

# THE ALICE CROSS CENTRE

Company Registration Number: 2338079

Charity Registration Number: 800996



## ANNUAL REPORT

YEAR ENDED JUNE 2025



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## **Report Overview**

### **Trustee Statement**

This last year financial year has been very challenging for the Trustees and staff and for the Centre in general. However, thanks to the absolute dedication of the staff, the Alice Cross Centre has yet again continued to provide and develop services of the highest quality for the community of Teignmouth and the surrounding locale.

Our General Manager (GM), Jackie O'Brien needed to leave us, to spend more time looking after her family and in September 2024 we appointed Dawn Rivers as the new General Manager. Dawn brought a new view to the Alice Cross about the need to look forward and see the funding challenges that were facing us. A potential considerable financial deficit was identified. Dawn encouraged the staff and volunteers to give attention to new ways of fund-raising and to reach out to the wider community for support. Regrettably Dawn felt unable to continue at the Alice Cross at the end of her probationary period.

Peta Howell, the Centre's Marketing Assistant was recommended as successor by previous General Managers. She had worked alongside them and had been a part-time employee for many years. We were very pleased to appoint Peta, with full support from the existing staff, as GM commencing the beginning of January 2025. In the 6 months that followed, Peta and her staff have turned around the fortunes of the Alice Cross Centre and stabilised the finances as well as generating a new positive confidence in all who use the facilities and services.

As we move forward into the next financial year, the Trustees and staff are aware that the financial situation remains challenging. Grant availability and other funding sources are diminishing in a market that is expanding. Our services are more and more in demand and reliant upon us achieving sufficient income to keep the Centre operating. Costs are increasing for food and utilities and as such, budgeting for the forthcoming financial year has been a challenge, as it continues to highlight a potential deficit.

The Trustees and the staff will continue to work with the Vision of the Alice Cross Centre to be the community centre of choice for improved health and wellbeing for all, with a Mission to maximise our contribution to the well-being of our community. The objectives set are based around the four guiding pillars of Food, Community, Movement and Mind. We will work together to ensure that the Centre activities are expanding to meet the needs of the wider community that it represents.

The Alice Cross Centre Board of Trustees sincerely thank the General Manager, Peta Howell, and our dedicated staff for their continued commitment to improve and develop the Centre. We would also extend our grateful thanks to the many and varied organisations in the Teignbridge area who have shown exceptional support over the last year. However, we can only achieve further success with the continued support of our volunteers, clients and the wider community that we service. We shall continue to work with them all to reach new goals and further develop The Alice Cross Centre as Teignmouth's "go to" Community Hub.

### **The Alice Cross Centre Board of Trustees**

**July 2025**

# About The Alice Cross

The Alice Cross Centre, a registered charity at the heart of Teignmouth, stands as a cornerstone of community wellbeing. As a vibrant hub bringing together residents of all ages and backgrounds, our mission is to maximise our contribution to the health and happiness of the local community.

We aim to be the community centre of choice for improved health and wellbeing by delivering services and activities that align with our four pillars of health:

## **Food, Movement, Mind, and Community.**

Our approach is grounded in accessibility, inclusivity, and compassion.



Positioned centrally in Teignmouth—just steps from the town centre, train station, and bus stop—the Centre is physically easy to reach.

For those who are housebound or face mobility challenges, our hot and frozen meal delivery service provides a vital connection. This subsidised service is designed to ensure that nutritious meals remain within reach for those on low incomes or pension credits.

During the festive season, we offer transport for individuals who would otherwise spend Christmas alone, inviting them to join our free community Christmas meal and celebration—a heart-warming day of connection and joy. We believe that wellbeing comes from more than just medical care. That’s why we offer a diverse and evolving programme of activities and services tailored to support holistic health.

From low-cost fitness classes and dance sessions to support groups and social clubs and groups, our offerings promote both physical activity and mental resilience. Our activities are designed for all ability levels, encouraging everyone to participate, regardless of age or mobility.



# MOVEMENT

- ZUMBA GOLD
- SEATED YOGA
- MAT YOGA
- SEATED EXERCISE
- WELLBEING WALKS
- TABLE TENNIS
- DANCING!

In addition to general wellbeing activities, we provide targeted support for vulnerable and underserved groups. Our Memory Café provides a safe and supportive environment for those with cognitive challenges, while our grief support group offers solace to those navigating loss—a time when many feel especially isolated. We host dedicated chat groups for men and women, creating spaces where individuals can connect and share openly. Our new Learning Disability Friendship Group fosters an inclusive space for people to build relationships, develop skills, and participate in recreational activities in a fun, supportive setting.



# MIND

THE ALICE CROSS CENTRE  
CREATING A BUZZ

- Alice Cross Quiz Champions: THE AMNESIACS (March 2022)
- Alice Cross Quiz Champions: THE UNDECISIVES (February 2024)
- Alice Cross Quiz Champions: AMSTINKY (October 2022)

Music connects all ages at Alice Cross through sessions, performances, collaboration, fostering creativity, inclusion, expression, and community across generations and backgrounds.



A warm meal at the Centre often becomes the starting point for deeper connections. In the financial year 2024/2025 we have served on average 3138 hot meals in the centre and delivered 3242 meals to the home.

Affordable or complimentary hot meals lower financial barriers to nutrition and offer a welcoming space for conversation and friendship.

Our volunteers, staff, and collaborative partners work hand-in-hand to ensure that every person who walks through our doors is not only nourished but also seen, heard, and valued.



