CHARITABLE INCORPORATED ORGANISATION
1157919

REGISTERED 21 JUL
2014

MOORLAND COMMUNITY CARE GROUP

Trustees Report and Accounts

for the year ended 31 December 2025

Legal and Administrative Information

The charity is registered and is a Charitable Incorporated Organisation.

CIO Registered Number: 1157919

Trustees

The Trustees serving during the year and since the year end were as follows:

- Ms Karen Turner (chair until January 2025)
- Rev Kevin Hooke
- Joanna de Groot-Marzec (Chair appointed January 2025)
- William James Lodge (Treasurer)
- Ms Valerie Browning
- Richard Smith (appointed as Trustee July 2026)
- Annie Devonport (appointed as Trustee July 226)

Registered Office

Add Headings (Format > Paragraph styles) and they will appear in your table of contents.

5 West End Road, Buckfastleigh, Devon, TQ11 ODJ

Bank

Lloyds Bank 41 Courtenay Street Newton Abbot, TQ12 2QW

Independent Examiner

Marianne Barrett Rogers FCA CTA FALA

22 Union Street

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Introduction

Moorland Community Care Group operates in Devon – the third largest county in England. Devon is also predominantly rural and sparsely populated compared to national average.

Around **33% of the population is classified as living in rural areas**. In rural Devon settlements, **more than half of single-person households are occupied by people aged 65 and over**. More than 25% of the total population in Devon Country Council is aged 65 and older - significantly higher than the national average for England.

Life for older people in rural Devon:

- Narrow or non-existent pavements preventing frail people from walking with a stick, frame or use a wheelchair, keeping them prisoners at home
- Lack of transport in rural villages/hamlets with most of MCCG clients not driving
- Significant distances to shops, hospitals, GPs, pharmacies with high costs for taxi services

Isolation - there are many people who without support like that offered by MCGG will live without talking to anyone for considerable periods of time. Those suffering from poor eyesight or hearing live in isolation AND silence.

2025 has seen some changes across our team. The Trustees were delighted to offer the position of Manager to Rachel Bastyan in March 2025. Our Chair for many years and volunteer, Karen Turner resigned from the position of the Chair and continued as a Trustee and Volunteer. Many thanks to Karen for her work and dedication.

Demand for our services this year continued to be high. 2025 has become a rather challenging environment for the charity sector due to overall economy and inflation. Fundraising has become even more important as we self-fund more work streams than we did in 2024.

The outlook for the charity however remains good. We have successfully secured larger funding to safeguard our important self-funded work streams. Protecting the future of Moorland Community Caring remains our top priority made possible by the commitment of our staff, volunteers and generous donors.

2025 saw renewed focus on growing the profile of MCCG in the community and our marketing. The recruitment, support and training of our volunteers have also been a priority.

We would like to say a big thank you to the staff, volunteers and trustees whose commitment enables MCCG to continue to support so many individuals and their families across our community. The success of the charity is a result of the team effort of all, and we acknowledge and value the time given to the charity.

We look forward to the year ahead and welcome your support in continuing our work

Trustees Report for the Year Ending 31st December 2025

The Trustees present their report and accounts for the year ended 31 December 2025. The accounts have been prepared in accordance with the Charities Commission guidance for Independent Examination of Charity Accounts, with the Charity's Governing Document.

Purposes and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

Promote social inclusion for the public benefit by preventing people living in the towns of Bovey Tracey, Ashburton and Buckfastleigh (all in Devon), together with their adjacent parishes, from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

MCCG aims to support older people (including those suffering from chronic illness, mental health issues or memory loss) to live as independently as possible, to connect with their community and to increase their health and wellbeing. We do this by delivering group activities, bringing people together, and by providing befriending, practical support, information and advice to individuals.

Public Benefit

The Trustees confirm that they have referred to Charity Commission guidance on public benefit and are satisfied that the organisation's activities conform with these requirements.

Our geographical spread covers the towns of Bovey Tracey, Ashburton, Buckfastleigh and their adjacent parishes.

Our services have different referral routes mainly referrals from GPs, nurses and social workers as well from family members and self-referrals.

We support people over the age of 50, though most of our clients are 70+. We do not work with young people.

Staff and volunteers

MCCG success relies on our team. In 2025 we had 61 team members: 6 members of staff and 55 volunteers. We thank our staff and volunteers for their passion, hearts, dedication and professionalism.

Our ability to deliver specialist work and programmes relies on our dedicated and experienced staff members who cover management, Wellbeing programme, Dementia Wellbeing programme, Home from Hospital programme, Memory Cafes, Socials, volunteer management and support, administration, training, marketing and communication, fundraising, managing contracts.

