TOUCHSTONE-LEEDS

England & Wales · Charity number 1012053

Details

Other names	SOUTH LEEDS COMMUNITY HEALTH PROJECT, TOUCHSTONE
Status	Registered
Legal form	Charitable company
Company number	02200394
Registered	1992-06-19
Register	View on the Charity Commission register

Contact

Address	Touchstone-Leeds Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU
Phone	01132718277
Email	office@touchstonesupport.org.uk
Website	www.touchstonesupport.org.uk

Activities

Objects: TO RELIEVE SICKNESS AND PROMOTE THE FOSTERING OF POSITIVE PHYSICAL AND MENTAL HEALTH AND THE PREVENTION OF BREAKDOWN AMONG THE MEMBERS OF THE COMMUNITY BY ESTABLISHING, GUIDING AND SUPPORTING THE PROMOTION OF SELF HELP GROUPS, AND PROVISION OF PERSONAL COUNSELLING, HOUSING AND OTHER PRACTICAL FACILITIES AND BY THE ADVANCEMENT OF EDUCATION FOR THE PUBLIC BENEFIT OF LAY AND PROFESSIONAL HEALTH CARE WORKERS.

Activities: Touchstone works in Yorkshire, providing a broad range of services to improve the mental and physical well-being of people from all communities. Our vision is to inspire communities and transform lives. Our specialisms are work with people experiencing, or vulnerable to, mental health difficulties and their carers, and with people from black and minority ethnic communities.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Accommodation/housing, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin

Geography

- Bradford City
- Calderdale
- City Of Wakefield
- Kirklees
- Leeds City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£10,348,937	£10,376,005	£2,034,371	253
2024-03-31	£9,882,963	£10,210,817	£2,070,529	256
2023-03-31	£9,778,026	£9,295,751	£2,359,966	255
2022-03-31	£8,481,274	£8,417,674	£1,880,886	249
2021-03-31	£8,046,876	£7,578,844	£1,817,286	223

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Trustees

Name	Role	Appointed
Elizabeth Procter		2025-06-09
Gary Gallacher		2025-06-09
JANET MARY REYNOLDS		
Richard Aimufua		2024-03-11
Sally Anderson		2022-10-26
Sam Singh		2025-06-09
Samantha Cheverton		2021-09-29
Shahab Adris		2024-03-11
Stephen Bailey		2021-10-04
Steven Cochrane		2025-06-09
Thomas Stanley		2025-02-26

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TOUCHSTONE-LEEDS

England & Wales - Charity number 1012053

Accounts

Charity Registration No. 1012053

Company Registration No. 02200394 (England and Wales)

TOUCHSTONE - LEEDS

FINANCIAL STATEMENT
FOR THE YEAR ENDED
31 MARCH 2025

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TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Touchstone - Leeds constitutes a Registered Company Limited by Guarantee and is registered as a Charity.

Full Name:	Touchstone - Leeds
Charity Registration Number:	1012053
Company Registration Number:	02200394
Registered Office:	Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU

Trustee	Appointed	Resigned
Sam Cheverton (Chair from 10/06/2024)		
Janet Reynolds		
Philip Gleeson		09/12/2024
Sue Timothy		
Stephen Bailey		
Sally Anderson		
Richard Aimufua		
Shahab Adris		
Thomas Stanley	26/02/2025	
Jeremy Horsell (Chair until 10/06/2024)		10/06/2024
Andrea Beever		10/06/2024
Gary Adams	09/06/2025	
Jonathan Ayling	09/06/2025	
Steven Cochrane	09/06/2025	
Gary Gallacher	09/06/2025	
Elizabeth Procter	09/06/2025	
Sam Singh	09/06/2025	

Key Management Personnel:

Arfan Hanif	Chief Executive
Kathryn Hart	Deputy Chief Executive and People & Culture Director
Sharon Brown	Business Development Director
Sophie Hailwood	Operations Director (left 31/03/25)
Dave Pickard	Operations Director
Khalil Rehman	Interim Finance Director from 01/06/23 to 24/06/24
Jim Hoole	Director of Finance & Resources from 24/06/24 to 28/02/25
Neil Colley	Interim Director of Finance & Resources from 02/01/25

Company Secretary:	Khalil Rehman: from 01/12/23 to 24/06/24 Jim Hoole: from 24/06/24 to 31/12/24 Kathryn Hart: from 01/01/25

Auditor:	AAB Audit & Accountancy Limited Gresham House 5-7 St Paul's Street Leeds LS1 2JG
Bankers:	The Co-operative Bank 19-20 Commercial Street Leeds LS1 6AL Virgin Bank The Penny Hill Centre 1 Church St Hunslet Leeds LS10 2AP

The trustees present their report and financial statements for the year ended 31 March 2025 for Touchstone - Leeds, also known as Touchstone.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Objectives and Activities

The charitable objects (purpose) defined in the Memorandum are "to relieve sickness and promote the fostering of positive physical and mental health and the prevention of breakdown among members of the community by establishing, guiding and supporting the promotion of self-help groups, and provision of personal counselling, housing and other practical facilities and by the advancement of education for the public benefit of lay and professional health care workers".

More particularly, Touchstone's vision statement is "Inspiring communities, transforming lives" and this is underpinned by seven values:

- Leadership and Learning
- Inclusion and Diversity
- Value for Money
- Quality and Continuous Improvement
- Integrity and Respect
- Recovery
- Co-Production

Touchstone's Strategic Business Plan has the following five strategic goals:

- Sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire.
- Become a partner of choice and develop sustainable relationships with the statutory, public, private, and voluntary sectors.
- To maintain a just, safe, and reflective culture to continuously improve our stakeholder experience.
- To be an employer of choice; recognising and continuously developing our people as valued and essential leaders in the delivery of quality services.
- Embed co-production to involve service users and carers in all aspects of service delivery and design.

Key services Touchstone provided in the year are:

Mental Health Community Development, Preventative and Peer Led Services designed to keep people well in the community and promote preventative measures to support good mental health and wellbeing in communities. Services that come under this umbrella include:

- Being You Leeds [BYL] provides community wellbeing activities, training, mental awareness sessions, and leads on anti-stigma campaigns.
- East Leeds Health 4 All [ELHFA] is part of the Leeds Better Together service, promoting good health and wellbeing in east and north-east Leeds.
- Asset Based Community Development [ABCD] Project is a city-wide Leeds service which builds the assets of local communities to better influence and take the lead in deciding how services are delivered to them.
- Volunteers Service, which is Investors In Volunteers [IIV] accredited, specialises in recruiting, training, and supporting volunteers with lived experience into placements at Touchstone or one of its partners.
- Touchstone Outreach and Prevention Service [TOPS] supports local 'street drinkers' around alcohol dependency, mental health support, and signposting to support services.
- West Yorkshire Autism and ADHD [Attention Deficit Hyperactivity Disorder] Co-production project is an all-age neurodiversity (Autism and ADHD) 'deep dive' project across West Yorkshire.

Mental Health Mild-to-Moderate Needs (Community) Services support service users with assessed mild-to-moderate care, health, and mental health needs, focusing on an asset-based approach to service delivery promoting independence and recovery in the community:

- Live Well Leeds [LWL] is a city-wide initiative providing community-based support to people with mild-to-moderate mental health support needs.
- Early help hubs provide one stop shop services to families and children in Leeds and has mental health workers employed by Touchstone as part of their multi-disciplinary teams (linked to LWL service).
- Sikh Elders Service provides culturally adapted support to Sikh Elders and their carers.
- Black and Minority Ethnic [BME] Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia, and their carers, from ethnic minorities.
- 'Workplace' Leeds, led by Leeds Mind, provides employment support to individuals referred by Community Mental Health.

Mental Health Mild-to-Moderate Needs (Clinical) Services support service users / patients with clinical mild-to-moderate common mental health disorders. These services are delivered in accordance with NHS Commissioner and England Clinical guidance:

- Leeds Mental Wellbeing Service [LMWS] brings together Primary Care Mental Health [PCMH] services and Talking Therapies under a single service for people with mild / moderate and complex Common Mental Health Disorders [CMHD]. Touchstone staff are employed to provide wellbeing and therapy support.
- LMWS Inclusion Team, led by Touchstone, provides advice on inclusion, addressing health inequalities including peer support, and co-production services to patients / service users.
- Employment Advisory Service is for service users with clinically defined mild-to-moderate mental health needs and offers support in terms of retaining or finding work.
- Blossom is a project that delivers clinical support to victims of Female Genital Mutilation [FGM], a partnership with NHS nurses across Leeds and Bradford.

Intensive Support Needs (Community) Services support service users with complex social and health needs including those in crisis - intensive, tailor-made, co-produced, and trauma-informed support to sustain wellbeing and promote recovery in the community including:

- Beacon Housing - accommodation and support to enable people to stay well in tenancies.
- Community Support Team [CST] - an assertive outreach service that delivers support to people with complex mental health conditions in the community.
- Rehabilitation and Recovery Centre, which supports service users with long term mental health needs from ward-based rehabilitation on site to supported recovery in the community.
- Leeds Community Connectors, which support people with ongoing complex mental health needs to achieve better mental health and wellbeing, increasing independence, and supporting recovery in the community.
- Wakefield Community Enablement Team [CET] - delivers 121 intensive floating support that promotes a person-centred recovery focus aligned to individual need.
- 'Here for You' crisis services across Leeds, Kirklees and Wakefield aimed at reducing factors associated with the inappropriate use of statutory services and hospital admissions, and providing a safe alternative to NHS mental health support.
- Crisis Resolution & Intensive Support Service [CRISS] - a peer support-based service with staff providing intensive support at home for a period of up to 24-hours for people experiencing a mental health crisis.
- Community Rehabilitation Enhanced Support Team [CREST] - a community mental health service aimed at helping people move from inpatient settings and developing new lives closer to home.
- Complex Psychosis Practitioners - a clinical service operating within Leeds Community Mental Health Teams and Primary Care Networks that provides rehabilitation interventions aimed at preventing loss of skills and early-help rehabilitation for people with high-intensity mental health needs.

Intensive Support Needs (Criminal Justice) Services support service users with a criminal justice pathway history to access appropriate support and wellbeing services. Touchstone works closely with criminal justice agencies to divert service users from criminal justice pathways into supportive health and social pathways:

- Liaison and Diversion West Yorkshire [L&D WY] service - aimed at reducing reoffending by diverting people with complex mental health needs away from the Criminal Justice System.
- Liaison and Diversion South Yorkshire [L&D SY] - Touchstone delivers peer volunteering support across South Yorkshire with staff operating in Sheffield, Barnsley, and Doncaster.

Activities

Primarily, Touchstone provides services for people with mental health difficulties, those susceptible to such challenges, and their carers. Through this work, and seeking to ensure services are available to the whole community, Touchstone has developed a particular strength working with diverse communities including BME and LGBTQ+ groups.

Key Performance Indicators are designed around the Critical Success Factors identified for each individual service, usually in consultation with the commissioners of the service, and used to assess ongoing service performance by staff, management, trustees and relevant external stakeholders, as appropriate.

Public Benefit

The trustees recognise their duties under the Charities Act 2011 and have referred to the Charity Commission's guidance on public benefit when reviewing Touchstone's activities and compiling this report.

The activities described above, and explained in detail later, are consistent with Touchstone's values and aims, and derived from its charitable objectives, which seek to deliver public benefit by improving the physical and, especially, mental health of the communities either directly or through improving people's experience of other services and their acceptance within the community. All new and potential developments are assessed for consistency with the strategic plan and contribution to the public benefit.

Access to Touchstone services is usually through referral processes determined by objective criteria based on need and, to the extent that most services are funded by statutory bodies, residence within a geographic boundary.

Volunteers

Volunteers support individual service users in reducing isolation / loneliness, developing confidence and self-esteem, offering a listening ear, enabling them to make friends, supporting them with budgeting, attending social activities, going shopping, walking and reducing anxiety when going out. They also support service users to complete benefit forms and attend assessments and appeal hearings.

Beneficiaries of volunteer support sometimes take on the role themselves. Service users often express the view they would not have been able to cope without the help of a volunteer / befriender. Volunteer support helps with managing mental health and preventing deteriorations and setbacks.

The contribution of volunteers is not included in the statement of financial activities as it's not possible to put a reliable value on their contribution.

STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

Community Health Development Portfolio

- Being You Leeds, our partnership public mental health service, successfully ran 838 wellbeing groups and 21 suicide prevention and mental health awareness training courses in the year. Working communities in Leeds experiencing health inequalities and raising awareness of the importance of talking about our mental health and wellbeing in a positive way.
- As part of the Better Together East service, we worked with communities across the Inner East areas of Leeds, engaging people outreach to provide groups, activities and 1-2-1 support aimed at increasing the connection between physical and mental wellbeing. Including Swimming, Badminton, Walking and social groups. In 24-25 we provided 2,762 hot meals to people in need in the Burmantofts area of Leeds as part out our community outreach work
- Touchstones Outreach and Prevention Service works in the Harehills area of Leeds to provide a much needed safe, preventative health space for street drinkers in the area. We worked with many individuals in the year and provided hot meals, a listening ear in a trusted space, alongside signposting and in-reach from drug, alcohol, housing and wider health colleagues.
- We continue to be very proud of our grassroots, assets-based way of working across Touchstone. As well as all staff being mandatory trained in this strengths-based model, we also continue to successfully deliver ABCD work in the Lincoln Green area of the city, working with the community and their assets to develop small sparks funded projects that are owned and led by people. In 24-25 we also delivered a neighbourhood matching project in the area, working with Voluntary Action Leeds and other providers in the city, matching projects to volunteer time, recording over 2,762 hours of volunteer-led activity during the course of the project.
- We continue to work closely with Active Travel and walking, cycling providers within the Burmantofts area of Leeds, with currently 2 funded walking group projects, in partnership with the Bike Mill and Leeds City Councils Walk it, Ride it Provision. We run regular weekly walking groups, signpost to other active travel provision and take groups to walks in the countryside, all encouraging adapting walking and cycling practise into every day life for health, climate and economic benefit.
- Our Sikh Elders provision continues to be a long-standing service which Touchstone are proud to provide, in a culturally tailored and appropriate way, to families, carers and individuals across Leeds, providing 1-2-1, family and group support. We are proud of the volunteer support in this service, with 71% of our active volunteers being over the age of 60.
- BME Dementia service continues to shine and provide much needed tailored, appropriate dementia and memory loss support to people from black, minority ethnic communities in Leeds.
- Our Mens Health Unlocked project, run in partnership with Barca, Space2 and Forum Central works to ensure men are connected to men's groups and visa-versa, offering outreach, training in mens health awareness, a quarterly magazine for men, by men and working with local 'manbassador' businesses, to promote key men's health messaging in non-health places such as barbers and takeaways. In 24-25 we worked with 55 manbassador organisations across the city.

Community Services Portfolio

- Following a PSR (Provider Selection Regime) with Leeds City Council, Live Well Leeds were successful with an addition 2+1 year contract for the service.
- Live Well Leeds: supported over 1185 people across Leeds – where 90% individuals have achieved positive outcomes as a result and utilised 150 volunteers.
- Live Well Leeds SUEG (Service User Engagement Group) are now embedded within the strategic board, and we are exploring an equal voting right with strategic partners.
- Live Well Leeds had 249 service user surveys completed, which was a return rate of 21%, following a successful 'Survey Fest' which involved all the team contacting all service users that had accessed over the year.
- Wakefield Community Enablement team continue to support 45 service users on a weekly basis to avoid readmission to hospital, reduce the risk of homelessness and avoid the criminal justice system. 100% of users 'highly valued' the service provided and expressed mental health improvements upon completion of the support. We have successfully been awarded 12 months additional funding for this service to continue.

Therapeutic Support Services Portfolio

- Within Primary Care Mental Health we have gone through a large systemic transformation, implementing new ways of working and improving the patient journey whilst maintaining 'business as usual.' This has now gone city wide across Leeds. Supporting over 2,500 clients.
- NHS Talking Therapies (NHS TT) continue to run 'Improving Low Mood using Islam' training which is seeing positive recovery rates. Following on from the success of this, the service is now looking at more adapted therapies such as men and improving low mood using Hinduism, which is something that Touchstone uniquely brings to the wider service.
- The NHS TT service has improved the recovery rate from 40% to just over 50 and have reduced the waiting list from 18 months to around 4 months.
- The Inclusion Team: co-produced and implemented a second Health Equity Plan which will support the service to tackle health inequalities across Leeds. This was supported by Inclusion Coordinators which are funded for a two year period, ending in November 2025.
- Our Peer Support team have supported over 50 clients through peer support; and, our Co-production Network now has 103 active members, supporting co-design and delivery across all areas of Leeds Mental Wellbeing Service.