Community centres like the Alice Cross Centre are increasingly recognised as key contributors to public health. By addressing the wider determinants of health—including social isolation, inactivity, and poor nutrition—we significantly ease pressure on NHS and social care services. Social prescribing, for instance, has been linked to a 28% reduction in GP appointments and a 24% decrease in A&E visits, thanks to the availability of non-clinical, preventative support in settings like ours<sup>1</sup>. Evidence also shows that local community programming, like what we offer, can help reduce frailty, prevent strokes, and minimise the risk of falls and depression in older adults<sup>2</sup>.

This results in not only improved quality of life for individuals but also significant cost savings to the healthcare system. Mental health is another area where community-based care shows remarkable impact. Research indicates that 75% of participants in community wellness programmes experience emotional health improvements<sup>3</sup>.

At the Alice Cross Centre, a 2025 internal survey revealed that 100% of participants reported improved social connections, while 83% noted significant improvements in their mental wellbeing. Our success is built on strong community networks. These networks create trust, reduce social isolation, and build resilience. They allow us to work collaboratively with local organisations to signpost visitors to additional services when their needs go beyond our remit—ensuring nobody falls through the cracks. At its core, the Alice Cross Centre is much more than a building—it is a dynamic space of belonging, care, and transformation. By nurturing the mind, body, and spirit through inclusive, community-centred approaches, we are not only improving lives today but also helping to shape a healthier, more connected future for Teignmouth.

**References: 1. *The Joy App. (2023). \*How social prescribing can reduce pressure on NHS services\**.**

**2. *Leisure Opportunities. (2023). \*Public leisure centres and health outcomes\**.**

**3. *PubMed. (2013). \*Improving wellbeing through community health programmes\**.**

**4. *Alice Cross Centre. (2025). \*Annual Impact Survey\**.**

**5. *GOV.UK. (2022). \*Review of community health initiatives\**.**

# Our approach to reaching people experiencing disadvantage

- Providing affordable, nutritious meals both at our centre and through our award-winning home delivery service for housebound individuals who might otherwise struggle with food access or nutrition.
- Linking with GPs social prescribers, and other statutory and charitable organisations to support those facing homelessness by providing free hot meals to those who need them.
- Collaborative partnerships with local organisations allow us to effectively signpost visitors to additional support services beyond our scope, ensuring comprehensive care for those with complex needs.
- A new Learning Disability Friendship group aims to create an inclusive social space where participants can develop friendships, learn new skills and enjoy recreational activities in a supportive environment.
- The Alice Cross Centre's Digital Skills Service tackles digital exclusion by providing personalised, patient guidance to older adults on essential technology skills—from video calling family to accessing online information. Through this service, we bridge the digital divide, preventing isolation while enhancing independence and ensuring people maintain vital connections to banking and other services, information, and loved ones in our increasingly digital society.
- Transportation on Christmas day for individuals who would otherwise spend the day alone, enabling them to join us at the centre for a complimentary Christmas celebration with others in the community.



- Offering physical activities which are tailored to various ability levels, ensuring inclusion regardless of fitness or mobility constraints.
- Offering specialised programmes like our Memory Café which supports those with cognitive challenges who face barriers to social participation, as well as their carers.
- Offering a Men's Chat Group and Ladies Chat Group which create comfortable environments where participants can discuss unique challenges, and forge long-lasting and meaningful friendships and connections.
- Offering a Grief Support group which reaches people during vulnerable periods when isolation is common and mental health support is crucial.
- Partnering with Read Easy to reach out to adults who cannot read or who have very poor literacy skills and offer free books and resources.

**We address barriers to participation by :**

- Reducing Financial barriers through affordable or free meal options and low-cost programmes of activities.
- By creating welcoming spaces for diverse community members we reduce social barriers. We pride ourselves in our warm and friendly atmosphere, where everyone is welcomed.
- Offering volunteer opportunities which create pathways for meaningful engagement for those who



# Our Team

At the heart of the operations of the Alice Cross Centre are our hard-working and dedicated members of staff, whose passion and commitment make everything we do possible.

This exceptional team doesn't just work at the Alice Cross Centre – they embody its spirit of community, care, and excellence in everything they do.

<b>Peta Howell – General Manager</b>	Peta Howell brings strategic vision and deep community understanding to guide our direction
<b>Alison Fenton – Centre Coordinator and Finance Administrator</b>	Centre Coordinator and Finance Administrator Alison Fenton keeps our operations running smoothly and our finances on track with meticulous attention to detail.
<b>Dave Cook – Chef and Kitchen manager</b>	Chef Dave Cook continues to amaze us and our community with his culinary creativity and commitment to excellence, transforming every meal into a memorable experience.
<b>Yvonne Lamond – Volunteer Coordinator</b>	Volunteer Coordinator Yvonne Lamond works tirelessly to support and organize our incredible volunteer team, ensuring everyone feels valued and engaged.
<b>Fran Clarke – Marketing Administrator</b>	The newest addition to our team – Fran Clarke - ensures our message reaches the community and our events are well-promoted.
<b>Nicky Howarth - Housekeeper</b>	Housekeeper Nicky Howarth maintains the welcoming, spotless environment that makes everyone feel at home.
<b>Sue Yates (self Employed) – Project leader</b>	Sue Yates brings innovation and energy to our memory café and digital skills, helping us expand our reach and impact

## Staff

 <b>Sue Yates</b> Support Worker <a href="mailto:sue@thealicecross.co.uk">sue@thealicecross.co.uk</a>	 <b>Yvonne Lamond</b> Volunteer Coordinator <a href="mailto:Yvonne@thealicecross.co.uk">Yvonne@thealicecross.co.uk</a>	 <b>Peta Howell</b> General Manager <a href="mailto:peta@thealicecross.co.uk">peta@thealicecross.co.uk</a>	 <b>Alison Fenton</b> Centre Coordinator <a href="mailto:alison@thealicecross.co.uk">alison@thealicecross.co.uk</a>	 <b>Dave Cook</b> Chef <a href="mailto:dave@thealicecross.co.uk">dave@thealicecross.co.uk</a>	 <b>Fran Clarke</b> Administrator <a href="mailto:Fran@thealicecross.co.uk">Fran@thealicecross.co.uk</a>
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# Our Trustees

The Alice Cross Centre's dedicated board of trustees plays a crucial role in guiding the organisation's strategic direction and ensuring its continued success in serving the Teignmouth community.