We could not deliver many of our services without our wonderful volunteers who cover transport, befriending, hosting Socials and Memory Café, telephone Socials (bingo, crosswords and quizzes), food and refreshments.

Outcomes and Client Experience

"I'm so grateful for your sensitivity and kindness. It has been a dark time, but things feel steadier here for us now, thanks to Moorland"

"The Moor Socials have been a great help for me, after the Wellbeing Programme got me back on my feet, I started at the Moor Socials. It has given me a new lease of life, and I have never looked back. Being with other people puts a smile on your face."

"I am much more optimistic now. Working with Moorland has made me feel more secure and confident, I would not have been able to access the services I have without you; I didn't even know what was available!"

Our Outcomes

- Enabling people to get to activities and connect to communities
- Reduce isolation and support them to live independently for as long as possible
- Helping people to increase their health and wellbeing
    - Reduce hospital admissions, and interactions with statutory services
    - Helping people to navigate and access services (statutory, community and private)

Enabling people to get to activities

We provide a door-to-door service to our activities. Our volunteer drivers use their own cars.

> *"I'm so happy I still get to see my old friends."*
>
> *"I love them all, all the volunteers work so hard and willingly. Always smiling while we all relax with as many cups of tea, coffee, sandwiches and a homemade treat."*

Our volunteer drivers provided 552 lifts to social activities.

Reduce isolation

We provide activities to older people through our socials taking place in Bovey Tracey, Ashburton and Buckfastleigh. Availability of transport is essential.

We organise volunteer led phone groups such as Quiz, Bingo and Crosswords.

We organise trips further away 4 times a year.

> *"Just to say a huge thank you to you and your team for making me so welcome at the Memory Cafe Tea Dance. What a lovely group of volunteers! I loved chatting to some of your guests, being reminded of the challenges for those living with dementia and their carers. I am hugely impressed by the Moorland Team"*
>
> *"Excellent, everyone could join in regardless of ability and everyone was enthusiastic."*
>
> *"I realise I actually like the life that I am living now. I don't need to go back to my old life to be happy."*
>
> *"I am pleased I participated; it has changed my attitude towards ageing."*

In 2025 there were

- 28 Moor Socials in Bovey Tracey and Buckfastleigh
- 12 Memory Cafes
- 156 Volunteer Led Phone Groups

We supported 102 people through Moor Socials, 18 through Memory Cafe, 14 through volunteer led phone groups.

Helping people to increase their health and wellbeing

Our Wellbeing Coordinators work closely with NHS, Social Services and other agencies to provide services to help people increase their health and wellbeing, reduce hospital admissions and interactions with statutory services.

Our Wellbeing Coordinator and Dementia Coordinator provide one-to-one support for vulnerable older people. We also provide advice and practical support for those who are discharged from hospital though our Home from Hospital service.

Wellbeing coordinators are supported by befrienders.

> *"Our whole family is so extremely grateful for the support you gave our nephew and uncle towards the end of his life. It meant so much to know they were not alone and had a plan for what to do."*
>
> *"You gave me permission to look after myself as well as my son."*
>
> *"Knowing you were there to see my Dad when I couldn't and having you get us through this awful process has meant so much."*
>
> *"Not facing it alone meant so much."*
>
> *"I couldn't have done this without you"*

In 2025 we supported:

- 93 Wellbeing and Dementia Wellbeing clients
- 37 Home from Hospital Clients
- 18 clients through befriending
- 30 clients through signposting

Achievements

2025 saw Moorland Community Caring Group attracting more support and funding. Our profile began to grow. It was evident during our AGM in March 2026 and the growth in the number of organisations supporting us through collaboration or funding.

Moorland Community Caring won the collaboration award at Teignbridge CVS Stars of Teignbridge awards in recognition for its partnership work with other organisations and in our communities.

The team faced a few challenges including loss of funding for the Dementia Wellbeing Programme, and the need to better support, train and recruit our volunteers was identified.

We improved our ability to track work and report on it accurately; we also improved how we demonstrate delivery of our outcomes.

Our volunteers are essential to our ability to deliver our services. 55 volunteers supported our clients with over 4000 hours across all their work streams.

In 2025 we supported 324 people.

Our Socials and Memory Cafe resulted in 1,122 client interactions.

Our wellbeing and Dementia Wellbeing coordinators received 184 referrals from partners, statutory services and agencies. 26 were self-referrals. They helped people to navigate and access services:

- 40% needed carer support
- 40-43% were supported to reduce isolation and to link with community groups
- 33% needed support to access statutory services

MCCG benefitted from several key funds in 2025. We received £46 000 to fund our volunteer co-ordinator role until 2027. Our funding for the Wellbeing Programme and home from hospital programme was also secured from the Integrated Care Board. We were successful in securing external funds for a Volunteer Coordinator role.

