with our guests and stimulate memories through music. This can be very moving for them. Our overall aim is to provide support to the person with memory difficulty and an opportunity for the carer to have some stimulation and respite. The friendship and community that the group members experience helps to alleviate loneliness and isolation. They also enjoy a chair fit session before lunch to improve strength and mobility. The group eat together at lunch time, an important part of the Memory Café. As well as having a nourishing hot meal, they experience a family atmosphere round the dining

table, enjoy the ritual of a meal together with conversation and light heartedness. Our volunteers are so kind during meal service and look after the group with great love and care.

Zumba Gold, Pilates and Yoga

As part of our moving effectively aim, we hold regular weekly fitness classes which focus on core strength and flexibility, all helping to promote a healthy, supple body and longevity. The classes are suitable for all ages and fitness levels. Yoga is run by Lisa and she holds both a chair and mat yoga class. We also have a weekly table tennis group, which is very relaxed and also provides an opportunity to chat together with a cuppa.

Events and Fundraising

We hold regular fundraising events both in the centre and out in the community, which include quiz, bingo and band nights, coffee mornings and table top sales.

We really enjoyed being at The Queen's Jubilee celebrations as it gave us the opportunity to showcase all the things the Alice Cross Centre does, particularly relevant after the pandemic, to remind people that we were still here with lots to offer them. It was a wonderful occasion to celebrate again with the general public, after the isolation of lockdown. I think we successfully managed to convey the fun we have whether you come to the Alice as a volunteer or guest.



We also hire our hall out at weekends for events at a reasonable rate and it has been booked this year for a variety of celebrations and parties, including “big” birthdays, poetry events, christenings, wakes and musical events amongst others. We are licensed and can provide a bar and catering service for all events.

Catering

We are very proud of the quality of the food that our chef and team of volunteers produce from our 5* kitchen. We continue to run our Meal Delivery Service and delivered 2845 hot meals during this financial year to 35 homes per day, up to 4 times a week. Volunteers do our meal deliveries, and it means they get to know who they are delivering to and can do a welfare check at the same time. Two volunteers, Daphne and Maureen, call our clients weekly to take their orders for the week and develop relationships that are valued by our clients and provide another opportunity to do a welfare check. Our clients are generally older people who find it difficult to shop and cook or they might have mobility issues, so the meal service is a lifeline to them and ensures they get a nutritious hot meal. The meals are subsidised and cost £5 for a main meal and £2 for a dessert. Meals are free if the client is in receipt of an income related benefit.



The Dream Team, Volunteers Jacqueline and Shane with Dave, our Chef

One of our principal charitable aims is to subsidise hot meals as the benefit they provide to those who would otherwise be eating alone is an important element of the service we offer. Our lunches in the centre are a social occasion, and it is a service that men, in particular, who are often more difficult to reach and engage with, are keen to attend. People with special needs also use our lunch service so we are reaching a diverse group of people from our community. We provide lunch in the centre on the same days as our meal delivery service which is Monday, Thursday and Friday and every second Sunday, with one Sunday lunch per month in the Centre.

Our Christmas Lunch did not take place in December 2021 but we are pleased to report we did do it in December 2022 and there will be more about it in next year's annual report.



Sunday lunch for our Meal Delivery Service Customers.