Led by Chair Andy Longford, the trustee board includes Sue Halfyard, Paul Howard, Sarah Holloway, and Deborah Minnett, who collectively bring diverse skills and experience to their governance responsibilities.

The board recently welcomed Vivien Love as the new treasurer, filling this vital financial oversight role. The trustees were briefly joined by long-term volunteer Robin Warren, whose contributions to the centre are gratefully acknowledged, however due to personal circumstances he had to step down from his role.

As trustees, these volunteers carry significant legal and fiduciary responsibilities, including overseeing the centre's financial management, ensuring compliance with charity regulations, setting strategic priorities, and maintaining accountability to both beneficiaries and the wider community. Their governance expertise enables the Alice Cross Centre to operate effectively as a registered charity, making informed decisions about resource allocation, risk management, and long-term sustainability.

Through their voluntary commitment to these demanding roles, the trustee's collective stewardship helps maintain public trust and confidence in the organisation while positioning it for future growth and impact.

Contact the trustees :  
trustees@thealicecross.co.uk

Trustees

Trustees are the people who share ultimate responsibility for governing and directing how the Alice Cross Centre is managed and run.



Sarah Holloway



Andy Longford



Deborah Minnett



Sue Halfyard



Vivien Love



Paul Howard

# Our Volunteers

Volunteering at the Alice Cross Centre in Teignmouth offers a meaningful way to directly impact the local community while building personal connections and skills.

We have 90 volunteers who are active in the centre, some giving as much as 10 hours a week. The centre could not possibly function without our loyal band of volunteers giving an estimated 9360 hours a year – which would cost us £114,285 a year if they were each paid £12.21 an hour (national wage).

Volunteers contribute to vital services including meal delivery to vulnerable residents, daily lunches, and support group operations, helping to address food insecurity and social isolation among older people with limited mobility. This volunteer work aligns with broader UK volunteering trends, where approximately 7.5 million adults (16%) participate in formal volunteering at least monthly<sup>1</sup>, and local community and neighbourhood groups are the most popular volunteering cause, involving about 1 in 5 recent volunteers<sup>2,3</sup>.

For Teignmouth specifically, the Alice Cross Centre's volunteer-supported services create a ripple effect of community benefit - from ensuring vulnerable residents receive nutritious meals and social contact, to providing a welcoming space where people can connect, learn new skills, and maintain their wellbeing. The centre has been described as "an important asset to Teignmouth", demonstrating how volunteer contributions help sustain essential community infrastructure that might otherwise struggle to operate.

<sup>1</sup> Source: <https://www.gov.uk/government/statistics/community-life-survey-202324-annual-publication/community-life-survey-202324-volunteering-and-charitable-giving>

<sup>2</sup> Source: <https://commonslibrary.parliament.uk/research-briefings/cdp-2024-0086/>

<sup>3</sup> Source: [www.ncvo.org.uk/news-and-insights/news-index/uk-civil-society-almanac-2024/volunteering/](http://www.ncvo.org.uk/news-and-insights/news-index/uk-civil-society-almanac-2024/volunteering/)

# Some of our AMAZING! OUR VOLUNTEERS



Vanda and Paula



Grace



Jill and Janet



Roger



Sue



Caroline



Amber and Debs



Deborah



Lorna



Sheila



Andy



Chris



Jacqueline



Julie



Geoff



Diantha and Derek



Shelia

# Our Mission and Vision

- Our **MISSION** is to maximise our contribution to the well-being of our community.
- Our **VISION** is to be the community centre of choice for improved health and well-being for all.

## Core Values

1. **Compassion:** We foster a warm and understanding environment where every individual is treated with empathy, dignity, and respect.
2. **Inclusion:** The Alice Cross Centre is open to everyone, ensuring equal access to activities and support, while celebrating diversity and promoting social integration.
3. **Empowerment:** We encourage independence and support individuals in developing confidence, skills, and a sense of purpose in a safe and nurturing space.
4. **Respect:** We value the experiences, backgrounds, and needs of all participants, promoting mutual respect and understanding among community members.
5. **Safety and Wellbeing:** We prioritise the physical, emotional, and mental health of all Individuals by creating a safe and supportive environment.
6. **Collaboration:** We work in partnership with community members, carers, and other organisations to provide support.
7. **Dignity:** We uphold the dignity of older and vulnerable people by ensuring they have a voice in decisions that affect their lives, while respecting their autonomy.
8. **Trust:** We aim to build a strong sense of trust between the staff, volunteers, and the community by maintaining transparency, integrity, and reliability in all our services.

Our core values offer more than just activities, but also a space of support and connection for those that need it.

# Priorities for 2025/2026

We are excited to have identified several new project opportunities that will further enhance the support we offer to our community. These include launching an additional Memory Café to meet growing demand, introducing a Music for Dementia programme to provide therapeutic and joyful engagement, and establishing a dedicated Carers Support Group to offer connection and respite for those in caregiving roles. We want to continue to work closely with other organisations to provide joint projects and share funding responsibilities.