Intensive Support Services Portfolio

- One of our main achievements for this portfolio is that we have been awarded a 3+2 year contract, as part of a VCSE alliance, which includes our Community Support Team, Community Wellbeing Connectors and Inpatient discharge services. This will commence in July 2025, following an intensive PSR process with Leeds ICB.
- Our Community Support Team continue to intensively support over 100 individuals a year, whilst offering a variety of groups such as assertive outreach outlook groups and gym sessions.
- Beacon Housing has continued to support individuals in our 43 managed tenancies over this year, with a positive throughput rate.
- Touchstone-Beacon staff have continued to receive beacon star staff nomination awards highlighting their passion, dedication and case work.
- Our Domestic Violence service within Beacon was extended by a further 12 months where we have been able to intensively support 31 individuals across the service. Alongside this, we have developed and facilitated Domestic Violence related training across the service and partner organisations.

- Touchstone have been instrumental in developing involvement in recruitment and selection for our Rehab and Recovery service with training now available and panellists in place; 4 service users have completed this training.
- Within our Rehab and Recovery service, our Co-production lead has established several Service User Initiatives across the Recovery Centre. This includes the development of group work jointly formulated and a service user forum for inclusion. There is now a co-produced newsletter and regular meetings for service user feedback.
- In our Inpatient discharge service, Weekly Peer Support groups have started to be facilitated on the wards. This was implemented by one of the peer support workers in line with the culture of care scheme the trust is looking to implement on a wider scale.
- The inpatient discharge team were asked to provide some Trauma Informed training for activity co-ordinators to improve their knowledge of this and how this approach can be implemented on wards.
- We were successful in securing a new service within LYPFT which was to host three Complex Psychosis Practitioners for a two-year pilot. The pilot is aimed to intensively support individuals across Leeds due to the need for rehabilitation expertise and intervention in the community to prevent future relapses and multiple losses that many experience, including skills, home, mental health and access to meaningful activities.

Crisis Services Portfolio

Service Milestones and Changes:

- Rotherham Safe Space contract ended June 2024
- NHSE Crisis Workforce Training and Development post started summer 2024
- Digital referral pathway launched October 2024
- Paramedic training and referral pathways increased and redesigned November 2024
- Consultations based on funding reductions and remodeling of services started November 2024.
- We were successful in securing a new service within LYPFT which was to host three Complex Psychosis Practitioners for a two year pilot. The pilot is aimed to intensively support individuals across Leeds due to the need for rehabilitation expertise and intervention in the community to prevent future relapses and multiple losses that many experience, including skills, home, mental health and access to meaningful activities.

KPI Summary

- 4,836 referral calls
- 3,448 supports delivered
- 71% of total referrals supported which is 23% less supports delivered than 23/24
- 740 people supported which is 18% increase from 23/24
- 397 new people supported for the first time
- 54% of total people supported were first time referrers
- 59% increase in new referrals from 23/24
- Whilst the number of calls to referral lines and number of supports decreased as we began implementing a reduction in social support and moving towards 1-to-1 intervention focus, our number of new people accessing crisis support and number of different individuals supported increased.
- Increases in staff sickness and leavers at the end of 2024-2025 due to work related stress linked to budget reductions in Kirklees and Leeds that resulted in consultations, redundancy and re-structuring of service.

Organisation-wide performance and achievements

The trustees are pleased to note the following achievements during 2024/25:

- Ranked 4th on Stonewall's Top 100 Employers List 2024 (no1 Charity and Health & Social Care Employer, achieving a Gold Award for being an LGBTQ+ inclusive employer).
- Developed employer/employee neurodiversity toolkit which is been promoted for use across the Health and Social Care system
- Diverse workforce - 36% - BME staff, 16% staff with a disability, 26% - LGBTQ+ staff.
- 2nd in the UK's Top 50 Most Inclusive Employers List
- Most Inclusive Workplace 2025 - Yorkshire in (Corporate Vision HR & Employment Awards)
- Best Community Mental Health & Wellbeing Service and Inclusion & Community Impact Excellence Award in Northern Enterprise Awards 2025

Financial Review

Performance

Total income for the year was £10,348,938 [2024: £9,882,963]. Touchstone achieved a year-on-year increase of £465,975 (4.71%) in spite of the economic challenges faced by its principal clients (local authorities and the NHS) and the charity sector by securing contract extensions and winning new business.

Expenditure in the year was £10,376,005 [2024: £10,210,817], giving rise to a deficit of £(36,160) [2024: deficit of £(289,436)]. As a significant proportion of Touchstone's cost base comprises staff and staff-related costs, the modest year-on-year increase in income was unable to offset expenditure associated with the annual pay award and cost-of-living payments made to help employees counter the economic challenge posed by inflationary pressures. The staffing structure was reviewed, with some central role redundancies taking place in March 2025 to help secure the future of Touchstone. Consultation to employees to reduce the sick pay terms and conditions, and come off the NJC pay structure also commenced, as year on year the higher salary increases compared to the smaller or zero commissioner income increases are becoming unsustainable for Touchstone.

At the year-end, Touchstone had Net Assets of £2,034,371 [2024: £2,070,530] including restricted funds of £192,464.

Current Asset Investments

There was a loss on investments of £(9,093) [2024: gain of £38,418].

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims.

Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk.

Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely.

The charity continues to invest with COIF Charities Investment Fund, the fund has limited ethical exclusions and has therefore, been determined as and promoted as a responsible fund. There has however been a review on investments, with the possibility of closing the current investment with CCLA and transferring to an investment form who provide a better performing specialist investment for Charities in the future.

Future Plans 2025/6

Trustees recognise that the UK economy continues to struggle, saddled with unprecedented debt and pressure on the public purse, which has a knock-on effect on public sector commissioned/funded services. The sector landscape in which Touchstone operates is increasingly challenging to navigate. The organisation's traditional primary funders, local authorities and the NHS face serious financial challenges, which manifest themselves in less new contracts being tendered, increased financial scrutiny of existing ones, and renewals and extensions subject to budgetary pressures. While Touchstone continues to seek new sustainable service opportunities that meets its strategic objectives and embed new and recent successful contract tenders, some contracts have ended. Losing out on tenders due to higher costs has contributed to this and in response and to align ourselves with competitors pay rates, Touchstone have restructured its operations and moved away from the national NJC pay structure and conditions of service to allow more flexibility in an increasingly competitive marketplace. Touchstone have also embarked on an "Invest to Grow" initiative, which incorporates a plethora of new initiatives including setting up a trading arm to provide professional specialist diversity and mental health/wellbeing training and a commercial element aligned to Touchstone's visibility and branding to increase awareness of Touchstone's community values, and building our own community-based assets.

Whilst monitoring ongoing change and shifting sands that characterises the third sector environment, currently, trustees remain firmly committed to Touchstone's service users, volunteers, and employees. To meet the challenge head-on, the organisation is undertaking a comprehensive strategic review, that will encompass its income portfolio and cost base the outcome of which will form a new business plan for 2026/27 onwards.

Operationally, Touchstone continues with its plans to strengthen the organisation's infrastructure, rolling out a digital transformation programme, supported by 'agile' working practices, which will improve the delivery of frontline services. This encompasses increasing the capacity of Touchstone's IT helpdesk functionality – taking additional support from external an external IT provider, bolstering existing cyber security arrangements, significantly improving network performance, including 'Cyber Essentials' accreditation which is essential to support contract bidding. The next phase for Touchstone will be the review of our estates management with a view to moving towards a more modern way of working, in a community setting, allowing staff and service users the opportunity to provide support in an environment that is welcoming and "Fit for Purpose" with plans to have therapy suites and a real community feel that embraces Touchstones uniqueness, aspirations and inclusiveness within the communities we serve.

The organisation is actively involved in strategic health partnerships arising out of the Health and Social Care Act 2022. Specific direction is set out in Touchstone's Strategic Business Plan 2021-6, currently under review. The Plan sets out five strategic objectives to sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire, which the organisation remains committed to:

- identify need amongst the most vulnerable local groups and communities and develop high quality bids to deliver services to meet the need.
- influence and develop systems-level collaborative relationships with commissioners and decision-makers to invest in such groups / communities using case studies, data, and insight reporting.
- deliver growth through a business development strategy, ensure the necessary infrastructure is in place, and that reserves are grown in accordance with the reserves policy and are sustainable.
- invest in support services infrastructure to ensure adequate capacity for the provision of sustainable quality service delivery.
- having a sustainable reserves strategy consistent with the organisation's strategic business plan priorities.

Touchstone aspires to be the partner of choice, developing sustainable relationships with the statutory, public, private, and voluntary sectors by:

- continuing to highlight the contribution made to the elimination of health inequalities via delivery of the annual Communications Strategy and plan.
- developing 10 new local and strategic partnerships throughout the year.
- participating in emerging systems-level 'Collaboratives', and seeking to exploit potential benefits.
- investing in existing partnerships through positive contractual relations, skill-sharing, and engaging in leadership initiatives.
- showcasing Touchstone's expertise in co-production and sharing it with partner organisations.

The organisation aims to maintain a just, safe and reflective culture and to, continuously, improve the stakeholder experience by:

- providing high quality and respectful services measured by achieving the target of a 95% satisfaction rate in the annual service user survey.
- reporting and reviewing 100% of the complaints received throughout the year in conjunction with a service user audit panel, undertaking reviews of lessons learned where required.
- completing 100% of safeguarding self-audits, and actioning all recommendations on a timely basis.
- developing and implementing a robust Information Governance / Security Strategy.

Touchstone aspires to embed co-production, involving service users and carers in all aspects of service delivery and design by:

- providing high quality and respectful services measured by achieving the target of a 95% satisfaction rate in the annual service user survey.
- Regular Service User meetings to provide for the inclusion of service users in decision making.

Engagement with Employees (including disabled persons)

Touchstone aims to be an employer of choice, recognising and continuously developing its people as valued and essential leaders in the delivery of quality services by:

- applying the best leadership and people management practices.
- achieving high scores in Inclusive Companies and Stonewall accreditations.
- being recognised, nationally, as a leading Investor in People Platinum Employer.
- nurturing a happy and healthy workforce evidenced by sickness absenteeism < 4% and achieving high wellbeing scores in the annual Best Company staff survey.
- developing and implementing an organisation-wide volunteering strategy to enable people to acquire the skills / experience necessary to conduct roles competently.
- celebrating diversity through ongoing engagement, improved representation, investment in development opportunities and benchmarking against national best practice standards.
- continuing to invest in the organisation's Green programme and Climate Emergency Policy.

The organisation regularly reviews its recruitment and Access to Work policies to ensure they provide for applications from persons with disabilities.

Principal Funding Sources

The accommodation services are funded through rent charges to individual tenants, the majority of which, in practice, are received as directly paid Housing Benefit, and through support funding paid under a contract with Leeds City Council as part of a consortium with Turning Lives Around and Foundation. Touchstone also provides volunteer elements of the contract on behalf of other consortium partners.

Other services are mainly funded through statutory sources. Leeds City Council (Adult Social Care) provide block contract funding for Live Well Leeds, Sikh Elders Service, Better Together, and part of the income for the Community Support Team (CST).

NHS Leeds Clinical Commissioning Group [CCG] funds Leeds Mental Wellbeing Service and makes significant contributions to the Community Support Team [CST] and Here For You local service.

NHS Kirklees CCG funds the local Here For You service.

Leeds Yorkshire Partnership NHS Foundation Trust continue to fund elements of the wider CST portfolio including Rehab and Recovery, CRISS, Complex Rehab and CREST services.

NHS England fund the Liaison and Diversion Services, via contracts with Wakefield Council in West Yorkshire and South and West Yorkshire Partnerships Foundation NHS Trust (SWYFT) in South Yorkshire.

Reserves Policy

The Board has agreed as policy that the free reserves of the organisation, defined as the net current assets that are neither restricted nor designated for specific purposes, should be sufficient to provide a reasonable working balance to meet commitments as they become due whilst recognising the possible delays in receipt of grants and other income due. The Board has assessed that, under current circumstances, the free reserves should be the equivalent of 3 months' total anticipated expenditure.

Touchstone's restricted funds were £192,464 [2024: £196,541] – note 16 provides further details.

Based on the 2024/5 organisation budget and expenditure, free reserves should be £2,594k. As at 31 March 2025, free reserves (excluding unrestricted fixed assets) stood at £1,741k. The charity increases reserves by ensuring contracts deliver a minimum of 2.5% contribution towards them. At 31 March 2025, the reserves are £0.853k below the target level. 2 consecutive years of obtaining a deficit and such high increases in salary costs has impacted the growth of reserves.
Delivery of the Strategic Business Plan and preparation of the 2025/6 budget will aim to safeguard reserves in the short term and aim to reduce the gap over the medium term. Implementing a 2% sustainability charge to services to help contribute to the growth of reserves, and reducing our central costs with reduced central roles will also continue to help support this.

The Board's reserves policy also requires the Trustees to reassess any designated funds annually when reviewing its reserves so that no funds are needlessly designated and excluded from the calculation of reserves. Touchstone's designated funds, which are set aside to meet agreed essential future spending, remain at £64,777 and are primarily earmarked for maintenance and service user projects – note 18 provides further details.

Trustees are currently reviewing the reserves policy of the charity to ensure that it is fit for purpose and ensures that the charity is able to utilise its funds to achieve its objectives.
The trustees have assessed the major risks to which the charity is exposed and are satisfied systems are in place to mitigate exposure to them.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1987, and a registered charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

Trustees serve on the Board in the capacity of both Company Director and Charity Trustee. They receive no remuneration and any expenses reclaimed are set out in Note 7 to the accounts. Appointments to the Board are made at the Annual General Meeting in accordance with the detailed regulations set out in the Articles of Association. Between Annual General Meetings, the Board itself has the power to make further appointments to the Board.

One third of the Trustees retire every three years at the Annual General Meeting and are eligible for re-election.

The trustees encourage service user involvement with the Board and service users are invited to all meetings and have a standing agenda item for feedback. Former service users are also able to become trustees.

The charity complies with the charity governance code recommendation in relation to the Trustee maximum term of office (3x3 years) however one trustee's term was extended beyond this maximum due to their particular area of expertise within Adult Social Care and Safeguarding.

Trustee Induction and Training

Potential trustees would generally meet with the Chair of Trustees and the Chief Executive and are invited to attend at least one Board meeting as an observer, before joining the Board. There is a new Open Recruitment policy for Trustees as well as an induction pack of organisational information for new trustees.

There is at least one Board Away day each year to reflect on strategy, performance, and future priorities with senior managers, as well as a Trustee only half day which considers governance matters.

At this meeting, Trustees have for the past four years conducted a facilitated self-assessment of their Governance performance using the key principles of the revised 2017 Charity Governance Code as parameters for the self-assessment process and the NCVO questionnaire framework.

The 2022 Governance Code Review noted overall improvements in governance performance measured against these key principles The Board has again evaluated the possibility of an external review of this process and has concluded that this would not be cost effective for a charity of this size.

Trustees are encouraged and supported to attend other relevant training both externally and that provided by Touchstone.

Organisational Structure

The Board of trustees, which shall not have less than 6 or more than 20 trustees, is responsible for the strategic direction and governance of the organisation. The Board meets at least five times a year and there are five sub committees covering Finance and Development, Operations and Quality Standards, Risk and Audit, Governance and a Joint Negotiating and Consultative Committee.

The management structure is headed by the Chief Executive, who is appointed by the Board to manage the day-to-day operations of the organisation. The Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and service delivery.

The Chief Executive is responsible to the Board for the operation and development of the organisation, in line with the Strategic Business Plan, and for advising the Board on strategy and policy issues. In this, the Chief Executive is currently assisted by the Senior Leadership Team consisting of the Deputy Chief Executive/Director of People and Culture, Director of Finance and Resources, Director of Business Development, Director of Operations – Inclusion (up until 31st March 2025), Director of Operations - Quality and Performance.