We would like to thank our team for their excellent teamwork, support, professionalism and dedication.

Work streams and funding

Contracted (on behalf of NHS)

- Dementia Wellbeing Programme - funding discontinued in April 2025
- The Wellbeing Programme – Integrated Care Board
- Home from Hospital support programme – Integrated Care Board

Contracted programmes are delivered by working with Teignbridge CVS (Teignbridge Community and Voluntary Services). Teignbridge CVS is a local infrastructure support organisation for charities, voluntary groups and social enterprises in Teignbridge district and wider South Devon.

Self-Funded

- Transport - we refund the cost of transport provision by our volunteers at 45p per mile
- Dementia Wellbeing Programme from April 2025
- Memory Cafe
- MCCG Socials in Bovey Tracey, Buckfastleigh and Ashburton
- Food and refreshments for Socials
- Telephone social activities - bingo, quiz, crosswords
- Trips - we do not fund the cost of food and refreshments for the trips.
- Co-ordination, training and support for the Volunteers
- Management including contract management

Partnerships and Financial Support

We extend our thanks to the following organisations for their support in 2025:

- Dartmouth Caring
- Kingscare
- Totnes Caring
- Volunteering in Health
- Teignbridge CVS

We would like to thank the following organisations for their financial support in 2025

- Global Make Some Noise (volunteer co-ordinator)
- Bovey Tracey Town Council
- Growing Space
- Barchester Trust
- Ashburton Town Council
- Buckfastleigh Town Council
- St Andrew's Church
- Bovey Tracey Methodist Church
- Ashburton Arts centre
- Dunstone Lunch Club
- Devon County Council
- The Integrated Care Board
- The National Lottery
- The People's Postcode Lottery

Financial Review

There was an excess of income over expenditure for the year of £4768. Net Assets at the year end amounted to £121,152 including restricted funds of £31,555.

The free reserves of the Charity on 31 December 2025 were £89,598

Reserves Policy

The Charity recognises that it is good practice to develop a reserves policy to ensure that the organisation can meet its financial liabilities and to clarify with funders the reasons why we have money, which is not specifically allocated, thereby creating transparency and accountability

It is the current policy of Moorland Community Care Group to maintain unrestricted funds of 6 months running costs and calculated redundancy costs as a general reserve.

This reserve exists to:

- Ensure the Moorland Community Care Group can meet its obligations in the short term in the event of late payment of grants

Cover any outstanding liabilities such as staff redundancy payments and remaining lease commitments on premises

- Ensure that Moorland Community Care Group core activity can continue during a period of unforeseen difficulty

For the current year 50% of expenditure amounted to £35,173 with redundancy costs estimated to £5000 making a total policy target of £40,713. The free reserves amounted to £89,598 leaving a margin of £48,885 over the required amount.

Management

Trustees are appointed in line with the Charity's Governing Document. The Charity has an induction pack which is given to all Trustees covering information about the organisation, a copy of the Governing Document guidance on Charity Responsibilities Charity Policies and background information.

The Board of Trustees meets at least 4 times a year. Staff are invited to attend these meetings (but do not have a vote), and at each meeting one staff member is asked to share something of their work experiences and hopes.

Trustees are responsible for approving all policy and practice updates and have reviewed the liabilities and contingency plans in a year. The Trustees are responsible for setting pay and remuneration and revised salary levels in the year.

Risk Management

The Board continues to monitor the risks that the organisation is exposed to and maintains systems to manage them. Reserve funds are maintained should funding cease leading to the closure of the organisation as detailed in the Reserves Policy.

The Trustees' Report was approved by the Board of Trustees

Signed:

Joanna de Groot-Marzec

Joanna de Groot-Marzec - Chair

Dated: 19th October 2026

MOORLAND COMMUNITY CARE GROUP

Statement of Receipts and Payments for the year to 31st December 2025

	Notes	Unrestricted General £	Unrestricted Designated £	Restricted £	31/12/2025 £	31/12/2024 £
Receipts						
Donations	1	12,191	3,408	-	15,599	7,928
Contracted Services	2	46,356	-	6,620	52,976	39,508
Grants	3	2,500	1,505	-	4,005	46,678
Other	4	-	-	-	-	20
Interest received		2,534	-	-	2,534	897
Total Receipts		63,582	4,913	6,620	75,115	95,030
Payments						
Charitable Activities	5	61,871	2,215	6,260	70,346	77,438
Total Payments		61,871	2,215	6,260	70,346	77,438
Net Receipts		1,711	2,698	360	4,768	17,592
Bank Accounts as at 01/01/2025		72,457	13,332	31,195	116,984	99,392
Transfers		-	-	-	-	-
Bank accounts as at 31/12/2025	6	74,168	16,030	31,555	121,752	116,984