We also plan to expand our physical activity programme by adding a new exercise class—such as circuits, Zumba, or Pilates—to provide more choice and cater to varying fitness levels and interests.

These initiatives reflect our commitment to improving wellbeing, inclusion, and quality of life for all who use our services.



Over the next financial year, the Alice Cross Centre will focus on strengthening financial sustainability by increasing rental income, expanding grant funding efforts, and diversifying revenue streams.

A key priority is to grow and engage our volunteer base through targeted training and meaningful opportunities, enabling us to enhance and extend core services such as hot meals, exercise classes, and social support groups.

We will also work to improve public understanding of the services we directly provide versus those offered by partner organisations. These efforts will support our mission to improve wellbeing, reduce isolation, and maintain a welcoming, inclusive space for the community.

# Objectives for 2025/2026

Strategic Objectives	Component Objectives	Targets	Activities
<p><b>1. Strategy, Planning and Financial Management:</b> To implement and report against robust strategies, plans and budgets</p>	<ul style="list-style-type: none"> <li>• Mission and Strategic direction clearly articulated, approved and shared.</li> <li>• Priorities identified with relevant strategies in place.</li> <li>• Effective risk management and contingency planning.</li> <li>• Decisions and activities are evidence based.</li> <li>• To prepare robust budgets and cash flow forecasts.</li> <li>• To comply with all necessary financial procedures and reporting requirements</li> <li>• Sustain and diversify income streams.</li> <li>• Identify new funders.</li> <li>• Control and prioritise expenditure.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic direction and priorities are relevant, challenging but achievable, and provide a framework for continuous improvement</li> <li>• Medium-term Plan effectively implemented</li> <li>• Trustees represent the community and effectively guide performance</li> <li>• Approved budget by end of May each year.</li> <li>• Maintain income above £200,000 and reduce dependency on one-off or variable funding sources.</li> <li>• Identify at least 3 new potential grant funders</li> </ul>	<p>Activities</p> <ul style="list-style-type: none"> <li>• Medium-term Plan prepared and approved by the beginning of the financial year.</li> <li>• Recruit more Trustees with relevant skills and experience.</li> <li>• Budget prepared and approved by end of May.</li> <li>• Comply with financial procedures.</li> <li>• Identify 1 new funding source each year.</li> <li>• Expand community fundraising, corporate sponsorships, grant applications, and room rentals.</li> <li>• Conduct a room pricing and usage review each year, promote rental availability through targeted marketing. Develop rental packages or discounts for regular/long term bookings.</li> <li>• Explore partnerships with local organisations who may benefit from a regular base.</li> <li>• Assign a volunteer to assist the GM manager to</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep total expenditure within budget while protecting core services.</li> <li>• Strengthen financial resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct a quarterly review of all expenditure lines and identify areas for improved cost efficiency.</li> <li>• All transactions are properly accounted for.</li> <li>• Achieve a small financial surplus.</li> <li>• Build a reserve fund equivalent to 3–6 months of operating costs.</li> <li>• Achieve fundraising targets of <b>£4077</b></li> <li>• Achieve income from food and beverage sales of <b>£77,659</b></li> <li>• Increase rental income and space utilisation by 20%.</li> <li>• Reduce operating costs to 95% of income.</li> <li>• Prepare draft annual</li> </ul>	<p>research funding opportunities.</p> <ul style="list-style-type: none"> <li>• Build relationships with local and national grant-making bodies through networking and proactive outreach.</li> <li>• Quarterly financial reports prepared by end of the following month.</li> <li>• Annual accounts prepared and audited by December 15th.</li> <li>• Develop and implement data collection and analysis plan.</li> </ul>
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		<p>accounts by 30 September.</p> <ul style="list-style-type: none"> <li>• Data collection and analysis needs identified and being met.</li> </ul>	
<p><b>2. Operations</b> Centre operations are efficient and effective to provide the best service to all stakeholders.</p>	<ul style="list-style-type: none"> <li>• Operations are guided by a full set of appropriate procedures which are effectively implemented .</li> <li>• Optimise performance of all staff and volunteers.</li> <li>• To offer a wide range of activities to different target audiences, in line with community needs.</li> <li>• Optimise use of our facilities.</li> <li>• Systems, processes and equipment are modern and efficient.</li> </ul>	<ul style="list-style-type: none"> <li>• Operational procedures being effectively implemented .</li> <li>• Roles and responsibilities of all staff and volunteers clearly identified and effectively carried out.</li> <li>• Increase the numbers of active volunteers and utilise range of skills of volunteers by conducting a skills audit</li> <li>• Maximise use of facilities by increasing occupancy to 90%.</li> <li>• Continuous improvement of systems, equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Review and update operational procedures every two years and ensure compliance.</li> <li>• Review and update roles and responsibilities of all staff and volunteers.</li> <li>• Prepare and implement training programmes for staff and volunteers.</li> <li>• Review staff and volunteer performance on a quarterly basis.</li> <li>• Undertake an annual review of activities and their target audiences.</li> </ul>