Key Management Remuneration Policy

Pay and remuneration for the charity's key management personnel are set by the trustees with reference to the standard local government pay scales. While annual cost of living increases are determined by national negotiation between local government employers and trade unions, the scale range of each role are periodically reviewed by trustees with reference to external comparators (benchmarks) including published salary surveys from reputable professional and industry bodies, and samples of advertised scales for similar roles being recruited in comparable organisations.

Risk Management

The Board of Trustees conducts regular and frequent reviews of the major risks to which the organisation is exposed through the Risk and Audit Committee, the Finance and Development Committee and the Operations Committee. This includes assessing the potential impact and likelihood, identifying the current controls in place, and those to be put in place, to mitigate the risk.

A corporate risk register is maintained of risks faced by the organisation under the headings of Governance, External, Business Development, IT, Regulatory & Compliance, Financial, Operational, Communications and PR and People and Culture. It is jointly compiled by trustees, senior managers and staff. Particular attention being paid to risks that the organisation sees as having a high potential impact and a high residual likelihood of occurrence despite existing controls.

Plans and strategies for managing and mitigating risks include seeking to diversify income sources, proactively managing commissioner relationships, robust budgeting to ensure delivery of best value for money, maintaining strong relationships with funders, a clear strategic direction, strong governance and quality assurance processes.

Touchstone holds insurances deemed suitable and sufficient for the scale and nature of operations, including Directors and Officers Indemnity cover.

The trustees, who are also the directors for the purpose of company law, and who served during the year and to the date of signing were:

Trustee	**Appointed**	**Resigned**
Sam Cheverton (Chair from 10/06/2024)		
Janet Reynolds		
Philip Gleeson		09/12/2024
Sue Timothy		
Stephen Bailey		
Sally Anderson		
Richard Aimufua		
Shahab Adris		
Thomas Stanley	26/02/2025	
Jeremy Horsell (Chair until 10/06/2024)		10/06/2024
Andrea Beever		10/06/2024
Gary Adams	09/06/2025	
Jonathan Ayling	09/06/2025	
Steven Cochrane	09/06/2025	
Gary Gallacher	09/06/2025	
Elizabeth Procter	09/06/2025	
Sam Singh	09/06/2025	

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report including the strategic report and the financial statements in accordance with
applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain
the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They
are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the
prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The trustees' report was approved by the Board of Trustees.

……..

Sam Cheverton, Trustee (Chair)

Date: 08 December 2025

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE - LEEDS

Opinion

We have audited the financial statements of Touchstone - Leeds for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 18, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS102) 2019.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

The laws and regulations we considered in this context were Charities Commission Regulations and requirements from funders.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be:

- Timing of recognition of contract and grant income
- Management override of controls to manipulate the charitable company's key performance indicators to meet targets
- Management judgement applied in calculating provisions
- Compliance with relevant laws and regulations which directly impact the financial statements and those that the charitable company needs to comply with for the purpose of operating

Our audit procedures to respond to these risks included:

- Enquiries of management and the Trustees about their own identification and assessment of the risks of irregularities
- Testing of journal entries and other adjustments for appropriateness
- Reviewing judgements made by management in their calculation of accounting estimates for potential management bias
- Reviewing contracts and carrying out detailed substantive testing on the completeness of income,
- Reviewing minutes of meetings of those charged with governance to identify any matters indicating actual or potential fraud
- Obtaining confirmation from the trustees that there was no regulatory correspondence with the Charity Commission.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Susan Seaman BA FCA CIOT
(Senior Statutory Auditor)
AAB Audit & Accountancy Limited
Gresham House
5-7 St Paul's Street
Leeds
LS1 2JG

Date :

TOUCHSTONE – LEEDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total 2025 £	Total 2024 £
INCOME FROM						
Income from charitable activities:	2					
Accommodation & Housing Support		708,216	-	-	708,216	618,869
Assertive Outreach & Support		1,663,411	-	-	1,663,411	1,409,210
Community Development Work		2,121,687	-	37,204	2,158,891	2,169,553
Daytime Activities & Support		5,616,193	-	-	5,616,193	5,381,970
Employment and Education		120,082	-	584	120,666	205,659
Neighbourhood Services		66,948	-	-	66,948	64,015
		10,296,537	-	37,788	10,334,325	9,849,276
Other trading activities	3	5,952	-	7,516	13,468	32,845
Bank interest		1,145	-	-	1,145	842
TOTAL INCOME		**10,303,634**	**-**	**45,304**	**10,348,938**	**9,882,963**
EXPENDITURE ON						
Expenditure on charitable activities:	4					
Accommodation & Housing Support		615,574	-	-	615,574	599,780
Assertive Outreach & Support		1,572,974	-	-	1,572,974	1,476,509
Community Development Work		2,214,439	-	37,204	2,251,643	2,246,213
Daytime Activities & Support		5,737,683	4,286	4,078	5,746,047	5,613,141
Employment and Education		113,947	-	584	114,531	196,796
Neighbourhood Services		67,721	-	-	67,721	65,327
Other trading activities		-	-	7,516	7,516	13,051
TOTAL EXPENDITURE		**10,322,337**	**4,286**	**49,382**	**10,376,005**	**10,210,817**
NET INCOME / (EXPENDITURE)		**(18,703)**	**(4,286)**	**(4,078)**	**(27,067)**	**(327,854)**
(Losses)/Gains from investments	9	(9,093)			(9,093)	38,418
NET INCOMING RESOURCES		**(27,796)**	**(4,286)**	**(4,078)**	**(36,160)**	**(289,436)**
Transfers between funds		(4,286)	4,286	-	-	-
NET MOVEMENT IN FUNDS		**(32,082)**	**-**	**(4,078)**	**(36,160)**	**(289,436)**
TOTAL FUNDS BROUGHT FORWARD		1,809,212	64,777	196,542	2,070,530	2,359,966
TOTAL FUNDS CARRIED FORWARD		**1,777,130**	**64,777**	**192,464**	**2,034,370**	**2,070,531**

The statement of financial activites includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activites also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TOUCHSTONE – LEEDS

BALANCE SHEET AS AT 31 MARCH 2025 – COMPANY NUMBER 02200394

	Notes	2025 £		2024 £	
FIXED ASSETS					
Tangible assets	10		110,665		119,910
CURRENT ASSETS					
Debtors	13	1,298,220		620,773	
Investments	12	227,266		236,358	
Cash at bank and in hand		2,483,413		4,248,522	
		4,008,899		5,105,653	
CREDITORS: Due within one year	14	(2,085,193)		(3,155,034)	
NET CURRENT ASSETS			1,923,706		1,950,619
NET ASSETS			2,034,371		2,070,530
REPRESENTED BY:					
Restricted funds	16		192,464		196,541
Unrestricted funds					
General funds	17	1,777,130		1,809,212	
Designated funds	18	64,777		64,777	
			1,841,907		1,873,990
TOTAL FUNDS			2,034,371		2,070,530

The notes on pages 26-41 comprise part of these financial statements.

The financial statements were approved and authorised for issue by the Trustees on 15 December 2025.

……..
Sam Cheverton
Trustee (Chair)

……
Stephen Bailey
Trustee

TOUCHSTONE – LEEDS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

CASHFLOW

	Notes	2025		2024	
Cash flows from operating activities:		£	£	£	£
Cash generated from operations	20		(1,765,109)		699,372
Investing activities					
Proceeds on disposal of investments		-		115,773	
Net cash (used in) / generated from investing activities			-		115,773
Net (decrease) / increase in cash and cash equivalents			(1,765,109)		815,144
Cash and cash equivalents at the beginning of the year			4,248,522		3,433,420
Cash and cash equivalents at the end of the year			2,483,413		4,248,564
Relating to:					
Cash at bank and in hand			2,483,413		4,248,522

1. Accounting policies

Charity information

Touchstone - Leeds is a company limited by guarantee incorporated in England and Wales. The registered office is Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU.The charity's principal activities are described in detail on page 5 along with the nature of the charity's operations. The company has adopted the following principal accounting policies which should be read in conjunction with the financial statements.

Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Going Concern

Mindful of the increasingly challenging economic climate and sector landscape that impacts Touchstone in the form of public sector efficiency cuts and reforms in how services are provided, when reviewing the organisation's existing Strategic Business Plan 2021-2026, the Trustee's recognise significant strategic and operational work is required as part of the 2025/6 budget process to diversify Touchstone's existing income portfolio and review and resize, if deemed necessary – its current operating cost base. In addition to promoting positive relations with current partners in local authorities and the NHS to extend and renegotiate existing contracts and services and tender for new ones, and progressing grant applications as they arise, Touchstone is committed to identifying and delivering new mental health and wellbeing services in, thus far, untapped local markets and with a view to maintaining sustainability going forward. .

Healthy reserves and cash balances combined with stringent financial management should enable the charity to meet its obligations as a going concern while transitioning mental health and wellbeing services it provides to the diverse communities in West Yorkshire.

On this basis, the trustees continue to adopt the going concern basis of accounting in preparation of the annual financial statements.

Charitable funds

Funds held by the charity are either:

Unrestricted general funds
These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds
These are funds set aside by the trustees out of unrestricted general funds for specific future purposes of projects.

Restricted funds
These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purpose.

1. Accounting policies (Continued)

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Incoming resources

Rental income is credited in respect of the period to which it relates.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Contract income and any other funding received in respect of the cost of providing services is credited to the income and expenditure account in the period to which it relates, unless it relates to a previously audited year, when it is credited as received.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Legacy income is recognised when receipt is probable and entitlement is established.

Income is recognised by the charity only when it is entitled to, it is measurable, and it is probable they will
receive such income.

Resources expended

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed or proportionally charged to the functional categories of resources expended in the Statement Of Financial Activities [SOFA].

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. The costs include those related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Costs related to the management and administration of the organisation, which include senior management, finance and administrative support, and the overheads of premises shared by different service areas, are allocated to the functional areas by application of the following three factors:

- an assessment is made of the time devoted by central staff to the governance of the charity itself as distinct from support of its service areas. Currently it is assessed that 5% of the Directors and Senior Managers' time, and therefore other service costs, are allocated to this;
- costs related to shared premises are allocated in proportion to the floor area occupied by the different functional areas;
- costs related to 'primary' management, financial and administrative support are allocated in proportion to the staff costs of the different functional areas of the organisation.

Tangible fixed assets

All purchases of and improvements to land and buildings costing more in total than £1,000 are capitalised and depreciated. Additions to office equipment and fixtures and fittings costing more than

£1,000 are capitalised and depreciated. Refurbishment and tenancy furniture costing less than £1,000 is written off as incurred.

1. Accounting policies (Continued)

Freehold property is depreciated on a straight-line basis over 50 years. Freehold renovation is depreciated on a straight-line basis over 25 years.

Other fixed assets are depreciated on a straight-line basis over their estimated useful lives as follows:

Office equipment	33%
Fixtures and fittings	15%

Current asset investments

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims. Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk. Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely. No investment will be made in non-traded equities, hedge funds, commodities or derivatives.

Investments held as current asset investments are stated at fair value at the balance sheet date. Any difference between cost and market value is adjusted annually through the Statement of Financial Activities.

Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered and impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial Instruments
The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102, in full, to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. **Accounting policies (Continued)**

Basic financial assets

Basic financial assets, which include debtors, cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

Retirement benefits

The company operates a defined contribution pension scheme, the pension charge represents the amounts payable by the company to the fund in respect of the year.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Details of these judgements are set out in the accounting policies.

Critical accounting estimates and assumptions

Deferred income is a critical estimate in the preparation of the financial statements. More information is included in the incoming resources accounting policy above.

2. Income from Donations & Legacies and Income from Charitable Activities

Charitable Activities	Contract Income £	Grant Income £	Housing Income £	Other Income £	Total 2025 £	Total 2024 £
Accommodation & Housing Support	171,857	4,000	532,359	-	708,216	618,869
Assertive Outreach & Support	1,663,014	-	-	397	1,663,411	1,409,210
Community Development Work	2,088,662	69,359	-	870	2,158,891	2,169,553
Daytime Activities & Support	5,540,512	6,630	-	69,051	5,616,193	5,381,970
Employment and Education	99,105	-	-	21,561	120,666	205,659
Neighbourhood Services	65,448	1,500	-	-	66,948	64,015
	9,628,598	81,489	532,359	91,879	10,334,325	9,849,276

3. Other Trading Activities

	Unrestricted Funds General £	Restricted Funds £	Total 2025 £	Total 2024 £
Other Activities	7,097	7,516	14,613	33,686

Income from other activities in 2024 was derived from unrestricted funds.

4. Expenditure from charitable activities

	Accomm & Housing Support £	Assertive Outreach & Support £	Community Development Work £	Daytime Activities & Support £	Employment & Education £	Neighbour-hood Services £	Other trading activities £	Total 2025 £	Total 2024 £
Activity & Welfare Costs	4,919	13,077	57,486	30,555	1,301	3,613	3,108	114,059	169,198
Audit, Consultancy & Professional Fees	-	-	-	4,145	-	-	-	4,145	5,940
Central	6,467	44,593	98,012	93,387	691	1,725	119	244,994	267,103
Grants - Partners & Networks	-	700	68,860	1,337,518	-	-	-	1,407,078	1,353,985
Depreciation (Restricted)	-	-	-	4,078	-	-	-	4,078	4,078
Furniture, Repair & Renewal	18,259	-	2,841	5,487	-	-	-	26,587	44,129
Other Direct Service Costs	480	-	-	772	-	-	-	1,252	19,895
Other Office & Mgmt Costs	-	4	643	2,341	253	-	-	3,241	7,899
Premises Rent & Utilities	222,989	-	121,891	80,078	-	-	-	424,958	388,951
Printing, Stationary & IT	15,491	28,729	22,943	42,959	16	316	2,103	112,557	142,892
Property Maintenance	11,848	-	1,102	5,207	-	-	-	18,157	23,214
Provider Rent, HA Charges & Council Tax	-	-	706	-	-	-	-	706	2,828
Staff Travel, Recruitment & Training	2,846	25,955	18,827	26,242	677	1,160	-	75,707	90,167
Staffing Costs	249,053	1,251,973	1,559,312	3,345,908	96,347	51,480	2,187	6,556,260	6,294,543
Telephone & Postage	4,059	5,661	14,246	29,514	593	717	-	54,790	73,137
	536,412	1,370,692	1,966,869	5,008,190	99,878	59,011	7,517	9,048,569	8,887,959
Primary Support Costs	37,340	95,415	134,326	347,903	6,912	4,108	-	626,004	943,178
Supplementary & Governance Costs	41,839	106,912	150,511	389,821	7,745	4,603	-	701,431	379,680
	615,591	1,573,019	2,251,706	5,745,914	114,535	67,723	7,517	10,376,004	10,210,817

5. Support costs

	Charitable £	Governance £	Total 2025 £	Total 2024 £
Specific 'Central' Salaries	880,375	21,802	902,177	673,467
Personnel Costs	75,306	-	75,306	120,643
Administrative Costs	181,649	56,034	237,683	273,456
Touchstone House Costs	46,542	65,729	112,271	255,292
Total	1,183,872	143,565	1,327,437	1,322,858

6. Net movement in funds

	Total 2025 £	Total 2024 £
Net movement in funds is stated after charging /		
Auditors Remuneration	28,875	28,740
Depreciation of owned tangible fixed assets	9,245	10,769

7. Trustees

None of the trustees (or persons connected to them) received any remuneration or benefits from the charity during the year [2023/4 – none].

There were zero expenses incurred on behalf of the charitable company and reimbursed to trustees during the year relating to travel, accommodation, and subsistence [2023/4: none].

8. Employees

	Total 2025 £	Total 2024 £
Wages & Salaries	6,711,697	6,387,705
Agency & Relief Staff	22,539	48,797
	6,734,236	6,436,502
Social Security Costs	634,152	589,119
Other Pension Costs	152,946	145,961
	7,521,334	7,171,582

Remuneration of key management personnel is as follows:

	Total 2025 £	Total 2024 £
Aggregate compensation inc employers NI and pension contributions	436,043	359,381

Key management personnel comprises of the senior management team.