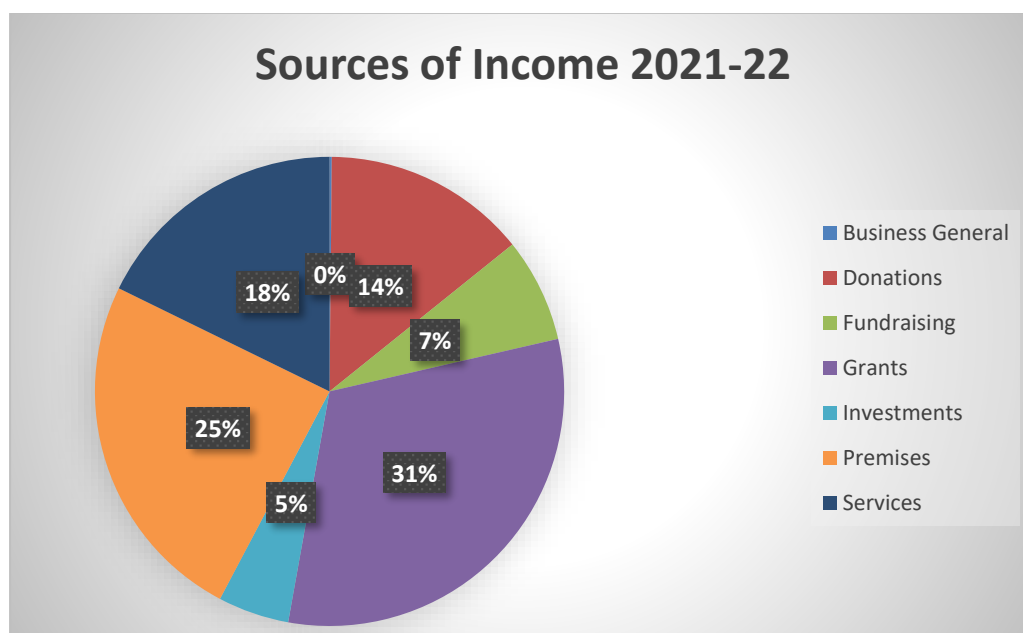
Income/Fundraising

As discussed previously income dropped significantly in this financial year. This was due to a decrease in grants by 7%, though they still accounted for 31% of our overall income, and a decrease in income from trusts and foundations by 30%, mainly due to the financial climate following the pandemic. Premises income increased by 17% and is an important part of our core income, whilst income from donations and fundraising increased by 5%. The rest of our income categories were pretty much on par with 2020-21. We would like to say thank you to the grant bodies, private donors, local businesses and everybody that contributed to our fundraisers and made donations. Your support means a lot to us and makes a difference to the people that benefit from our services.

We held many fundraising events including music evenings and singalongs with The Teigns, quiz nights, bingo, a Christmas Fayre, tabletops, cakes sales, raffles and craft fayres, including the carnival. A huge thank you to everybody that donated items for our tabletops and fayres, baked cakes, knitted gloves, painted pictures and crafted beautiful items for us to sell. A lot of people all doing a little is what makes our charity tick and collectively makes an impact.

The Rotary Club of Teignmouth held several very successful quiz and food nights raising funds for both Alice Cross & other organisations including Teign Heritage Centre.

A massive thanks to Tozers Solicitors for all their support. For everybody that makes a simple will they forfeit their fee in lieu of a donation to us.



Income was £64,634 (FY 2019-20 £89,017) and expenditure £93,529 (FY 2019-20 £87,678).

Other Services

The centre continues to hold a regular podiatry clinic, a grief support group and delivers counselling and holistic therapies, including massage and reiki through partner organisations. We continue to support the Teignmouth Community School Enrichment programme by providing cooking sessions and many students take placements with us to gain work experience. We also host partner organisation Teign Aid who support people facing homelessness and who need help with benefit applications.

Our Grief Support group meets every two weeks and provides a telephone counselling service, group sessions or the opportunity to meet 1 – 1 in a café. Here are some testimonials which show how valuable the service is:

1. *"My dearest wife passed away nearly two and a half years ago, just 4 days prior to the first Covid lockdown. Our daughter who lives in France had cancer and was shielding in her house.*

After nearly 60 years of a wonderful marriage I was at a very low ebb in my life. I contacted the Alice Cross Centre in Teignmouth who put me in touch with Ann. She rang me on a regular basis throughout the lockdown when contact with others was very restricted. Without her support advice and kindness my life would have been much the poorer during that time. I later found out she had been part of the Cruse project prior to her moving to the Teignmouth area. After lockdown Ann started group sessions at Alice Cross which opened another aspect of support by meeting others in similar situations which was very helpful."

Throughout the period of my support she was understanding, kind and constructive. She is one of those special people you rarely meet in life."

2. *"Having lost both my husband and my father within 18 months I cannot stress enough just how important it is to connect with other bereaved people in a secure and confidential space; to share our experiences and our feelings, and to support each other through the grief and the loneliness of one of the most traumatic events anyone can face."*

THERAPIES AT THE ALICE

Massage Therapy
Gary Glanville - Massage Therapist
Telephone : 07966381802

Vanda Halina Therapies - Aromatherapy, Sports & Swedish Massage. ITEC Practitioner.
Telephone: 01626 772694 or 07870865513

Carole Clark - ITEC Practitioner, Reflexology, Indian Head Massage, Reiki, reflexology and Sports Massage. Also offering Facials, Manicures and Pedicures.
Telephone: 07887 401639

Counselling
Wellness in mind -
Teign Counselling Service

Steven Smyth-Bonfield BA
Hons. MBACP. Adv Dip
Intergrative Counsellor.
Telephone: 07576 603669
Email:
stevengbonfield@gmail.com

Chiroprody
Jane Thomas - Chiroprapist
Bsc (Hons) MCPod
HCPC Registered
Alternate Wednesday
mornings by appointment.
Telephone: 01626 778039

The Alice Cross Centre
1, 3 Bilton park Road
Teignmouth TQ149BT
www.thealicecross.co.uk
@thealicecrosscentre

The Future

As Adult Social Care strategy continues to focus on supporting people to remain independent in their own homes for as long as possible, our Pathways to Health focus is more relevant than ever as we support people to eat well, move more and come together as a community to alleviate loneliness and social isolation, promoting good physical and mental health. Our meal delivery service plays an important part in enabling people to remain in their own home and we aim to expand this service by providing home cooked frozen meals, to supplement the hot meals that we provide.