		<p>and processes e.g. New CRM</p>	
<p><b>3. Services, Participation and Impact</b> To maximise and report on [participation and impact</p>	<ul style="list-style-type: none"> <li>• Enhance and expand key services.</li> <li>• To increase the numbers and variety/diversity of participants.</li> <li>• Maximise the number of commercial activities.</li> <li>• Support and increase volunteer engagement</li> <li>• Maximise the impact of our food capability.</li> <li>• Improve public and professional understanding and awareness of our services.</li> <li>• Evaluate and report social impact.</li> </ul>	<p>Annual calendar of activities in place by November 30th.</p> <ul style="list-style-type: none"> <li>• Increase number of activities provided by 2 each year.</li> <li>• Increase volunteer hours by 10% and boost overall engagement in Centre activities and services, particularly at evenings and weekends.</li> <li>• Ensure all stakeholders understand which services the Alice Cross Centre provides directly.</li> <li>• Increase number of users referred from social prescribers.</li> <li>• Include an impact report in the Annual</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare and publish calendar of events.</li> <li>• Develop and implement new activities.</li> <li>• Implement a communications and marketing plan.</li> <li>• GM to engage all local statutory and non-statutory organisations with regular communication to clearly define what services we provide in house.</li> <li>• Provide targeted training opportunities to volunteers to expand and enhance our services — enabling them to take on more active roles in service delivery.</li> <li>• Continue to develop a structured volunteer engagement</li> </ul>

		<p>Report to highlight outcomes and attract future support.</p>	<p>programme that includes meaningful roles, regular communication, training opportunities, recognition events.</p> <ul style="list-style-type: none"> <li>• Collect and analyse data on participant numbers, service feedback, and wellbeing indicators.</li> </ul>
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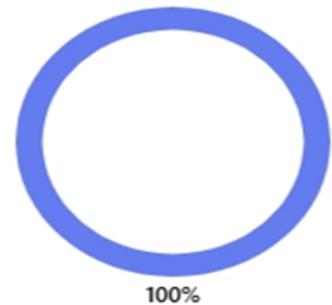
# Our Impact

Our comprehensive impact survey, conducted between January and May 2025, provides compelling evidence of the Alice Cross Centre's vital role in the heart of our community. With 76 service users participating, the results are overwhelmingly positive and speak to the depth of connection and trust we've built over time.

An outstanding 100% of respondents rated our services as either excellent (84%) or good (16%), and every single participant said they would recommend the centre to others. This is a testament to the consistent quality and care we deliver across our services.

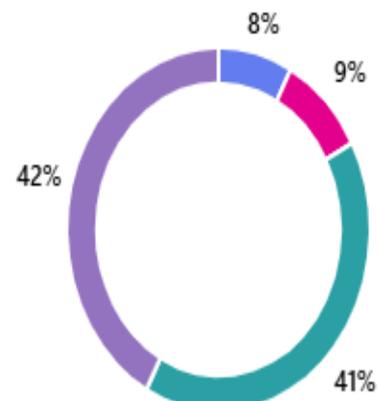
## 14. Would you recommend the Alice Cross Centre to others?

● Yes	75
● No	0
● Unsure	0



The centre attracts adults across a broad age range, though the majority of respondents (85%) were aged over 50. Most users (83%) have been engaging with us for more than a year, reflecting strong loyalty and sustained involvement. Word of mouth remains the most common way people discover us, reinforcing our place as a trusted, grassroots community hub.

● Less than 6 months	6
● 6 months- 1 year	7
● 1-3 years	31
● Over 3 years	32

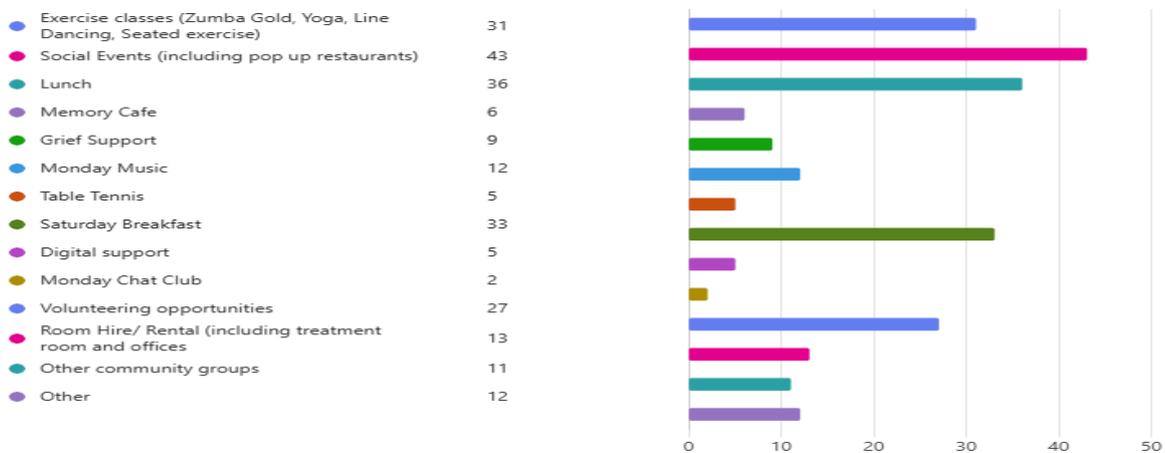


Our greatest impact lies in reducing social isolation—68% of respondents reported improvements in their social connections, while 58% noted enhanced mental well-being and 32% experienced better physical health.



Volunteering opportunities and social events were highlighted as the most valuable services, with users praising the sense of community, purpose, and friendship they’ve found here.

Activities such as yoga, Zumba, Saturday breakfasts, and communal lunches were especially well-attended, and weekly visits were the most common pattern of engagement.



Respondents frequently described the centre as warm and inclusive, commending our staff and volunteers for their kindness and genuine support. One participant summed it up by saying they **“always feel welcomed warmly”** and others praised our **“wonderful supportive community.”**



Encouragingly, all respondents said they would recommend the centre to others. Suggestions for new services included circuit training, craft and games groups, and improved accessibility for those with transport needs.