The number of employees whose annual remuneration was £60,000 or more were:

	Total 2025 Number	Total 2024 Number
£80,000 - £89,000	1	-
£70,000 - £79,000	-	1
£60,000 - £69,000	4	-

9. Net gains/(losses) on investments

	Total 2025 £	Total 2024 £
Revaluation of investments	(9,093)	38,418

10. Tangible fixed assets

	Freehold property (inc renovation costs)	Total
	£	£
COST		
At 1 April 2024	193,030	193,030
Additions	-	-
Disposals	(2,222)	(2,222)
At 31 March 2025	190,808	190,808
DEPRECIATION		
At 1 April 2024	73,120	73,120
Depreciation charged in year	9,245	9,245
Eliminated in respect of disposals	(2,222)	(2,222)
At 31 March 2025	80,143	80,143
NET BOOK VALUE		
At 31 March 2025	110,665	110,665
At 31 March 2024	119,910	119,910

11. Tangible fixed assets (freehold property)

Freehold property comprises	Land and buildings £	Renovation costs £	Fixtures and fittings £	Total £
COST				
At 1 April 2024	152,623	4,631	35,776	193,030
Additions	-	-	-	-
Disposals	-	(6)	(2,216)	(2,222)
At 31 March 2025	152,623	4,625	33,560	190,808
DEPRECIATION				
At 1 April 2024	38,842	2,336	31,942	73,120
Charge for year	5,688	140	3,417	9,245
Eliminated in respect of disposals	-	(6)	(2,216)	(2,222)
At 31 March 2025	44,530	2,470	33,143	80,143
NET BOOK VALUE				
At 31 March 2025	108,093	2,155	417	110,665
At 31 March 2024	113,781	2,295	3,834	119,910

12. Current asset investments

	Total 2025 £	Total 2024 £
Investments	227,266	236,358

The movement on the investments balance in year is made up of the following:

	Equity £	Total £
As at 1 April 2024	236,359	236,359
Gain/(Loss)	(9,093)	(9,093)
As at 31 March 2025	227,266	227,266

13. Debtors: amounts falling due within one year

	Total 2025 £	Total 2024 £
Trade Debtors	1,144,127	499,378
Other Debtors	41,729	28,983
Prepayments and accrued income	112,364	92,412
	1,298,220	620,773

14. Creditors: amounts falling due within one year

	Total 2025 £	Total 2024 £
Trade Creditors	(59,641)	(137,646)
Other Taxation and Social Security	(207,911)	(218,732)
Other Creditors	(15,339)	(33,080)
Accruals and Deferred Income	(1,802,302)	(2,765,576)
	(2,085,193)	(3,155,034)

15. Deferred income

	Total 2025 £	Total 2024 £
Brought forward	2,557,760	2,932,558
Recognised within the year	(1,167,355)	(903,447)
New deferrals in the year	287,452	528,649
Balance carried forward	1,677,857	2,557,760

Deferred income relates to income received in advance that the charity does not have entitlement until the service has been provided.

16. Restricted funds

The income funds of the charity included restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes.

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Freehold Property	78,473	-	(4,078)	-	74,395
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Community Builder	-	27,843	(27,843)	-	0
TB Awareness	4,564	9,361	(9,361)	-	4,564
3rd Sector Visibility	1,700	-	-	-	1,700
BAME Dementia Support	9,950	-	-	-	9,950
Winter Warmer Grant (BT)	2,595	-	-	-	2,595
TOPS	1,298	-	-	-	1,298
SU Digital Library	1,171	-	-	-	1,171
First Steps to Walking	-	-	-	-	-
ND Filming Project	-	584	(584)	-	0
Small Grants	-	7,516	(7,516)	-	0
	196,541	45,304	(49,382)	-	192,463

16. Restricted funds (Continued)

	Movement in funds				
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Freehold Property	82,551	-	(4,078)	-	78,473
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	-	(142)	142	-
ESIF: Stronger Families	-	-	-	-	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	-	-	-	-
ABCD Community Builder	-	20,629	(20,629)	-	-
TB Awareness	4,564	4,614	(4,614)	-	4,564
3rd Sector Visibility	1,700	-	-	-	1,700
BAME Dementia Support	-	9,950	-	-	9,950
Winter Warmer Grant (BT)	2,595	-	(251)	251	2,595
Bradford Perinatal Support	-	-	13	(13)	-
TOPS	1,298	35,536	(35,536)	-	1,298
SU Digital Library	1,171	-	-	-	1,171
First Steps to Walking	1	8,113	(8,127)	13	-
ND Filming Project	-	17,281	(17,281)	-	-
Small Grants	-	13,051	(13,051)	-	-
	190,670	109,174	(103,697)	393	196,541

Freehold property is the grant funded part of Touchstone House which houses several services and main offices.

The Big Lottery Fund Grants (WY-FI and PCP) funds represent the income and associated expenditure on two projects funded by Big Lottery.

The CDW Map+ Project fund represents funding received from Leeds City Council for targeted work with new migrant communities in Leeds.

ABCD Community Builder represents funds received from Leeds City Council to employ a community builder to lead an ABCD approach to communities within the Lincoln Green area of the city.

TB Awareness represents funds received from Leeds City Council to employ an Outreach worker to build new and strengthen relationships with LCH TB services, and raise awareness of TB using existing resources, communications and training.

Additional funding and grants received to complement the work of the BAME Dementia Support Project.

Winter Warmer grant monies to help support vulnerable individuals across Winter 22/23 and deliver TB awareness work. Alongside was a small grant for capacity building and visibility within 3rd Sector.

TOPS extension of funding.

SU Digital Library – Provision of digital engagement through tablets and data to ensure that we continue to provide services to those vulnerable, isolated and unwell members of the most deprived communities of West Yorkshire

1st Steps to Walking represents funding from Leeds City Council to provide a 12 month walking programme to include a buddying/befriending element within Burmantofts Harehills and Richmond Hill

ND Filming Project – to provide support as part of the Workforce Transformation programme of work.

17. Unrestricted funds – General

	Balance at 1 April 2024 £	Movement in funds: Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds	1,809,212	10,294,541	(10,320,313)	(6,310)	1,777,130
	1,809,212	10,294,541	(10,320,313)	(6,310)	1,777,130

	Balance at 1 April 2023 £	Movement in funds: Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds	2,104,519	9,812,206	(10,100,810)	(6,703)	1,809,212
	2,104,519	9,812,206	(10,100,810)	(6,703)	1,809,212

18. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

		Movement in funds			
	Balance at 1 April 2024	Incoming resources	Resources expended	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Touchstone House					
cyclical maintenance	5,000	-	(2,659)	2,659	5,000
Support Centre					
cyclical maintenance	15,000	-	(1,626)	1,626	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(4,286)	4,286	64,777

		Movement in funds			
	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Touchstone House					
cyclical maintenance	5,000	-	(3,951)	3,951	5,000
Support Centre					
cyclical maintenance	15,000	-	(2,359)	2,359	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(6,310)	6,310	64,777

18. Designated funds (Continued)

Touchstone House – cyclical maintenance is required to maintain the property; the trustees consider it prudent to designate sufficient funds to allow for future redecoration and routine maintenance above day to day repairs.

Support Centre – cyclical maintenance this fund is to allow for future decoration and routine maintenance, above strictly day to day repairs, to ensure the property is kept to a high standard.

Support Centre – dilapidations, this fund has been designated to meet the cost of internal and external decorating and any other repairs required at the end of the lease.

Service User Evaluation - The service user evaluation fund is for research that was commissioned by Touchstone and has been transferred from Restricted Funds during the year, the programme has been delayed and currently under review.

19. Analysis of net assets between funds

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2025 are represented by:				
Tangible Assets	36,272	-	74,393	110,665
Net Current Assets	1,740,859	64,777	118,070	1,923,706
	1,777,131	64,777	192,463	2,034,371

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2024 are represented by:				
Tangible Assets	41,439	-	78,471	119,910
Net Current Assets	1,767,773	64,777	118,070	1,950,620
	1,809,212	64,777	196,541	2,070,530

20. Cash generated from operations

	Total 2025	Total 2024
	£	£
(Deficit) for the year	(36,160)	(289,436)
Adjustments for:		
Fair value (gains) and losses on investments	9,093	(38,418)
Depreciation and impairment of tangible fixed assets	9,245	10,769
Movements in working capital:		
Decrease/(increase) in debtors	(677,446)	1,390,327
(Decrease)/increase in creditors	(1,069,841)	(373,871)
Cash generated by operations	(1,765,109)	699,371

21. Operating Lease Note

The charity has future minimum lease payments under non-cancellable operating leases as follows:

	Total 2025	Total 2024
Expiring within 1 Year	612	1,981
Expiring within 2-5 Years inclusive	2,780	4,524
Over 5 Years	-	-
	3,392	6,505

22. Related party transactions

There were no related party transactions during 2024/5 [2023/4: none].

23. Members liability

The company is limited by guarantee. Every member of the company is liable to contribute to the assets of the company in the event of the company being wound up ether whilst they are a member or within one year of them ceasing to be a member, for payment of the debts and liabilities of the Association contracted before they ceased to be a member, and of the cost, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount not to exceed £1.

At 31 March 2025, the number of members so liable was 8 [31 March 2024:5].

TOUCHSTONE-LEEDS

England & Wales - Charity number 1012053

Accounts

Charity Registration No. 1012053

Company Registration No. 02200394 (England and Wales)

TOUCHSTONE - LEEDS

FINANCIAL STATEMENT
FOR THE YEAR ENDED
31 MARCH 2024

MONDAY

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COMPANIES HOUSE

TOUCHSTONE – LEEDS

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TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Touchstone - Leeds constitutes a Registered Company Limited by Guarantee and is registered as a Charity.

Full Name:	Touchstone - Leeds
Charity Registration Number:	1012053
Company Registration Number:	02200394
Registered Office:	Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU

Trustee	Appointed	Resigned
Sam Cheverton (Chair from 10/06/2024)		
Janet Reynolds		
Philip Gleeson		
Sue Timothy		
Stephen Bailey		
Sally Anderson		
Richard Aimufua	11/03/2024	
Shahab Adris	11/03/2024	
Prof Edgar Meyer		01/10/2023
Dr Iwi Ugiabe-Green		01/10/2023
Tom Stanley		31/01/2024
Jeremy Horsell (Chair until 10/06/2024)		10/06/2024
Andrea Beever		06/09/2024

Key Management Personnel:

Arfan Hanif	Chief Executive
Kathryn Hart	Deputy Chief Executive and People & Culture Director
Sharon Brown	Business Development Director
Sophie Hailwood	Operations Director
Dave Pickard	Operations Director
Zoe Bridge	Finance Director resigned 31/05/2023
Khalil Rehman	Interim Finance Director from 01/06/23 to 24/06/24
Jim Hoole	Director of Finance & Resources from 24/06/24

Company Secretary:	Khalil Rehman: from 01/12/2023 to 24/06/2024 Jim Hoole: from 24/06/2024.

Auditor:	Sagars Accountants Ltd Gresham House 5-7 St Paul's Street Leeds LS1 2JG
Bankers:	The Co-operative Bank 19-20 Commercial Street Leeds LS1 6AL Virgin Bank The Penny Hill Centre 1 Church St Hunslet Leeds LS10 2AP

The trustees present their report and financial statements for the year ended 31 March 2024 for Touchstone - Leeds, also known as Touchstone.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Objectives and Activities

The charitable objects (purpose) defined in the Memorandum are "to relieve sickness and promote the fostering of positive physical and mental health and the prevention of breakdown among members of the community by establishing guiding and supporting, the promotion of self-help groups, and provision of personal counselling, housing and other practical facilities and by the advancement of education for the public benefit of lay and professional health care workers".

More particularly, Touchstone's vision statement is "Inspiring communities, transforming lives" and this is underpinned by seven values:

- Leadership and Learning
- Inclusion and Diversity
- Value for Money
- Quality and Continuous Improvement
- Integrity and Respect
- Recovery
- Co-Production

Touchstone's Strategic Business Plan has the following five strategic goals:

- Sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire.
- Become a partner of choice and develop sustainable relationships with the statutory, public, private, and voluntary sectors.
- To maintain a just, safe, and reflective culture to continuously improve our stakeholder experience.
- To be an employer of choice; recognising and continuously developing our people as valued and essential leaders in the delivery of quality services.
- Embed co-production to involve service users and carers in all aspects of service delivery and design.

Key services Touchstone provided in the year are:

Mental Health Community Development, Preventative and Peer Led Services designed to keep people well in the community and promote preventative measures to support good mental health and wellbeing in communities. Services that come under this umbrella include:

- Being You Leeds [BYL] provides community wellbeing activities, training, mental awareness sessions, and leads on anti-stigma campaigns.
- East Leeds Health 4 All [ELHFA] is part of the Leeds Better Together service, promoting good health and wellbeing in east and north-east Leeds.
- Asset Based Community Development [ABCD] Project is a city-wide Leeds service which builds the assets of local communities to better influence and take the lead in deciding how services are delivered to them.
- Volunteers Service, which is Investors In Volunteers [IIV] accredited, specialises in recruiting, training, and supporting volunteers with lived experience into placements at Touchstone or one of its partners.
- Touchstone Outreach and Prevention Service [TOPS] supports local 'street drinkers' around alcohol dependency, mental health support, and signposting to support services.
- West Yorkshire Autism and ADHD [Attention Deficit Hyperactivity Disorder] Co-production project is an all-age neurodiversity (Autism and ADHD) 'deep dive' project across West Yorkshire.

Mental Health Mild-to-Moderate Needs (Community) Services support service users with assessed mild-to-moderate care, health, and mental health needs, focusing on an asset-based approach to service delivery promoting independence and recovery in the community:

- Live Well Leeds [LWL] is a city-wide initiative providing community-based support to people with mild-to-moderate mental health support needs.
- Sikh Elders Service provides culturally adapted support to Sikh Elders and their carers.
- Black and Minority Ethnic [BME] Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia, and their carers, from ethnic minorities.
- 'WorkPlace' Leeds, led by Leeds Mind, provides employment support to individuals referred by Community Mental Health.

Mental Health Mild-to-Moderate Needs (Clinical) Services support service users / patients with clinical mild-to-moderate common mental health disorders. These services are delivered in accordance with NHS Commissioner and England Clinical guidance:

- Leeds Mental Wellbeing Service [LMWS] brings together Primary Care Mental Health [PCMH] services and Talking Therapies under a single service for people with mild / moderate and complex Common Mental Health Disorders [CMHD]. Touchstone staff are employed to provide wellbeing and therapy support.
- LMWS Inclusion Team, led by Touchstone, provides advice on inclusion, addressing health inequalities including peer support, and co-production services to patients / service users.
- Employment Advisory Service is for service users with clinically defined mild-to-moderate mental health needs and offers support in terms of retaining or finding work.
- Blossom is a project that delivers clinical support to victims of Female Genital Mutilation [FGM], a partnership with NHS nurses across Leeds and Bradford.

Intensive Support Needs (Community) Services support service users with complex social and health needs including those in crisis - intensive, tailor-made, co-produced, and trauma-informed support to sustain wellbeing and promote recovery in the community including:

- Beacon Housing - accommodation and support to enable people to stay well in tenancies.
- Community Support Team [CST] - an assertive outreach service that delivers support to people with complex mental health conditions in the community.
- Rehabilitation and Recovery Centre, which supports service users with long term mental health needs from ward-based rehabilitation on site to supported recovery in the community.
- Leeds Community Connectors, which support people with ongoing complex mental health needs to achieve better mental health and wellbeing, increasing independence, and supporting recovery in the community.
- Wakefield Self-Directed Support [SDS] - aimed at people with personal budgets, opting for Touchstone to assist them securing their care and wellbeing goals.
- Wakefield Community Enablement Team [CET] - delivers 121 intensive floating support that promotes a person-centred recovery focus aligned to individual need.
- 'Here for You' crisis services across Leeds, Kirklees and Wakefield aimed at reducing factors associated with the inappropriate use of statutory services and hospital admissions, and providing a safe alternative to NHS mental health support.
- Crisis Resolution & Intensive Support Service [CRISS] - a peer support-based service with staff providing intensive support at home for a period of up to 24-hours for people experiencing a mental health crisis.
- Community Rehabilitation Enhanced Support Team [CREST] - a community mental health service aimed at helping people move from inpatient settings and developing new lives closer to home.
- Complex Psychosis Practitioners - a clinical service operating within Leeds Community Mental Health Teams and Primary Care Networks that provides rehabilitation interventions aimed at preventing loss of skills and early-help rehabilitation for people with high-intensity mental health needs.