We are thrilled to report that we have been successful in our bid to Valencia Communities Fund for £48,000, to refurbish our very dated kitchen. This is incredible news and will allow us to continue to expand the food services that we already offer, helping more people to have access to a nutritious food. The work will take place in March 2023.

We are all facing an extended cost of living crisis so one of our key priorities is to support our local community to help alleviate food and fuel poverty. We have started a Heat Cafe, as part of the national warm spaces initiative, where food is available on a pay what you can basis. We will continue to build and expand on this service and layer other services over the top, for example, cooking lessons on a budget and digital literacy lessons. We continue to use surplus food to help save waste and it also enables us to provide subsidised/free food to our customers.

We plan to grow our fitness offering and two members of the team have recently trained to do well-being walks, so that we can offer level 1 walks from the Alice Cross. There is evidence to show that walking is one of the most effective exercises for health and wellbeing and it is inclusive for the majority of people, with the important social aspect.

We continue to strengthen our infrastructure with new digital technology, and we have upgraded our phone system to VOIP technology, introduced Xero Accounting, a Beacon CRM Database and a Zettle till system so that we can improve communication and information gathering. This will in turn provide more detailed management information, essential to creating a strong and robust charity. With new technology comes the need for more staff training, so this will be an important priority for 22-2023, so that the new software can be incorporated into our daily working practices effectively. Many thanks go to Huw Weatherhead for his ongoing support of our IT infrastructure, both software and hardware. His support is invaluable.

As space in our building is finite there will be a focus this year on looking to develop more outreach services, as a way of attracting more funding opportunities and reaching more people. At the same time, we want to grow other sources of income so that we aren't so reliant on grant income.

Coming out of a year of an income deficit, creates more pressure to break even this financial year, so whilst we will always strive to expand and grow, it will be done with financial prudence, as consolidation is also an important part of this year's remit, so that we can continue to provide the important services that we already offer.

We will continue to work in close cooperation with VIH, Assist, Teignbridge CVS, and other local charities to reduce duplication of services and improve the support for all older people and the wider community locally.

Most importantly, we want to have another year of community building with lots of fun and laughter, working collaboratively and making sure we enjoy every minute of this wonderful journey together.

Thank you

Finally, we would like to say a massive thank you to all our donors, volunteers, staff and partners, including any we have unwittingly not listed, for all the hard work and support you have given us over this last year.

The 29th May 1961 Charitable Trust

Age UK Devon

Alastair Sutherland

Anthony Powell

ASAP Printing

Assist Teignbridge

Charlie Bass

Co-op Community Fund

Co-op Local Recovery Fund

Co-op Teignmouth (Matt Hooper and team)

Cllr David Cox (DCC)

Dawlish Community Transport

Monday Music: Dawlish Songbirds, Jo Collett & Beryl Combs

Devon Community Fund

Devon Highwaymen Bikers

Devon Memory Café Consortium

Monday Music and more: Diantha Coombes

Cllr Alison Eden (TDC)

FareShare

ForTeign (Incredible Fund)

Greenwood Accountancy Ltd

Cllr Andrew Henderson (DCC)

HITS

The Marjorie and Geoffrey Jones Charitable Trust

The League of Friends of Teignmouth Hospital

Monday Music: Malcolm and Martin

Melissa Middleton, The Whistle Stop Cafe

Clare Milne Trust

Mini Heaven Bakers

Morrisons Teignmouth

The National Lottery

The Norman Family Charitable Trust

Cllr Jacqui Orme (DCC)

Robert Phipps Jnr and the Adventure Golf Kiosk

Monday Music: Anthony Powell

The Red Hat Society: The Purple Pebbles of Teignmouth

Shaldon Bakery

Shop Dead Gorgeous

South West Water

South Devon and Torbay CCG

Teignbridge Community and Voluntary Services

Teignbridge District Council

Teign Heritage Centre

Teign Housing Tenants' Forum Community Chest

Teignmouth Dementia Action Alliance group

Rotary Club of Teignmouth

Richard Palmer, Snrs Captain, Teignmouth Golf Club

Teignmouth Town Council

Teignmouth Town Clerk (Tracy Rowe and team)

Teignmouth Traders Association

Monday Music and more: The Teigns

Tesco Newton Abbot

Tesco Teignmouth

Tozers Solicitors (including Will writing donations)

Teignmouth & District u3a

Volunteer Evening Bar Team: Dave, Sara, Vanda

Volunteering in Health

Our Volunteers

Weatherheads Web - Angie and Huw

Wiggles and Giggles

Cllr Cate Williams (DCC)

Viv Wilson MBE

Sincere thanks to the trusts, foundations and private individuals who prefer to remain anonymous for their support.

If you would like to sponsor an activity or event at Alice Cross, please do get in touch!

Jackie

Jackie O'Brien – General manager