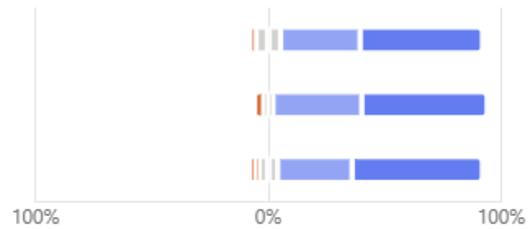
These insights will guide us as we continue to grow and evolve our services.

● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly agree

I feel more connected to my community

I feel supported by staff and Volunteers

the services have made a positive difference in my life



These results reflect the Alice Cross Centre’s vital role in supporting older adults' health, connection, and quality of life in the community.

The Impact survey data confirms what we see every day: the Alice Cross Centre is not just a place that provides services—it is a vital, life-enhancing space that brings people together, fosters well-being, and strengthens the fabric of our community.



***This data confirms that the Alice Cross Centre  
is not just providing services  
but fundamentally improving lives and  
strengthening our  
community fabric.***

# **BUILDING STRONGER COMMUNITIES TOGETHER**



# **IMPROVING LIVES AT ALICE CROSS CENTRE**



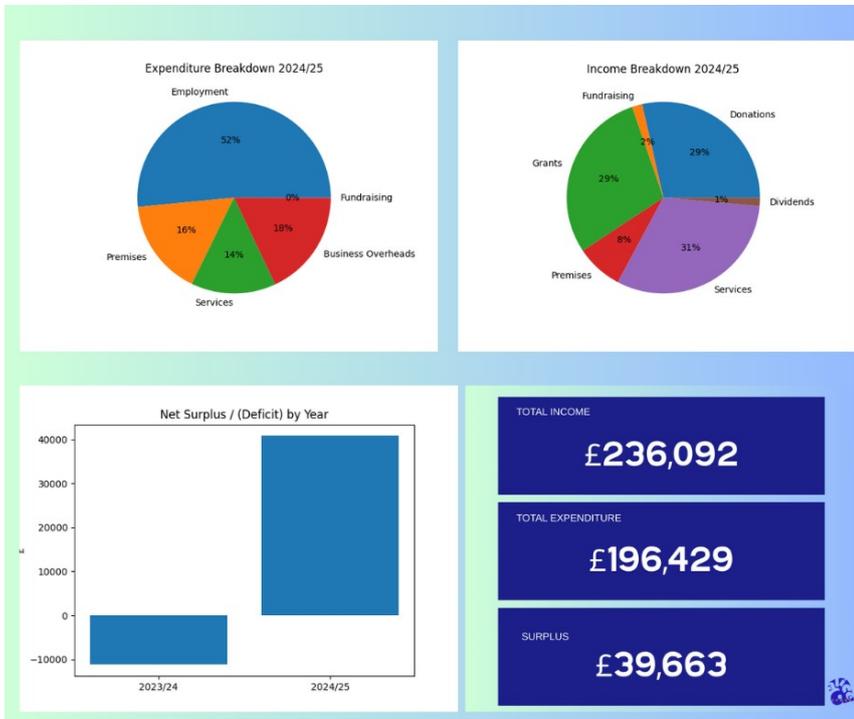
This year, we are incredibly proud to share that we successfully raised £7,000 in just seven weeks to replace our fire alarm system. This was a vital and needed upgrade that ensures the continued safety and wellbeing of everyone who uses The Alice Cross Centre. Achieving this goal so quickly reflects the strength, dedication, and generosity of our community, and it stands out as one of the year's most uplifting achievements.

This remarkable result was only possible thanks to the tireless fundraising efforts of Team Alice, the enthusiasm and commitment of our wonderful volunteers, and the exceptional generosity of Michael Brown, whose donations played a crucial role in reaching our target. We are deeply grateful to everyone who contributed. Your support not only funded essential safety improvements but also reaffirmed the community spirit at the heart of the Centre.

This incredible fundraising milestone was celebrated in style at the official opening of the new fire alarm system during Alice Cross Day in July. In a fitting tribute to the community effort behind the achievement, the Mayor of Teignmouth joined us to cut the ceremonial ribbon, marking not only the installation of a vital safety upgrade but also the collective spirit that made it possible. It was a moment of pride and gratitude for everyone involved, capturing the very best of what the Alice Cross community can accomplish together

# Finances

## Financial Summary for the Year Ended 30 June 2025



The Alice Cross Centre recorded total income of £236,092 during the year, an increase compared with the previous year (£189,463). The Centre’s income continued to be well diversified, with the largest contributions coming from services (£74,116), donations (£67,351) and grants (£68,703). Of the total income, £21,103 was restricted, primarily relating to grant funding.

Total expenditure for the year amounted to £196,429, reflecting the ongoing costs of delivering services and maintaining the Centre.

Employment costs remained the largest area of expenditure at £116,720, reflecting the importance of paid staff in delivering high-quality support. Premises costs totalled £36,797, while service delivery costs were £32,153. Fundraising expenditure remained modest at £86, demonstrating continued efficiency in income generation.

As a result, the Centre achieved an overall surplus of £39,664 before adjustments. After accounting for depreciation of fixed assets (£6,217) and gains on investments (£7,349), the net surplus for the year was £40,796. Restricted funds showed a small deficit of £2,721, reflecting the timing of restricted income and expenditure.

Charitable activities continued to be the primary focus of spending. £188,473 (95.9%) of total expenditure was directed towards direct charitable activities, with £7,956 (4.1%) spent on fundraising costs. This demonstrates the Centre’s strong commitment to maximising the proportion of funds spent on front-line services.