Intensive Support Needs (Criminal Justice) Services support service users with a criminal justice pathway history to access appropriate support and wellbeing services. Touchstone works closely with criminal justice agencies to divert service users from criminal justice pathways into supportive health and social pathways:

- Liaison and Diversion West Yorkshire [L&D WY] service - aimed at reducing reoffending by diverting people with complex mental health needs away from the Criminal Justice System.
- Liaison and Diversion South Yorkshire [L&D SY] - Touchstone delivers peer volunteering support across South Yorkshire with staff operating in Sheffield, Barnsley, and Doncaster.

Activities

Primarily, Touchstone provides services for people with mental health difficulties, those susceptible to such challenges, and their carers. Through this work, and seeking to ensure services are available to the whole community, Touchstone has developed a particular strength working with diverse communities including BME and LGBTQ+ groups.

Key Performance Indicators are designed around the Critical Success Factors identified for each individual service, usually in consultation with the commissioners of the service, and used to assess ongoing service performance by staff, management, trustees and relevant external stakeholders, as appropriate.

Public Benefit

The trustees recognise their duties under the Charities Act 2011 and have referred to the Charity Commission's guidance on public benefit when reviewing Touchstone's activities and compiling this report.

The activities described above, and explained in detail later, are consistent with Touchstone's values and aims, and derived from its charitable objectives, which seek to deliver public benefit by improving the physical and, especially, mental health of the communities either directly or through improving people's experience of other services and their acceptance within the community. All new and potential developments are assessed for consistency with the strategic plan and contribution to the public benefit.

Access to Touchstone services is usually through referral processes determined by objective criteria based on need and, to the extent that most services are funded by statutory bodies, residence within a geographic boundary.

Volunteers

Volunteers support individual service users in reducing isolation / loneliness, developing confidence and self-esteem, offering a listening ear, enabling them to make friends, supporting them with budgeting, attending social activities, going shopping, walking and reducing anxiety when going out. They also support service users to complete benefit forms and attend assessments and appeal hearings. During 2023/4, Touchstone utilised more than 150 volunteers - the majority from BME backgrounds.

Beneficiaries of volunteer support sometimes take on the role themselves. Service users often express the view they would not have been able to cope without the help of a volunteer / befriender. Volunteer support helps with managing mental health and preventing deteriorations and setbacks.

The contribution of volunteers is not included in the statement of financial activities due to the valuation process being difficult and subjective.

STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

Mental Health Community Development, Preventative and Peer Led Services

- From service commencement in Jul 23 to 31 Mar 24, BYL: supported 253 service users (receiving over 100 recorded compliments in respect of service delivery); facilitated 445 groups; and, funded 12 projects.
- ELHFA supported 334 clients - 68% of whom were non-white in ethnicity.
- Men In Health facilitated the signposting of 31 men working within NHS healthcare.
- TOPS supported 248 attendees across 22 unique sessions.
- West Yorkshire Autism and ADHD Co-production project engaged with: 500 people at the Autisticon event in Leeds; 400 people at a World Autism event held in Bradford; and 300 people over two Neurodiversity summits in West Yorkshire. In addition, the following events were held: 12 lived experience online co-production meetings (averaging 16 people per session); 12 combined professional and lived experience steering group meetings and 7 working group sessions; 10 community practice and public NED [Neurodiverse Experiences Discussed] Talks; 6 creative workshops; and, 5 focus groups. 10 community projects were visited.

Mental Health Mild-to-Moderate Needs (Community) Services

- Live Well Leeds: supported over 1500 people across Leeds – 90% achieving positive outcomes as a result; utilised 150 volunteers; and, awarded over £30k in Live Well grants.
- Sikh Elders Service: supported 74 service users; utilising 34 service users, delivered its first play, performed at Leeds Civic Hall to an audience of 180 people, for South Asian Heritage Month; facilitated 30 service users experience public transport for the first time to explore surrounding towns and cities.
- BME Dementia Service: supported 39 service users; hosted 45 cafés; and, facilitated 41 walking groups. In Oct 23, the service received the Alzheimer Europe's Anti-Stigma Award in Helsinki. The forum event held on 31 Oct 23 attracted 110 attendees.
- 'Workplace' Leeds supported 817 users. Of the 36 allocated to Touchstone, 7 individuals successfully gained new employment.

Mental Health Mild-to-Moderate Needs (Clinical) Services

- At LMWS, Primary Care Mental Health completed the first wave of Community Mental Health Transformation, implementing new ways of working and improving the patient journey whilst maintaining 'business as usual.' Supporting 2,803 clients, Talking Therapies: ran 'Behavioural Activation for Muslims' training; set up 'Improving Low Mood using Islam' therapy group; assisted the reduction of the Cognitive Behaviour Therapy waiting time from 18 months to 3-4 months; and, improved the service recovery rate from 40% to just under 50%. The Inclusion Team: co-produced and implemented a Health Equity Plan; assisted 37 clients through peer support; and, facilitated a Co-production Network, comprising 56 active members, supporting co-design and delivery.
- Blossom supported 40 clients.

Intensive Support Needs (Community) Services

- Beacon Housing: assisted 35 clients secure their own independent accommodation; supported 31 clients with domestic violence needs. With 92% of clients having planned moves on, the service significantly outperformed its target of 70%.
- During its first year of service, Wakefield CET conducted 2,400 face-to-face support visits across Wakefield, Pontefract, Castleford, Knottingley, and Normanton. 100% of users 'highly valued' the service provided and expressed mental health improvements upon completion of the support.
- 'Here for You' crisis services supported individuals as follows: 245 Leeds; 223 Wakefield; 152 Kirklees.
- The Community Support Team made such a positive impact that members of the public fundraised for it on 3 separations occasions: fire walk; school bake; and, a celebration event for a former service user.
- EMERGE: Vibe Tribe weekly social group – 221 attendees; Journey Group (a 26-week programme led by peer support workers) – 140+ attendees.
- CRISS facilitated a weekly Art Group, attracting 133 attendances.

Intensive Support Needs (Criminal Justice) Services

- 3,350 services users were supported by West Yorkshire L&D (approximately 35% directly by Touchstone).
- Of the 75 service users supported by South Yorkshire L&D, 74 did not subsequently reoffend, and the service attained silver award for the lived experience charter.

Organisation-wide performance and achievements

The trustees are pleased to note the following achievements during 2023/4:

- Better integration of services supporting efficient service delivery tailored to the needs of service users including the development of a more holistic Complex and Crisis service offer.
- Investors in People (IIP) Platinum accreditation 2024 - ranked a Top 20 employer for the third year running.
- Ranked 4th on Stonewall's Top 100 Employers List 2024 (no1 Charity and Health & Social Care Employer, achieving a Gold Award for being an LGBTQ+ inclusive employer).
- Best Companies to Work For 2023: 2* accreditation for 'Outstanding Staff Engagement'; 5th Best Charity and 58th Best Large Company to work for; 22nd Best Company to work for in Yorkshire and Humberside.
- Touchstone's BME Dementia Service won the overall 'Alzheimer Europe Anti-Stigma Award' 2023 for its innovative service model in respect of working with diverse communities.
- 3rd, for the second year running) in the UK's Top 50 Most Inclusive Employers List.
- Winner of 2024 National Positive Practice in Mental Health Award in respect of CREST's best practice embedding co-production in a clinical setting and working collaboratively with the NHS.
- Winner of 2024 National Faculty of Public Health's Sarah Stewart Brown Award for Public Mental Health in respect of BYL, considered an excellent example of a co-produced, community-based approach of public mental health in action.
- Touchstone's collaborative Recruitment & Inclusion project supporting NHS employers attract and retain a diverse workforce won the NHS Fairer Award for Diversity and Inclusion Award.

Financial Review

Performance

Total income for the year was £9,882,963 [2023: £9,778,026]. Touchstone achieved a year-on-year increase of £104,937 (1.07%) in spite of the economic challenges faced by its principal clients (local authorities and the NHS) and the charity sector by securing contract extensions and winning new business.

Expenditure in the year was £10,210,817 [2023: £9,295,751], giving rise to a deficit of £(289,436) [2023: surplus of £479,078]. As a significant proportion of Touchstone's cost base comprises staff and staff-related costs, the modest year-on-year increase in income was unable to offset expenditure associated with the annual pay award and cost-of-living payments made to help employees counter the economic challenge posed by inflationary pressures.

At the year-end, Touchstone had Net Assets of £2,070,530 [2023: £2,359,966] including restricted funds of £196,541.

Current Asset Investments

There was a gain on investments of £38,418 [2023: loss of £(3,197)].

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims.

Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk.

Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely.

The charity continues to invest with COIF Charities Investment Fund, the fund has limited ethical exclusions and has therefore, been determined as and promoted as a responsible fund.

Future Plans 2024/5

Post COVID-19 global pandemic, with the U K economy struggling saddled with unprecedented debt, trustees recognise the sector landscape in which Touchstone operates is increasingly difficult to navigate. The organisation's traditional primary funders – local authorities and the NHS – face serious financial challenges, which manifest themselves in less new contracts being let, increased financial scrutiny of existing ones, and renewals and extensions subject to budgetary pressures. While Touchstone continues to seek new profitable service opportunities that meets its strategic objectives and embed new and recent successful contract tenders such as Urgent Care Youth Workers, some contracts have ended including Ask 4 Advocacy & Self Directed Support, and others are at standstill – for example, L&D, WY & SY.

While monitoring the climate change and shifting sands that characterises the third sector environment, currently, trustees remain firmly committed to Touchstone's service users, service user consultants, volunteers, and employees. To meet the challenge head-on, the organisation is undertaking a strategic review, a comprehensive one that will encompass its income portfolio and cost base - the outcome of which will form a new business plan for 2025/6 onwards.

Operationally, Touchstone continues with its plans to strengthen the organisation's infrastructure, rolling out the digital transformation programme, supported by 'agile' working practices, which will improve the delivery of frontline services. This encompasses increasing the capacity of Touchstone's IT helpdesk functionality, bolstering existing cyber security, significantly improving network performance, and progressing Cyber Essentials market accreditation to facilitate contract bidding.

The organisation is actively involved in strategic health partnerships arising out of the Health and Social Care Act 2022. Specific direction is set out in Touchstone's Strategic Business Plan 2021-6, currently under review. The Plan sets out five strategic objectives to sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire, which the organisation remains committed to:

- identify need amongst the most vulnerable local groups and communities and develop high quality bids to deliver services to meet the need.
- influence and develop systems-level collaborative relationships with commissioners and decision-makers to invest in such groups / communities using case studies, data, and insight reporting.
- deliver growth through a business development strategy, ensure the necessary infrastructure is in place, and that reserves are grown in accordance with the reserves policy and are sustainable.
- invest in support services infrastructure to ensure adequate capacity for the provision of sustainable quality service delivery.
- having a sustainable reserves strategy consistent with the organisation's strategic business plan priorities.

Touchstone aspires to be the partner of choice, developing sustainable relationships with the statutory, public, private, and voluntary sectors by:

- continuing to highlight the contribution made to the elimination of health inequalities via delivery of the annual Communications Strategy and plan.
- developing 10 new local and strategic partnerships throughout the year.
- participating in emerging systems-level 'Collaboratives', and seeking to exploit potential benefits.
- investing in existing partnerships through positive contractual relations, skill-sharing, and engaging in leadership initiatives.
- showcasing Touchstone's expertise in co-production and sharing it with partner organisations.

The organisation aims to maintain a just, safe and reflective culture and to, continuously, improve the stakeholder experience by:

- providing high quality and respectful services measured by achieving the target of a 95% satisfaction rate in the annual service user survey.
- reporting and reviewing 100% of the complaints received throughout the year in conjunction with a service user audit panel, undertaking reviews of lessons learned where required.
- completing 100% of safeguarding self-audits, and actioning all recommendations on a timely basis.
- developing and implementing a robust Information Governance / Security Strategy.

Touchstone aspires to embed co-production, involving service users and carers in all aspects of service delivery and design by:

- providing high quality and respectful services measured by achieving the target of a 95% satisfaction rate in the annual service user survey.
- embedding the role of Co-Production and Service Users Involvement Coordinator.
- developing a Service User Leadership Academy to provide for the inclusion of service users in decision making.
- increasing the capacity and number of service user consultants.

Engagement with Employees (including disabled persons)

Touchstone aims to be an employer of choice, recognising and continuously developing its people as valued and essential leaders in the delivery of quality services by:

- applying the best leadership and people management practices.
- achieving high scores in Inclusive Companies and Stonewall accreditations.
- being recognised, nationally, as a leading Investor in People Platinum Employer.
- nurturing a happy and healthy workforce evidenced by sickness absenteeism < 4% and achieving high wellbeing scores in the annual Best Company staff survey.
- developing and implementing an organisation-wide volunteering strategy to enable people to acquire the skills / experience necessary to conduct roles competently.
- celebrating diversity through ongoing engagement, improved representation, investment in development opportunities and benchmarking against national best practice standards.
- continuing to invest in the organisation's Green programme and Climate Emergency Policy.

The organisation regularly reviews its recruitment and Access to Work policies to ensure they provide for applications from persons with disabilities.

Principal Funding Sources

The accommodation services are funded through rent charges to individual tenants, the majority of which, in practice, are received as directly paid Housing Benefit, and through support funding paid under a contract with Leeds City Council as part of a consortium with Turning Lives Around and Foundation. Touchstone also provides volunteer elements of the contract on behalf of other consortium partners.

Other services are mainly funded through statutory sources. Leeds City Council (Adult Social Care) provide block contract funding for Live Well Leeds, Sikh Elders Service, Better Together, and part of the income for the Community Support Team (CST).

NHS Leeds Clinical Commissioning Group [CCG] funds Leeds Mental Wellbeing Service and makes significant contributions to the Community Support Team [CST] and Here For You local service.

NHS Kirklees CCG funds the local Here For You service.

Leeds Yorkshire Partnership NHS Foundation Trust continue to fund elements of the wider CST portfolio including Rehab and Recovery, CRISS, Complex Rehab and CREST services.

NHS England fund the Liaison and Diversion Services, via contracts with Wakefield Council in West Yorkshire and South and West Yorkshire Partnerships Foundation NHS Trust (SWYFT) in South Yorkshire.

Reserves Policy

The Board has agreed as policy that the free reserves of the organisation, defined as the net current assets that are neither restricted nor designated for specific purposes, should be sufficient to provide a reasonable working balance to meet commitments as they become due whilst recognising the possible delays in receipt of grants and other income due. The Board has assessed that, under current circumstances, the free reserves should be the equivalent of 3 months' total anticipated expenditure.

Touchstone's restricted funds were £196,541 [2023: £190,669] – note 16 provides further details.

Based on the 2024/5 organisation budget and expenditure, free reserves should be £2,933k. As at 31 March 2024, free reserves (excluding unrestricted fixed assets) stood at £1,833k. The charity increases reserves by ensuring contracts deliver a minimum of 2.5% contribution towards them. At 31 March 2024, the reserves are £1,100k below the target level. Delivery of the Strategic Business Plan and preparation of the 2025/6 budget will aim to safeguard reserves in the short term and aim to reduce the gap over the medium term.

The Board's reserves policy also requires the Trustees to reassess any designated funds annually when reviewing its reserves so that no funds are needlessly designated and excluded from the calculation of reserves. Touchstone's designated funds, which are set aside to meet agreed essential future spending, remain at £64,777 and are primarily earmarked for maintenance and service user projects – note 18 provides further details.

Trustees are currently reviewing the reserves policy of the charity to ensure that it is fit for purpose and ensures that the charity is able to utilise its funds to achieve its objectives.

The trustees have assessed the major risks to which the charity is exposed and are satisfied systems are in place to mitigate exposure to them.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1987, and a registered charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

Trustees serve on the Board in the capacity of both Company Director and Charity Trustee. They receive no remuneration and any expenses reclaimed are set out in Note 7 to the accounts. Appointments to the Board are made at the Annual General Meeting in accordance with the detailed regulations set out in the Articles of Association. Between Annual General Meetings, the Board itself has the power to make further appointments to the Board.

One third of the Trustees retire every three years at the Annual General Meeting and are eligible for re-election.

The trustees encourage service user involvement with the Board and service users are invited to all meetings and have a standing agenda item for feedback. Former service users are also able to become trustees.

The charity complies with the charity governance code recommendation in relation to the Trustee maximum term of office (3x3 years) however one trustee's term was extended beyond this maximum due to their particular area of expertise within Adult Social Care and Safeguarding.