Statement of Assets and Liabilities as at 31st December 2025

Bank Account		74,168	16,030	31,555	121,752	116,984
Payments in advance		-	-	-	-	-
Total Assets		74,168	16,030	31,555	121,752	116,984
Creditors		600	-	-	600	600
Net Assets		73,568	16,030	31,555	121,152	116,384

These financial statements were approved by the Board on: 19/10/2026

William James Lodge
Treasurer

Joanna De Groot-Marzec
Chair

MOORLAND COMMUNITY CARE GROUP

Notes to the accounts for the year to 31st December 2025

1 Donations	Unrestricted	Designated	Restricted	31/12/2025
Make Some Noise	11,500	-	-	11,500
Individuals	110	3,408	-	3,518
Bovey Tracey Town Council	-	-	-	-
Devon Memory Café Consortium	-	-	-	-
Dunstone Methodist Church	140	-	-	140
Ashburton Methodists	441	-	-	441
Ashburton Rotary Club	-	-	-	-
Conversation works	-	-	-	-
	12,191	3,408	-	15,599
2 Contracted Services				
Teignbridge CVS	46,356	-	6,620	52,976
	46,356	-	6,620	52,976
3 Grants				
Bovey Tracey Town Council	1,500	-	-	1,500
Devon County Council	-	1,000	-	1,000
Barchester Trust	1,000	-	-	1,000
Co-opertaive Group	-	5	-	5
Buckfastleigh Town Council	-	500	-	500
Portreeves Fund	-	-	-	-
	2,500	1,505	-	4,005
4 Other				
Refunds	-	-	-	-
5 Payments				
Administration	2,281	-	-	2,281
Bank Charges	-	-	-	-
Computer Services	1,157	-	-	1,157
Clubs, Groups, Activities	-	2,164	161	2,325
Venues for Group Activities	-	-	-	-
Carer's Household Support for clients	-	-	-	-
Insurance	771	-	-	771
PR and Marketing	-	-	-	-
Staffing Sundries	99	-	-	99
Salaries Pension/HMRC/Payroll/Consultants	55,471	51	6,074	61,596
Staff Travel & Expenses	1,289	-	26	1,315
Staff Training	58	-	-	58
Subscriptions	47	-	-	47
Volunteer Expenses	494	-	-	494
DBS Checks	204	-	-	204
	61,871	2,215	6,260	70,346

MOORLAND COMMUNITY CARE GROUP

Notes to the accounts for the year to 31st December 2025 Continued

6 Bank Accounts	**31/12/2025**	**45,657**
Lloyds	59,495	57,262
Cambridge & Counties Bank	62,257	59,722
Hampshire Trust	-	-
Total	121,752	116,984

7 Analysis of Designated Funds for the year to 31st December 2025

Designated Funds are unrestricted funds earmarked by the Trustees for particular purposes.

	31/12/2024	Income	Expenditure	Transfers In/ (Out)	31/12/2025
Home from Hospital	-	-	-	0	-
Moor Social	11,488	4,913	2,164	-	14,236
Conversation Works	398	-	50	-	348
NHS SW Cost of Living	1,446	-	-	-	1,446
	13,332	4,913	2,215	-	16,030

8 Restricted Funds

Restricted Funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out below:

Wellbeing Co-ordination End of Life and Dementia:
To support those living with dementia or memory loss or facing end of life, their carers and families.

9 Unrestricted Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

10 Trustees Remuneration

None of the Trustees (or any person connected with them) received any remuneration during the year in their capacity as Trustees. One Trustee is an employee.

11 Employees

No employees received remuneration exceeding £60,000.

12 Charitable Incorporated Organisations

The Trustees confirm, in accordance with the Charitable Incorporated Organisations (General) Regulations 2012, that at the year end the CIO did not have any outstanding guarantees to third parties nor any debts secured on assets of the CIO.

Independent Examiner's report to the Trustees of Moorland Community Care Group CIO. Charity Number 1157919

I report to the trustees on my examination of the accounts of Moorland Community Care Group CIO for the year ended 31st December 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

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.

Marianne Barrett Rogers

Marainne Barrett Rogers FCA CTA
22 Union Street
Newton Abbot TQ12 2JS

Dated: 27th October 2026