Overall, the Centre remains in a stable and positive financial position, with growing income, controlled expenditure, and a healthy surplus that strengthens reserves and supports future sustainability.

# Review of the year

## July 2024 - Alice Cross Day Celebration

July was highlighted by our special Alice Cross Day - an open day that truly showcased everything we represent. The event celebrated our activities, food, and community spirit, culminating in the official opening of our new lift with Mayor Cate Williams and members of the Rotary Club. This accessibility improvement marked a significant step forward in making our centre welcoming to all community members.

Our Open Gardens Day at the Rowden's was a delightful summer affair, offering access to the beautiful community gardens alongside strawberries and Pimm's, all accompanied by the wonderful music of The Teigns.



Photos: Gaye Iliston

[WWW.THEALICECROSS.CO.UK/OPEN-GARDENS](http://WWW.THEALICECROSS.CO.UK/OPEN-GARDENS)

[@alicecrosscentre](https://www.facebook.com/alicecrosscentre)

[www.thealicecross.co.uk](http://www.thealicecross.co.uk)

01626 778039

The Alice Cross Centre 1-3 Bitton park Road Teignmouth TQ14 9BT

## August 2024 - Carnival Colours

August saw us take part in Dawlish Carnival with our vibrant bee theme, where we wowed the crowds with our colourful display and infectious enthusiasm. This participation demonstrated our commitment to engaging with the wider community beyond Teignmouth.



## September 2024 - Pride and Performance

September brought our participation in Teignmouth Pride, where we ran a stall in town throughout the weekend, showing our support for inclusivity and diversity.

The Cave continued their excellent work with another successful open mic night for teenagers, providing a vital creative outlet for young people. We also had the pleasure of hosting Newton Abbot Ramblers for an evening of games and supper, expanding our network of community connections.



**October 2024 - Autumn Excellence**

October featured Chef Dave's spectacular autumn dining experience, where he wowed attendees with his "Autumn Delights" menu, beautifully showcasing seasonal and local produce. This demonstrated our commitment to celebrating local suppliers and seasonal eating.

Our bi-annual curry and quiz night, expertly hosted by our chair Andy, brought the community together with delicious homemade curries and sundries, continuing this popular tradition that combines great food with friendly competition.



**November 2024 - Market Magic**

November's highlight was our annual Christmas Market, which showcased talented artisan and local crafters alongside our famous breakfast baps and turkey baps. The event was made even more special with a visit from Father Christmas, creating magical moments for visitors of all ages.

We also had the privilege of hosting a 90th birthday party during November, demonstrating how the centre serves as a venue for life's special celebrations and milestones.



## December 2024 - Christmas Spirit

December was devoted entirely to Christmas celebrations, with several festive meals hosted for our various groups, including our walking group "Walk This Way." These gatherings reinforced the centre's role as a place where our community families come together during the most important times of the year.

A particularly special tradition continued with local legend Tony Lidington's annual reading of "The Christmas Carol," which we hosted at St James Church. The evening was made even more atmospheric by our pop-up choir, comprising volunteers and supporters, who welcomed guests with beautiful carols performed in the historic 12th-century bell tower.



## December 2024 - A Christmas to Remember

Our festive season began with our Christmas Day initiative, where we served free Christmas dinner to 80 people who would otherwise have spent the holiday alone. The day was made even more special with a delightful sing-along session featuring David Haines on piano, followed by a brilliant and entertaining performance from Teignmouth's premier Dolly Parton impersonator.



## January 2025 - New Year, New Voices

January brought fresh energy with two open mic nights organized by local charity The Cave - one dedicated to teenagers and another for our Silver Sessions (over 50s), providing platforms for different generations to showcase their talents. Our Burns Night celebration was a rousing success, complete with traditional toasts, whiskey, music, and dancing.

**February 2025 - Community and Connection**

February was particularly busy with our popular jumble sale and our volunteers' appreciation party, where we celebrated the incredible dedication of our volunteers with DJ entertainment and dancing.

Our bi-annual curry and quiz night drew a packed room of competitors vying for the coveted spot on our winners' wall.

A significant milestone was welcoming Teignmouth Science Café on the last Sunday the month - combining restaurant dining with fascinating scientific talks. This innovative concept has proven incredibly successful and continues monthly.

**March 2025 - Recognition and Celebration**  
 March brought well-deserved recognition at the Mayor's Awards, where volunteers Geoff and our meal delivery team received awards for their community service. Peta was also honoured with an individual excellence award and a special Mayor's Choice award.



THE ALICE CROSS CENTRE  
SCIENCE CAFE

**MENU**

01626 778039  
@alicecrosscentre  
www.thealicecross.co.uk

**MAINS**

**Classic Lasagna £11.95**

Layers of pasta with meat sauce and béchamel, baked until golden. Served with garlic bread and a salad garnish.

**Scampi and Chips £11.95**

Golden wholetail scampi with skin-on-fries. Served with garden peas and homemade tartar sauce.

**Homemade Chicken Korma £10.95**

Chicken cooked in a mild curry sauce with ground almonds, coconut cream, and spices. Served with basmati rice, naan bread, and fresh coriander.

**Sweet Potato, Chickpea & Spinach Curry (Ve) £9.95**

Made with sweet potato, chickpeas, and spinach in a lightly spiced tomato sauce, finished with coconut milk. Served with basmati rice, naan bread, and fresh coriander.

**Garlic and Thyme £10.95**

**Marinated Halloumi**

Served with Aolli, Fries and Salad.

**Fully loaded buttermilk £11.95**

**chicken burger**

Tender Buttermilk Chicken in a Brioche Bun with bacon, cheese, onion rings and a BBQ Sauce. Served with fries.