Trustee Induction and Training

Potential trustees would generally meet with the Chair of Trustees and the Chief Executive and are invited to attend at least one Board meeting as an observer, before joining the Board. There is a new Open Recruitment policy for Trustees as well as an induction pack of organisational information for new trustees.

There is at least one Board Away day each year to reflect on strategy, performance, and future priorities with senior managers, as well as a Trustee only half day which considers governance matters.

At this meeting, Trustees have for the past four years conducted a facilitated self-assessment of their Governance performance using the key principles of the revised 2017 Charity Governance Code as parameters for the self-assessment process and the NCVO questionnaire framework.

The 2022 Governance Code Review noted overall improvements in governance performance measured against these key principles The Board has again evaluated the possibility of an external review of this process and has concluded that this would not be cost effective for a charity of this size.

Trustees are encouraged and supported to attend other relevant training both externally and that provided by Touchstone.

Organisational Structure

The Board of trustees, which shall not have less than 6 or more than 20 trustees, is responsible for the strategic direction and governance of the organisation. The Board meets at least five times a year and there are five sub committees covering Finance and Development, Operations and Quality Standards, Risk and Audit, Governance and a Joint Negotiating and Consultative Committee.

The management structure is headed by the Chief Executive, who is appointed by the Board to manage the day-to-day operations of the organisation. The Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and service delivery.

The Chief Executive is responsible to the Board for the operation and development of the organisation, in line with the Strategic Business Plan, and for advising the Board on strategy and policy issues. In this, the Chief Executive is currently assisted by the Senior Leadership Team consisting of the Deputy Chief Executive, Business Development Director, Director of Finance and Resources, Operations Director - Inclusion, Operations Director - Quality and Performance, and People and Culture Director.

Key Management Remuneration Policy

Pay and remuneration for the charity's key management personnel are set by the trustees with reference to the standard local government pay scales. While annual cost of living increases are determined by national negotiation between local government employers and trade unions, the scale range of each role are periodically reviewed by trustees with reference to external comparators (benchmarks) including published salary surveys from reputable professional and industry bodies, and samples of advertised scales for similar roles being recruited in comparable organisations.

Risk Management

The Board of Trustees conducts regular and frequent reviews of the major risks to which the organisation is exposed through the Risk and Audit Committee, the Finance and Development Committee and the Operations Committee. This includes assessing the potential impact and likelihood, identifying the current controls in place, and those to be put in place, to mitigate the risk.

A corporate risk register is maintained of risks faced by the organisation under the headings of Governance, External, Business Development, IT, Regulatory & Compliance, Financial, Operational, Communications and PR and People and Culture. It is jointly compiled by trustees, senior managers and staff. Particular attention being paid to risks that the organisation sees as having a high potential impact and a high residual likelihood of occurrence despite existing controls.

Plans and strategies for managing and mitigating risks include seeking to diversify income sources, proactively managing commissioner relationships, robust budgeting to ensure delivery of best value for money, maintaining strong relationships with funders, a clear strategic direction, strong governance and quality assurance processes.

Touchstone holds insurances deemed suitable and sufficient for the scale and nature of operations, including Directors and Officers Indemnity cover.

The trustees, who are also the directors for the purpose of company law, and who served during the year and to the date of signing were:

Trustee	Appointed	Resigned
Sam Cheverton (Chair from 10/06/24)		
Janet Reynolds		
Philip Gleeson		
Sue Timothy		
Stephen Bailey		
Sally Anderson		
Richard Aimufua	11/03/2024	
Shahab Adris	11/03/2024	
Prof Edgar Meyer		01/10/2023
Dr Iwi Ugiabe-Green		01/10/2023
Tom Stanley		31/01/2024
Jeremy Horsell (Chair until 10/06/24)		10/06/2024
Andrea Beever		06/09/2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2024

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The trustees' report was approved by the Board of Trustees.

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Sam Cheverton, Trustee (Chair)

Date: 09 December 2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE - LEEDS

Opinion

We have audited the financial statements of Touchstone - Leeds for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS102) 2019.

We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

The laws and regulations we considered in this context were Charities Commission Regulations and requirements from funders.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of grant and donation income and the override of controls by management.

Our audit procedures to respond to these risks included:

- enquiries of management and the Trustees about their own identification and assessment of the risks of irregularities,
- sample testing on the posting of journals,
- reviewing accounting estimates for biases,
- reviewing contracts and carrying out detailed substantive testing on the completeness of income,
- reading minutes of meetings of those charged with governance; and
- obtaining confirmation from the trustees that there was no regulatory correspondence with the Charity Commission.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing noncompliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Susan Seaman BA FCA CIOT
(Senior Statutory Auditor)
SAGARS ACCOUNTANTS LTD
Chartered Accountants & Statutory Auditor
Gresham House
5-7 St Paul's Street
Leeds
LS1 2JG

09 December 2024

TOUCHSTONE – LEEDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds General	Unrestricted Funds Designated	Restricted Funds	Total 2024	Total 2023
		£	£	£	£	£
INCOME FROM						
Donations & Legacies	2	-	-	-	-	135,802
Income from charitable activities:	2					
Accommodation & Housing Support		618,869	-	-	618,869	557,135
Assertive Outreach & Support		1,409,210	-	-	1,409,210	1,495,391
Community Development Work		2,100,660	-	68,893	2,169,553	2,238,574
Daytime Activities & Support		5,372,020	-	9,950	5,381,970	5,191,014
Employment and Education		188,378	-	17,281	205,659	82,487
Neighbourhood Services		64,015	-	-	64,015	67,860
		9,753,152	-	96,124	9,849,276	9,768,263
Other trading activities	3	19,794	-	13,051	32,845	9,531
Bank interest		842	-	-	842	232
TOTAL INCOME		**9,773,788**	**-**	**109,175**	**9,882,963**	**9,778,026**
EXPENDITURE ON						
Expenditure on charitable activities:	4					
Accommodation & Housing Support		599,780	-	-	599,780	588,760
Assertive Outreach & Support		1,476,509	-	-	1,476,509	1,390,214
Community Development Work		2,177,056	-	69,157	2,246,213	2,214,810
Daytime Activities & Support		5,602,623	6,310	4,208	5,613,141	4,955,358
Employment and Education		179,515	-	17,281	196,796	81,086
Neighbourhood Services		65,327	-	-	65,327	65,523
Other trading activities		-	-	13,051	13,051	-
TOTAL EXPENDITURE		**10,100,810**	**6,310**	**103,697**	**10,210,817**	**9,295,751**
NET INCOME / (EXPENDITURE)		**(327,021)**	**(6,310)**	**5,477**	**(327,854)**	**482,275**
Gains from investments	9	38,418	-	-	38,418	(3,197)
NET INCOMING RESOURCES		(288,604)	**(6,310)**	**5,477**	**(289,436)**	**479,078**
Transfers between funds		(6,704)	6,310	395	-	-
NET MOVEMENT IN FUNDS		**(295,308)**	**-**	**5,872**	**(289,436)**	**479,078**
TOTAL FUNDS BROUGHT FORWARD		2,104,520	64,777	190,670	2,359,966	1,880,888
TOTAL FUNDS CARRIED FORWARD		**1,809,212**	**64,777**	**196,542**	**2,070,530**	**2,359,966**

The statement of financial activites includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of finanancial activites also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TOUCHSTONE – LEEDS

BALANCE SHEET AS AT 31 MARCH 2024 – COMPANY NUMBER 02200394

	Notes	2024 £		2023 £	
FIXED ASSETS					
Tangible assets	10		119,910		130,679
CURRENT ASSETS					
Debtors	13	620,773		2,011,100	
Investments	12	236,358		368,171	
Cash at bank and in hand		4,248,522		3,378,920	
		5,105,653		5,758,191	
CREDITORS: Due within one year	14	(3,155,034)		(3,528,904)	
NET CURRENT ASSETS			1,950,619		2,229,287
NET ASSETS			2,070,530		2,359,966
REPRESENTED BY:					
Restricted funds	16		196,541		190,669
Unrestricted funds					
General funds	17	1,809,212		2,104,520	
Designated funds	18	64,777		64,777	
			1,873,990		2,169,297
TOTAL FUNDS			2,070,530		2,359,966

The notes on pages 24-39 comprise part of these financial statements.

The financial statements were approved and authorised for issue by the Trustees on 09 December 2024.

Sam Cheverton
Trustee (Chair)

Stephen Bailey
Trustee

TOUCHSTONE – LEEDS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024		2023	
Cash flows from operating activities:		£	£	£	£
Cash generated from operations	20		699,372		(260,366)
Investing activities					
Proceeds on disposal of investments		115,773			
Net cash (used in) / generated from investing activities			115,773		-
Net (decrease) / increase in cash and cash equivalents			815,144		(260,366)
Cash and cash equivalents at the beginning of the year			3,433,420		3,693,784
Cash and cash equivalents at the end of the year			4,248,564		3,433,418
Relating to:					
Cash at bank and in hand			4,248,522		3,378,920
Notice Deposits			-		54,500

1. Accounting policies

Charity information

Touchstone - Leeds is a company limited by guarantee incorporated in England and Wales. The registered office is Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU.The charity's principal activities are described in detail on page 5 along with the nature of the charity's operations. The company has adopted the following principal accounting policies which should be read in conjunction with the financial statements.

Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Going Concern

Mindful of the increasingly challenging economic climate and sector landscape that impacts Touchstone in the form of public sector efficiency cuts and reforms in how services are provided, when reviewing the organisation's Strategic Business Plan 2021-6, the Trustees recognise significant strategic and operational work is required as part of the 2025/6 budget process to diversify Touchstone's existing income portfolio and review – and resize, if deemed necessary – its current operating cost base. In addition to promoting positive relations with current clientele in local authorities and the NHS to extend and renegotiate existing contracts and services and tender for new ones, and progressing grant applications as they arise, Touchstone is committed to identifying and delivering new mental health and wellbeing products and services in, thus far, untapped local markets.

Healthy reserves and cash balances combined with stringent financial management enable the charity to meet its obligations as they fall due and operate as a going concern while transitioning the mental health and wellbeing services provides to the community in Yorkshire.

On that basis, the trustees continue to adopt the going concern basis of accounting in preparation of the annual financial statements.

Charitable funds

Funds held by the charity are either:

Unrestricted general funds
These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds
These are funds set aside by the trustees out of unrestricted general funds for specific future purposes of projects.

Restricted funds
These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purpose.

1. Accounting policies (Continued)

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Incoming resources

Rental income is credited in respect of the period to which it relates.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Contract income and any other funding received in respect of the cost of providing services is credited to the income and expenditure account in the period to which it relates, unless it relates to a previously audited year, when it is credited as received.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Legacy income is recognised when receipt is probable and entitlement is established.

Income is recognised by the charity only when it is entitled to, it is measurable, and it is probable they will receive such income.

Resources expended

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed or proportionally charged to the functional categories of resources expended in the Statement Of Financial Activities [SOFA].

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. The costs include those related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Costs related to the management and administration of the organisation, which include senior management, finance and administrative support, and the overheads of premises shared by different service areas, are allocated to the functional areas by application of the following three factors:

- an assessment is made of the time devoted by central staff to the governance of the charity itself as distinct from support of its service areas. Currently it is assessed that 5% of the Directors and Senior Managers' time, and therefore other service costs, are allocated to this;
- costs related to shared premises are allocated in proportion to the floor area occupied by the different functional areas;
- costs related to 'primary' management, financial and administrative support are allocated in proportion to the staff costs of the different functional areas of the organisation.

Tangible fixed assets

All purchases of and improvements to land and buildings costing more in total than £1,000 are capitalised and depreciated. Additions to office equipment and fixtures and fittings costing more than £1,000 are capitalised and depreciated. Refurbishment and tenancy furniture costing less than £1,000 is written off as incurred.

1. Accounting policies (Continued)

Freehold property is depreciated on a straight-line basis over 50 years. Freehold renovation is depreciated on a straight-line basis over 25 years.

Other fixed assets are depreciated on a straight-line basis over their estimated useful lives as follows:

Office equipment	33%
Fixtures and fittings	15%

Current asset investments

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims. Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk. Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely. No investment will be made in non-traded equities, hedge funds, commodities or derivatives.

Investments held as current asset investments are stated at fair value at the balance sheet date. Any difference between cost and market value is adjusted annually through the Statement of Financial Activities.

Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered and impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial Instruments
The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102, in full, to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. **Accounting policies (Continued)**

Basic financial assets

Basic financial assets, which include debtors, cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

Retirement benefits

The company operates a defined contribution pension scheme, the pension charge represents the amounts payable by the company to the fund in respect of the year.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Details of these judgements are set out in the accounting policies.

Critical accounting estimates and assumptions

Deferred income is a critical estimate in the preparation of the financial statements. More information is included in the incoming resources accounting policy above.

2. Income from Donations & Legacies and Income from Charitable Activities

a) Donations & Legacies

	Unrestricted Funds		Restricted	Total	Total
	General	Designated	Funds	2024	2023
	£	£	£	£	£
Legacies	-	-	-	-	135,802
	-	-	-	-	135,802

b) Charitable Actvities

	Contract Income	Grant Income	Housing Income	Other Income	SDS Income	Total 2024	Total 2023
	£	£	£	£	£	£	£
Accommodation & Housing Support	154,817	-	462,252	-	1,800	618,869	557,135
Assertive Outreach & Support	1,409,210	-	-	-	-	1,409,210	1,495,391
Community Development Work	2,083,879	84,598	-	1,075	-	2,169,553	2,238,574
Daytime Activities & Support	5,287,302	9,950	-	66,895	17,823	5,381,970	5,191,014
Employment and Education	132,057	20,000	-	53,602	-	205,659	82,487
Neighbourhood Services	62,217	1,798	-	-	-	64,015	67,860
	9,129,482	116,346	462,252	121,572	19,623	9,849,276	9,632,461

Legacy income from 2023 was restricted.

3. Other Trading Activities

	Unrestricted Funds General	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Other Activities	20,635	13,051	33,686	9,763

Income from other activities in 2023 was derived from unrestricted funds.

4. Expenditure from charitable activities

	Accomm & Housing Support	Assertive Outreach & Support	Community Development Work	Daytime Activities & Support	Employment & Education	Neighbour-hood Services	Other trading activities	Total 2024	Total 2023
	£	£	£	£	£	£	£	£	£
Activity & Welfare Costs	492	5,482	88,333	48,769	12,904	4,042	9,176	169,198	149,754
Audit, Consultancy & Professional Fees	-	-	-	5,940	-	-	-	5,940	8,973
Central	5,430	39,213	77,966	141,203	1,611	1,680	-	267,103	253,130
Grants - Partners & Networks	-	-	172,908	1,176,477	4,600	-	-	1,353,985	1,121,131
Depreciation (Restricted)	-	-	-	4,078	-	-	-	4,078	5,689
Furniture, Repair & Renewal	34,039	-	7,549	2,541	-	-	-	44,129	48,354
Other Direct Service Costs	732	-	575	18,588	-	-	-	19,895	982
Other Office & Mgmt Costs	355	39	950	6,555	-	-	-	7,899	6,307
Premises Rent & Utilities	208,388	-	97,321	83,242	-	-	-	388,951	366,668
Printing, Stationary & IT	1,023	15,055	15,145	87,675	20,119	-	3,875	142,892	96,016
Property Maintenance	19,576	-	-	3,638	-	-	-	23,214	26,113
Provider Rent, HA Charges & Council Tax	-	-	2,828	-	-	-	-	2,828	-
Staff Travel, Recruitment & Training	4,422	31,196	17,387	34,608	1,345	1,209	-	90,167	86,677
Staffing Costs	242,916	1,185,548	1,455,104	3,229,656	132,237	49,082	-	6,294,543	5,803,697
Telephone & Postage	3,857	6,605	25,028	36,419	469	759	-	73,137	80,507
	521,230	1,283,138	1,961,094	4,879,389	173,285	56,772	13,051	8,887,959	8,053,998
Primary Support Costs	56,005	137,871	203,286	523,153	16,763	6,100	-	943,178	893,976
Supplementary & Governance Costs	22,545	55,500	81,833	210,597	6,749	2,456	-	379,680	347,777
	599,780	1,476,509	2,246,213	5,613,139	196,797	65,328	13,051	10,210,817	9,295,751

5. Support costs

	Charitable Activities £	Governance £	Total 2024 £	Total 2023 £
Specific 'Central' Salaries	657,735	15,732	673,467	637,428
Personnel Costs	120,643	-	120,643	98,759
Administrative Costs	158,829	114,627	273,456	260,929
Touchstone House Costs	255,292	-	255,292	244,636
Total	1,192,499	130,359	1,322,858	1,241,752

6. Net movement in funds

	Total 2024 £	Total 2023 £
Net movement in funds is stated after charging / (crediting)		
Auditors Remuneration	28,740	15,000
Depreciation of owned tangible fixed assets	10,769	16,764

7. Trustees

None of the trustees (or persons connected to them) received any remuneration or benefits from the charity during the year [2022/3 – none].

There were zero expenses incurred on behalf of the charitable company and reimbursed to trustees during the year relating to travel, accommodation, and subsistence [2022/3: £443].

8. Employees

	Total 2024 Number	Total 2023 Number
The average monthly number of employees during the year was:	256	255

Employment Costs	Total 2024 £	Total 2023 £
Wages & Salaries	6,387,705	5,891,731
Agency & Relief Staff	48,797	4,420
Severance Payments	-	1,933
	6,436,502	5,898,083
Social Security Costs	589,119	534,621
Other Pension Costs	145,961	131,062
	7,171,582	6,563,766

Remuneration of key management personnel is as follows:

	Total 2024 £	Total 2023 £
Aggregate compensation inc employers NI and pension contributions	359,381	382,445

Key management personnel comprises of the senior management team.

The number of employees whose annual remuneration was £60,000 or more were:

	Total 2024 Number	Total 2023 Number
£80,000 - £89,000	-	-
£70,000 - £79,000	1	1
£60,000 - £69,000	-	-

9. Net gains/(losses) on investments

	Total 2023 £	Total 2023 £
Revaluation of investments	38,418	(3,197)

10. Tangible fixed assets

	Freehold property (inc renovation costs)	Total
	£	£
COST		
At 1 April 2023	194,219	194,219
Additions	-	-
Disposals	(1,189)	(1,189)
At 31 March 2024	193,030	193,030
DEPRECIATION		
At 1 April 2023	63,540	63,540
Depreciation charged in year	10,769	10,769
Eliminated in respect of disposals	(1,189)	(1,189)
At 31 March 2024	73,120	73,120
NET BOOK VALUE		
At 31 March 2024	119,910	119,910
At 31 March 2023	130,679	130,679

11. Tangible fixed assets (freehold property)

	Land and buildings	Renovation costs	Fixtures and fittings	Total
	£	£	£	£
COST				
At 1 April 2023	152,623	4,631	36,965	194,219
Additions	-	-	-	-
Disposals	-	-	(1,189)	(1,189)
At 31 March 2024	152,623	4,631	35,776	193,030
DEPRECIATION				
At 1 April 2023	33,153	2,151	28,236	63,540
Charge for year	5,689	185	4,895	10,769
Eliminated in respect of disposals	-	-	(1,189)	(1,189)
At 31 March 2024	38,842	2,336	31,942	73,120
NET BOOK VALUE				
At 31 March 2024	113,781	2,295	3,834	119,910
At 31 March 2023	119,471	2,480	8,728	130,679

12. Current asset investments

	Total 2024 £	Total 2023 £
Investments	236,358	368,171

The movement on the investments balance in year is made up of the following:

	Equity £	Deposit £	Total £
As at 1 April 2023	313,671	54,500	368,171
Disposals at market value	(116,485)	(53,746)	(170,231)
Gain/(Loss)	39,172	(754)	38,418
As at 31 March 2024	236,358	-	236,358

13. Debtors: amounts falling due within one year

	Total 2024 £	Total 2023 £
Trade Debtors	499,378	1,786,957
Other Debtors	28,983	26,078
Prepayments and accrued income	92,412	198,066
	620,773	2,011,100

14. Creditors: amounts falling due within one year

	Total 2024 £	Total 2023 £
Trade Creditors	(137,646)	(176,835)
Other Taxation and Social Security	(218,732)	(153,141)
Other Creditors	(33,080)	(3,478)
Accruals and Deferred Income	(2,765,576)	(3,195,450)
	(3,155,034)	(3,528,904)

15. Deferred income

Deferred income movements in the year are as follows:

	Total 2024	Total 2023
	£	£
Brought forward	2,932,558	2,748,559
Recognised within the year	(903,447)	(888,632)
New deferrals in the year	528,649	1,072,631
Balance carried forward	2,557,760	2,932,558

Deferred income relates to income received in advance that the charity does not have entitlement until the service has been provided.

16. Restricted funds

The income funds of the charity included restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes.

		Movement in funds			
	Balance at 1 April 2023	Incoming resources	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£
Freehold Property	82,551	-	(4,078)	-	78,473
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	-	(142)	142	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Community Builder	-	20,629	(20,629)	-	-
TB Awareness	4,564	4,614	(4,614)	-	4,564
3rd Sector Visibility	1,700	-	-	-	1,700
BAME Dementia Support	-	9,950	-	-	9,950
Winter Warmer Grant (BT)	2,595	-	(251)	251	2,595
Bradford Perinatal Support	-	-	13	(13)	-
TOPS	1,298	35,536	(35,536)	-	1,298
SU Digital Library	1,171	-	-	-	1,171
First Steps to Walking	1	8,113	(8,127)	13	-
ND Filming Project	-	17,281	(17,281)	-	-
Small Grants	-	13,051	(13,051)	-	-
	190,670	109,174	(103,697)	393	196,541

17. Restricted funds (Continued)

		Movement in funds			
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Freehold Property	88,239	-	(5,689)	-	82,550
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	99,464	(116,129)	16,665	-
ESIF: Stronger Families	-	38,757	(48,259)	9,502	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	-	-	-	-
ABCD Community Builder	-	27,282	(27,874)	592	-
Chapel Allerton Hub TLF	-	5,000	(436)	-	4,565
TLF Funding	-	6,000	(4,300)	-	1,700
Sikh Elders	-	1,300	(1,300)	-	-
Winter Warmer Grant (BT)	-	7,965	(5,370)	-	2,595
BFD Perinatal Support	-	36,676	(37,276)	600	-
Movers & Shakers	-	33,546	(32,248)	-	1,298
SU Digital Library	-	3,342	(2,171)	-	1,171
	185,029	259,332	(281,051)	27,359	190,669

Freehold property is the grant funded part of Touchstone House which houses several services and main offices.

The CDW Map+ Project fund represents funding received from Leeds City Council for targeted work with new migrant communities in Leeds.

The Big Lottery Fund Grants (WY-FI and PCP) funds represent the income and associated expenditure on two projects funded by Big Lottery.

ABCD Community Builder represents funds received from Leeds City Council to employ a community builder to lead an ABCD approach to communities within the Lincoln Green area of the city.

Additional funding and grants received to complement the work of the BAME Dementia Support Project.

TOPS extension of funding.

Winter Warmer grant monies to help support vulnerable individuals across Winter 22/23 and deliver TB awareness work. Alongside was a small grant for capacity building and visibility within 3rd Sector.

SU Digital Library – Provision of digital engagement through tablets and data to ensure that we continue to provide services to those vulnerable, isolated and unwell members of the most deprived communities of West Yorkshire

ND Filming Project – to provide support as part of the Workforce Transformation programme of work.

Balances at 31 Mar 2023 in respect of TLF [Touchstone Loves Food] were transferred to general funds and those in respect of Movers & Shakers were returned to funders.

18. Unrestricted funds – General

	Movement in funds				
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds	2,104,519	9,812,206	(10,100,810)	(6,703)	1,809,212
	2,104,519	9,812,206	(10,100,810)	(6,703)	1,809,212

	Movement in funds				
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds	1,631,081	9,515,497	(8,994,939)	(47,119)	2,104,520
	1,631,081	9,515,497	(8,994,939)	(47,119)	2,104,520

19. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

		Movement in funds			
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Touchstone House cyclical maintenance	5,000	-	(3,951)	3,951	5,000
Support Centre cyclical maintenance	15,000	-	(2,359)	2,359	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(6,310)	6,310	64,777

		Movement in funds			
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Touchstone House cyclical maintenance	5,000	-	(16,835)	16,835	5,000
Support Centre cyclical maintenance	15,000	-	(2,925)	2,925	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(19,760)	19,760	64,777

19. Designated funds (Continued)

Touchstone House – cyclical maintenance is required to maintain the property; the trustees consider it prudent to designate sufficient funds to allow for future redecoration and routine maintenance above day to day repairs.

Support Centre – cyclical maintenance this fund is to allow for future decoration and routine maintenance, above strictly day to day repairs, to ensure the property is kept to a high standard.

Support Centre – dilapidations, this fund has been designated to meet the cost of internal and external decorating and any other repairs required at the end of the lease.

Service User Evaluation - The service user evaluation fund is for research that was commissioned by Touchstone and has been transferred from Restricted Funds during the year, the programme has been delayed and currently under review.

20. Analysis of net assets between funds

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2024 are represented by:				
Tangible Assets	41,439	-	78,471	119,910
Net Current Assets	1,767,773	64,777	118,070	1,950,620
	1,809,212	64,777	196,541	2,070,530

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2023 are represented by:				
Tangible Assets	48,129	-	82,551	130,680
Net Current Assets	2,056,391	64,777	108,118	2,229,286
	2,104,520	64,777	190,669	2,359,966

21. Cash generated from operations

	Total 2024	Total 2023
	£	£
(Deficit)/ Surplus for the year	(289,436)	479,078
Adjustments for:		
Investment income recognised in SOFA	-	-
Fair value (gains) and losses on investments	(38,418)	(741)
Depreciation and impairment of tangible fixed assets	10,769	16,764
Movements in working capital:		
Decrease/(increase) in debtors	1,390,327	(961,666)
(Decrease)/increase in creditors	(373,871)	206,199
Cash generated by operations	699,371	(260,366)

22. Operating Lease Note

The charity has future minimum lease payments under non-cancellable operating leases as follows:

	Total 2024	Total 2023
Expiring within 1 Year	1,981	-
Expiring within 2-5 Years inclusive	4,524	12,322
Over 5 Years	-	-
	6,505	12,322

23. Related party transactions

There were no related party transactions during 2023/4 [2022/3: £300].

24. Members liability

The company is limited by guarantee. Every member of the company is liable to contribute to the assets of the company in the event of the company being wound up ether whilst they are a member or within one year of them ceasing to be a member, for payment of the debts and liabilities of the Association contracted before they ceased to be a member, and of the cost, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount not to exceed £1.

At 31 March 2024, the number of members so liable was 5 [31 March 2023: 5].

TOUCHSTONE-LEEDS

England & Wales - Charity number 1012053

Accounts

Charity Registration No. 1012053

Company Registration No. 02200394 (England and Wales)

TOUCHSTONE - LEEDS

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023

TOUCHSTONE – LEEDS

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TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Touchstone-Leeds is constituted as a Registered Company Limited by Guarantee and is registered as a Charity.

Full Name:	Touchstone – Leeds
Charity Registration Number:	1012053
Company Registration Number:	02200394
Registered Office:	Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU

Trustee	Appointed	Resigned
Jeremy Horsell (Chair)		
Janet Reynolds		
Philip Gleeson		
Sue Timothy		
Tom Stanley		
Sam Cheverton		
Andrea Beever		
Stephen Bailey		
Sally Anderson	26/10/2022	
Prof Edgar Meyer		01/10/2023
Dr Iwi Ugiabe-Green		01/10/2023
Solomy Chawatama		21/09/2022
Katie Gleghorn		30/05/2022

Key Management Personnel:

Arfan Hanif	Chief Executive
Kathryn Hart	Deputy Chief Executive and People & Culture Director
Sharon Brown	Business Development Director
Sophie Hailwood	Operations Director
Dave Pickard	Operations Director
Zoe Bridge	Finance Director – Resigned 31 May 2023
Khalil Rehman	Interim Finance Director from 1 June 2023.

Company Secretary:	Khalil Rehman – from 1 Dec 2023.

TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Auditor:	Sagars Accountants Ltd Gresham House 5-7 St Paul's Street Leeds LS1 2JG
Bankers:	The Co-operative Bank 19-20 Commercial Street Leeds LS1 6AL Virgin Bank The Penny Hill Centre 1 Church St Hunslet Leeds LS10 2AP

The trustees present their report and financial statements for the year ended 31 March 2023 for Touchstone – Leeds also known as Touchstone.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Objectives and Activities

The charitable objects (purpose) defined in the Memorandum are "to relieve sickness and promote the fostering of positive physical and mental health and the prevention of breakdown among members of the community by establishing guiding and supporting, the promotion of self-help groups, and provision of personal counselling, housing and other practical facilities and by the advancement of education for the public benefit of lay and professional health care workers".

More particularly, Touchstone's vision statement is "Inspiring communities, transforming lives" and this is underpinned by seven values:

- Leadership and Learning
- Inclusion and Diversity
- Value for Money
- Quality and Continuous Improvement
- Integrity and Respect
- Recovery
- Co-Production

Key services Touchstone provided in the year are:

- **Accommodation and Housing Support** – supported housing is provided in individual tenancies, as appropriate to individual need and support to people in shared living environments.

- **Daytime Activities and Support** – provided through drop-in services and more structured programmes and in settings appropriate to the needs of diverse communities. Principally these services are provided in Leeds from the Support Centre in north Leeds and Touchstone House in south Leeds, and across West Yorkshire from smaller offices shared with partners in other locations.
  Includes Cognitive Behavioural Therapy – talking therapy offered to people from Leeds, with a particular specialism working with BME communities, as part of the IAPT (Improving Access to Psychological Therapies) initiative in partnership with the NHS, Community Links and Northpoint Wellbeing known as the Leeds Mental Wellbeing Service, and Mental Health advocacy work in Kirklees – delivering both the community mental health advocacy service and Independent Mental Health Advocacy (IMHA) statutory service; Liaison & Diversion services in Leeds and Wakefield in partnership with Wakefield Youth Offending Team, Together Women Project, Leeds Police and Leeds Youth Offending Service.

- **Assertive Outreach and Support** – providing support to people in community settings including those with clear needs but who are reluctant to engage with services. This is the main area of work for the Community Support Team.

- **Community Development Work** – improving access to mental health services for people from disadvantaged communities including Black and minority ethnic communities. This work is undertaken by a number of Touchstone Community Development Services such as the Being You Leeds service which works with a number of diverse groups and communities.

- **Neighbourhood Support** – provided by the Sikh Elders' Neighbourhood Service to improve the health and wellbeing of older people in Leeds' Sikh communities.

- **Employment and Education**: Supporting people with mental health issues, including offenders on probation, to develop skills for and to retain employment.

Activities

Primarily Touchstone provides services for people with mental health difficulties, those vulnerable to such problems and to their carers. Through this work and seeking to ensure services were available to the whole of our diverse community, Touchstone has developed a particular strength working with Black and Minority Ethnic (BME) communities. This now gives a secondary focus that has evolved into more general health promotion work and neighbourhood support.

Key Performance Indicators are designed around the Critical Success Factors identified for each individual service, usually in consultation with the commissioners of the service, and are used to assess ongoing service performance by staff, management, trustees and relevant external stakeholders as appropriate.

Public Benefit

The trustees recognise their duties under the Charities Act 2011 and have referred to the Charity Commission's guidance on public benefit when reviewing Touchstone's activities and compiling this report.

The activities described above, and explained in more detail in the following sections, are consistent with Touchstone's values and aims which, in turn, derive from its charitable objects. They seek to deliver public benefit by improving the physical and, especially, mental health of the communities either directly or through improving people's experience of other services and their acceptance within the community. All new and potential developments are assessed for consistency with the strategic business plan and, therefore, for their contribution to public benefit.

Access to Touchstone services is generally through referral processes determined by objective criteria based on need and, to the extent that most services are funded by statutory bodies, residence within the relevant geographic boundaries.

Volunteers

Volunteers supported individual service users in reducing isolation/loneliness, building their confidence and self-esteem, offering a listening ear, enabling them to make friends, supporting them with budgeting, attending social activities, going shopping, walking and reducing anxiety when going out. They supported service users benefit forms as well as attending the assessments and appeal hearings.

This helped address anxiety issues. Not only do people benefit from the contributions of volunteers, but some also take on the role themselves. Service users have expressed they would not have been able to cope if it were not for the volunteer/befriender. Volunteer support helped with managing their mental health and therefore prevented deteriorations and setbacks.