**Ham, Egg & Chips £10.95**

Thick-cut gammon ham served with two fried eggs and chips

**PLEASE ORDER**

**AT THE BAR**

**Roast Pork Sandwich £9.95**

Roast pork with sage and onion stuffing and apple sauce in a ciabatta roll. Served with a side salad.

**Chilli Loaded Fries £10.95**

Skin-on fries topped with chilli con carne and grated cheese.

**SIDES**

Chunky Chips **£2.95**

Topped with melted **£3.95**

cheese

**CAKE**

Cake **£3.50**

Cake & Hot Drink **£4.50**

**HOT DRINKS**

Americano **£2.00**

Latte **£2.00**

Cappuccino **£2.00**

Espresso **£2.00**

Tea **£1.00**

Speciality Tea **£1.50**

Hot Chocolate **£1.50**

[www.thealicecross.co.uk](http://www.thealicecross.co.uk)



Andy Longford, Chair. Helen Mahy, Meal Delivery. Peta Howell, General Manager. Viv Wilson, Alice Cross Ambassador. Cate Williams, Mayor of Teignmouth, Eileen Webb, Meal Delivery. Carol Hayes, Meal Delivery. Geoff Gartside, Saturday Breakfast

Our "Taste of the Sea" night on March 15th was another triumph, featuring music from Hooligans Rule and an impressive three-course seafood menu crafted by Dave and Amber.

Later in March, local band Mothers Ruin approached us to organize a fundraising band night featuring Ain't Misbehavin', Celtic Dawn, and Mothers Ruin themselves. The packed venue raised an outstanding £1,000 for the Alice Cross Centre.



We concluded March with a public meeting in lieu of a public AGM, welcoming representatives from various local organisations, and another successful Science Café.

**April 2025 - Entertainment and Engagement**

April saw our centre transformed into a West End club for Divas Night - another sold-out evening featuring dancing, singing, and a spectacular opera performance.



Tozers' Solicitors hosted a fantastic music bingo night, raising £733 for both Alice Cross and hospice care. Our annual games night at month's end brought teams together for friendly competition, followed by another brilliant Science Café.



Above: Divas night  
Below: Tozers' Music Bingo



## May 2025 - Movement and Music

May launched with our walking challenge and series of guided walks, which proved both interesting and extremely popular. Red Rock A Cappella and Torbay Police Choir held a fundraising concert that raised an impressive £2,400.

We participated in the Town Council's VE Day event at Bitton House before hosting our own VE Day party featuring music from The Teigns and Viv Wilson, accompanied by a traditional fish pie supper. Shaldon Singers contributed nearly £500 through their fundraising concert.



Our annual Eurovision party was another packed celebration filled with fun, laughter, dancing, and wonderfully terrible bingo prizes! We also participated in the Traders' Dolly Day on the Triangle, drawing crowds of enthusiastic spectators and participants.

The Heritage Centre's exhibition on our founder, Alice Cross, concluded with an excellent talk from Will and Peta. We also launched our first pop-up café at the indoor market in the new Courtney Community Space, establishing a monthly presence in town.

## June 2025 - Festival and Friendship

June culminated our busy period by hosting the Teignmouth Folk Festival throughout the weekend - a wonderful celebration of music and community.

We hosted a Death Café led by David Berg and Debbie , participated in St Michael's Flower Festival, and launched our groundbreaking Teignbridge Friendship Group - a safe social space designed specifically for adults with learning disabilities and difficulties. The Teignbridge friendship group is a joint project, funded by Teignbridge CVS.

## Looking Forward

This past year have demonstrated the Alice Cross Centre's vital role as a community cornerstone. Through fundraising events, cultural celebrations, innovative programming, and inclusive initiatives, we've not only maintained our mission but expanded our impact. With continued community support and our dedicated volunteers and staff, we look forward to building on these achievements in the months ahead.



thank you!

thank you



THANK YOU

THANK YOU

THANK YOU

THANK YOU



THANK YOU TO OUR SUPPORTERS

- Tozers Solicitors
- Michael Brown
- Teign Housing
- National Lottery Awards for all
- The Mabel Cooper Trust
- The Charles Lewis Foundation
- The Garfield Weston Foundation
- John Lewis Partnership
- Mabel Cooper Trust
- Dawlish Celebrates Carnival
- Teignbridge CVS
- JH Way Funeral Directors
- Red Rock Acappella
- Shaldon Singers
- The Blue Anchor
- Mini Heaven
- Shaldon Bakery
- All our Give a little help a lot supporters

- Teignmouth and Dawlish Rotary Club
- Devon Masonic Lodge
- Heating Geeks
- Christian the roofer
- The Linden
- The Ship Inn
- Happy healthy Bean
- Tibbs
- Victoria's
- The Healthy Pet Shop
- Ocean Foot Therapy
- Happy Bean Health
- Fountains of Health
- Laura Wall
- The Bar
- Morrisons
- Alchemy
- Teignmouth Bakehouse



THANK YOU TO OUR PARTNERS

- Teignmouth Town Council
- The Makery @ Taag
- Lisa Yoga for all
- Read Easy
- St James Church
- Prom Prom Promotions
- Viv Wilson MBE
- Teignmouth and Shaldon Heritage Centre
- Teignmouth Carnival
- Hits Foodback
- Volunteering in Health
- Teignmouth Community Larder
- Assist Teignbridge
- Teign Aid
- Teignbridge CVS
- Devon People First
- Devon Communities Together
- Ilana Jacobs
- David Haines and Teignmouth Science Café
- Teignmouth Traders