The contribution of the volunteers is not included in the statement of financial activities as it's not possible to put a reliable value on their contribution.

STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

Accommodation and Housing Support

Housing and Accommodation Services

The Beacon Housing Service operates city-wide in Leeds from its base at Touchstone House in Beeston. The carefully planned and innovative accommodation-based Support Service in Leeds offers service users furnished self-contained single tenancies in dispersed units across the city.

We are contracted to provide housing support to 41 people under a subcontract with the lead provider, Turning Lives Around. The support is provided in Touchstone tenancies (in association with several RSLs and private landlords). In 2022/23 we provided support to a total of 77 individuals.

Housing support is mainly funded through a Support Contract with Leeds City Council. Rent is charged for properties managed by Touchstone; this is eligible for housing benefit so no potential service users are excluded.

Assertive Outreach and Support

The Community Support Team (CST)

The Team operates from Touchstone House in Beeston (Leeds). It works city wide to support people with mental health difficulties who have been excluded from other existing services, due to the complexity of their needs or their difficult behaviours.

The Team works on an 'assertive outreach' basis, engaging and supporting service users in the community. It also provides some activities of a more social nature, particularly at weekends, and through the Outlook Group.

The Outlook group has developed into a focused programme run in partnership with Assertive Outreach which supports group activities both within our services and the wider community. Our main CST service has helped people with a variety of issues from supporting asylum seekers, parents developing access to their children, to attending training courses and overcoming agoraphobia.

80% of referrals for the CST service must come from Community Mental Health Teams who we work in close partnership with to provide a step down from statutory services back into community participation and life.

In 2022/23 we provided support to a total of 227 individuals.

Rehabilitation and Recovery Project

The Rehabilitation and Recovery project aims to support service users in both the Recovery Centre to make the challenging transition to living in the community. The project is unique in that the voluntary sector work alongside NHS staff on the wards developing a proportional and joined up approach to supporting people in recovery in a holistic way. It benefits from different agencies working together in partnership-Leeds York Partnership NHS Foundation Trust, Touchstone, Community Links and Leeds Mind sharing good practice and promoting innovation.

Blossom Service

Blossom is an NHS-funded pilot to work with women who have been subject to Female Genital Mutilation (FGM) across the North of England. The service is a partnership with Leeds Community Healthcare who provide nurses to perform medical procedures whilst Touchstone employs an advocate with lived experience and a mental health support worker.

In 2022/23 we provided support to a total of 21 individuals.

Community Development Work

Mentally Healthy Leeds

Mentally Healthy Leeds (MHL) is a city-wide service commissioned by Public Health since April 2018. MHL builds on the former Community Development Service that worked successfully to build the mental health resilience of BME communities across Leeds. MHL extends this anti-stigma approach across Leeds, offering support and advice to people and employers around mental health promotion and accredited suicide prevention training via our partner, Community Links.

In 2022/2023, the total number of service users supported by MHL was 314.

Better Together

This service is a partnership of 5 organisations working together across North East Leeds to promote good health and wellbeing via group and individual support it is hosted and managed as part of MHL and East Leeds Health for All (ELHfA). The separate number of service users supported by Better Together in 2022/2023 was 315.

Wellbean Hope in a Crisis Café

Leeds

The Wellbean Café works to reduce hospital admissions, reduce factors associated with the inappropriate use of statutory services and provide a safe alternative to NHS mental health support. In 2019, the café was extended to Touchstone House using Winter Pressures funding and has now been commissioned by the Clinical Commissioning Group for 7 nights across Leeds. The three sites are: Touchstone House, Lincoln Green Community Centre and New Wortley Community centre. A total of 69 service users were supported across the three Leeds Cafes during 2022/2023. To note, due to the nature of this service and other crisis cafes, it is used by many 'regular visitors' which gives context to the numbers accessing within the year.

Kirklees

We continue to operate another WellBean Café in Kirklees which operates across two sites, Huddersfield and Dewsbury.

Wakefield Safe Space Crisis Café

Touchstone in partnership with GASPED and Spectrum People was awarded the contract to run Wakefield Safe Space Crisis Café from October 2020, initially for 3 nights and has now been commissioned for 7 nights a week, to operate across Wakefield district until October 2022 with the option to extend by 1 year. Core aim of the service is to:

- Provide a safe, high-quality response for both physical and virtual visitors of the Safe Space to de-escalate the presenting crisis; Support visitors of the Safe Space to continue with other Community Sector Providers by making the necessary warm transfers and referrals using a social prescribing approach.

- Encourage the use of Safe Space when required as part of crisis escalation plans. Due to challenges with recruitment the service has not yet been able to move to 7 nights a week. The total number of service users supported during 2022/2023 was 100.

Daytime Activities and Support

Live Well Leeds

This is a city-wide service for people with mental health difficulties in Leeds. The service is a partnership with 18 other charities and it has been designed to increase access to people from specific communities of interest such as Gypsy Travellers, Asian women, people who are Deaf and visually impaired, sex workers and from Black Minority Ethnic communities. It runs 7 days a week both from premises owned by Leeds City Council and leased at a peppercorn rent and across the city in premises owned/run by sub-contracted partners. The service is a pioneer for Leeds City Council's Adult Social Care Department, and we are regularly featured as exemplars of good practice in commissioning to other local authorities and in the media. The service has an embedded befriending and volunteer offer and many of our volunteers go on to formal volunteering and employment with Touchstone and other organisations.

Referrals are a short telephone or one to one conversation which incorporates a short risk assessment. Anyone can attend a welcome café to become a service user but they will be assessed by a Trusted Assessor (from across all 19 delivery partners) for access to 1-2-1 support, otherwise the offer is group work, befriending or volunteering.

All aspects of the service follow a holistic approach, which is service user-led, including integrating people with mild to moderate mental health problems back into mainstream services and employment. All groups offer educational and therapeutic activities. This service also incorporates "Dosti" which means friendship in Urdu, Hindi, Punjabi, and Gujarati and is a support service for South Asian women.

Live Well Leeds is based at the Support Centre which is also a hub for many services as it hosts Touchstone's Sikh Elders Service, Association of Blind Asians, and Dial House @ Touchstone. During 2022/2023, 1,786 service users were supported by Live Well Leeds (across the consortium.)

Black, Minority Ethnic (BME) Dementia Service

The BME Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia and their carers from ethnic minorities. Our aim is to raise awareness of dementia within BME communities by breaking down the barriers that exist about dementia and bring it out into the open so that people can access the support they need while meeting their language, cultural and religious needs.

We provide culturally appropriate Dementia awareness talks within community settings such as Day centres, local community groups or religious centres in English, Punjabi, Hindi, or Urdu languages. We also run a fortnightly South Asian Dementia Café, Hamari Yaadain (Our Memories) on the first and third Thursday of every month from 1pm to 3pm. The café is for South Asian people with memory issues and their carers and run in a mother tongue. The total number of service users supported by the BME Dementia Service in 2022/2023 was 114.

Kirklees Advocacy Service

The IMHA (Independent Mental Health Advocacy) service continues to provide vital statutory support to people detained in hospital, alongside the Community Advocacy service.

In late 2018, Touchstone won the contract to deliver IMCA, DoLS and Care Act advocacy and these services were integrated into the Kirklees Advocacy Service throughout 2019 under the new name of ASK for Advocacy, which is a partnership with Leeds-based charity, Advonet.

In 2022/2023 we provided support to a total of 1,924 individuals.

Kirklees Peer Brokerage

The Peer Led Brokerage Service has continued to deliver its innovative service, with individuals being supported by staff and peers to maximize the benefits of their self-directed support personal budgets from Kirklees Council, and "self-funding" individuals. This service not only supports individuals on their recovery pathway but also has an important role to play in sharing good practice and spreading awareness of how effective mental health services should be delivered.

Liaison & Diversion

Liaison and Diversion (L&D) services identify people who have mental health, learning disability, substance misuse or other vulnerabilities when they first come into contact with the criminal justice system as suspects, defendants or offenders.

The service can then support people through the early stages of criminal justice system pathway, refer them for appropriate health or social care or enable them to be diverted away from the criminal justice system into a more appropriate setting, if required.

The West Yorkshire contract is delivered in partnership with Wakefield Council, Together Women Project, Leeds Police and Leeds Youth Offending Service, the service is now offered across Leeds, Bradford, Kirklees, Calderdale and Wakefield. In West Yorkshire the total number of service users supported across L&D was 1,155.

In South Yorkshire, Touchstone provides the peer volunteering and support element of Liaison and Diversion, in partnership with South West Yorkshire Partnership Foundation Trust and our staff are based in Barnsley, working across Sheffield, Barnsley and Doncaster.

Coproduction Rehabilitation Service

This is a new service that was commissioned in October 2019 for coproduction peer support workers to identify the needs of people held in secure accommodation and co-produce alternative provision to enable them to live more/independently in the community. We now have a Female Coproduction worker and a male coproduction worker which work with individuals to gain the voice of users to strengthen their experience with services.

Crisis Resolution Intensive Support Service (CRISS)

The Crisis Resolution and Intensive Support Service is a multidisciplinary and multi-agency service made up of staff from Leeds Yorkshire Partnership NHS Foundation Trust, Adult Social Care, Harm reduction workers and Community Links. The service aims to provide immediate Crisis interventions, safety planning and ongoing referral for community-based services or for hospital admission.

Since 2020 Touchstone has provided the peer support workers with lived experience to this service. They provide peer support and practical assistance to people in order for them to take control over their own lives and engage actively in their unique recovery process.

West Yorkshire Health and Social Care System (ICS) Workforce Support

This service is offered through Touchstone as lead 3rd sector organisation and expertise in supporting recruitment, retention and diversity workforce strategies in health and social care roles, including giving one to one employment support to people.

Leeds Mental Wellbeing Service (LMWS)

The Leeds Mental Wellbeing Service (LMWS) was established in November 2019 bringing together existing primary care mental health services including Improving Access to Talking Therapies (IAPT) under one single five-year contract led by the Leeds Community Healthcare NHS Trust (LCH).

The aim of the service is to provide integrated, primary care based, mental health support for people with mild/moderate and complex Common Mental Health Disorders (CMHD) and stable Serious Mental Illness (SMI). The IAPT service delivery element continues within this integrated primary care mental health service which also includes peer support and coproduction initiatives, the latter elements being led by Touchstone.

In 2022/23 we provided support to a total of 2,536 individuals.

SHAFA

Shafa is a Touchstone project working across West Yorkshire and South Yorkshire. Shafa means renewal, restoration and healing in Urdu. Touchstone's approach is to work with people who have offended from the South Asian community based on a recovery and strengths-based approach.

Staff work with South Asian people who have committed offences to resettle them within their communities across West Yorkshire providing a comprehensive and unique range of consultancy and cultural interpretation services.

Self-Directed Support (SDS)

SDS is for people with usually, Adult Social Care, personal budgets who opt for Touchstone to provide them with the kind of support that meets their goals, whenever, wherever and however they choose. SDS is provided by a group of bank and permanent staff who work with individuals who "buy" their services according to their agreed support plan objectives.

In 2022/23 we provided support to a total of 31 individuals.

Employment & Education

Workplace Leeds

Our employment support worker/job retention work with the Workplace partnership, has continued to develop in collaboration between Leeds Mind, ourselves and Community Links to support people with mental health needs to retain and find work opportunities in Leeds.

Neighbourhood Services

The Sikh Elders' Service

This service is modelled on Leeds' network of Neighbourhood Services for Older People but takes account of the identity and needs of Sikh elders. It aims to develop a variety of projects to benefit the social, physical, and mental well-being of Sikh elders; develop projects that will respect cultural and religious need; promote independent living; reduce isolation; and promote privacy, dignity, and choice. Services are provided both to groups in the community and to people in their own homes.

The focus of the service is to extend befriending opportunities to older Punjabi speaking people across Leeds and for transport support to reduce social isolation. 105 service users were registered with the service in 2022/23.

Organisation-wide performance and achievements

Good progress has been made in achieving the objectives set out in the Strategic Business Plan. The trustees are particularly pleased to note:

- Growth of organisation (services and staff) e.g., new footprint in Rotherham and Wakefield (Safe Space), developing our work with men (Men's Unlocked and Men in Health services) and continued growth in the Leeds Mental Wellbeing Service
- Ranked 56th on Stonewall's Top 100 Employers List 2023 and achieved a Gold Award
- We gained 2* accreditation for "Outstanding Staff Engagement" from Best Companies to Work for.
- In the Top 100 Best Companies to Work for 2023, we came Fifth Best Charity to Work for and 58th Best Large Company to Work For in the UK, and 22nd Best Company to Work for in Yorkshire and the Humberside.
- We are 3rd in the UK's Top 50 Most Inclusive Employers List
- We gained Disability Confident Leader accreditation.
- Further development of BME, Neurodiversity and Disability staff peer support groups during the year.
- Touchstone actively involved in West Yorkshire ICS Health Partnership e.g., Recruitment & Inclusion

Financial Review

Performance

Total income for the year was £9,778,026 (2022: £8,453,357) an increase of £1.324m (15.7%). Touchstone has managed to maintain excellent growth through the extension of existing contracts and winning successful new contracts through the hard work of the business development team and directors.

Expenditure in year was £9,295,751 (2022: £8,417,673) and surplus of £479,078 (2022: £63,601). The surplus position was significantly enhanced through one off financial gains on risk reward arrangements with our LMWS contract and a substantial unrestricted legacy donation.

At the year-end, Touchstone had Net Asset position of £2,359,966 (2022: £1,880,887) of which £190k are restricted funds.

Current Asset Investments

There was a small loss on investments (£3,197) – (2022: £27,917 gain)

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims.

Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk.

Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely.

The charity continues to invest with COIF Charities Investment Fund, the fund has limited ethical exclusions and has therefore, been determined as and promoted as a responsible fund.

Future Plans 2023-2024

Our major digital transformation programme supported by 'agile' working will continue and bring about more efficiencies and resources which can then be better channelled into front line services. Service users will remain at the heart of plans to better align our resources to service delivery priorities.

A three-year investment programme to build up infrastructure capacity is underway for 2022-2025 and this will support the organisation's central services and resources to better enable efficient, effective and sustainable service delivery.

Touchstone's expertise and track record around Diversity, Inclusion and Co-Production initiatives will provide a competitive edge in business development and growth as well as enhancing our reputation local, regional and national reputation.

We have continued to grow over the last few years and anticipate a continued emphasis on bidding competitively for new and existing contracts that funders and commissioners announce.

Touchstone is actively involved in strategic health partnerships arising out of the Health and Social Care Act 2022 which includes Touchstone taking the 'systems' lead in Community Mental Health Transformation, Men's Health and Inclusive recruitment best practice.

Specific direction is set out in Touchstone's Strategic Business Plan 2021 – 2026, which had a fundamental refresh in March 2022 and is reviewed and updated annually. The Plan sets out five strategic objectives up to 2026 with detailed steps for the next three years and an indication of the actions for subsequent years.

Touchstone main objectives for 2023-24 are set out below:

Sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire.

We will do this by:

- Identifying need amongst the most vulnerable groups and communities we work with and developing high quality bids to deliver services to meet that need.
- Influencing and developing systems level collaborative relationships with commissioners and decision-makers to invest in the groups/communities we identify using case studies, data and insight reporting.
- Delivering growth through our Business Development Strategy to ensure we have the infrastructure to support our teams, grow our reserves in line with our reserves policy and are sustainable for the future.
- Invest in support services infrastructure to ensure there is capacity supporting and enabling good sustainable quality service delivery.
- Having a sustainable reserves strategy better aligned to the organisation's strategic business plan priorities.

Become a partner of choice and develop sustainable relationships with the statutory, public, private and voluntary sectors. We will do this by:

- Continuing to highlight the contribution of Touchstone to the elimination of health inequalities via delivery of our annual Communications Strategy and plan.
- Developing 10 new local and strategic partnerships throughout the year
- Participating in emerging systems level 'Collaboratives' and to explore potential opportunities from this.
- Investing in maintaining existing partnerships both through contractual relationships and through skills share and other generous leadership initiatives.
- Showcasing Touchstone's expertise in coproduction and sharing this with partners.

To maintain a just, safe and reflective culture to continuously improve our stakeholder experience. We will do this by:

- Providing high quality and respectful services measured by achievement of at least 95% satisfaction rate in the annual service user survey
- Reporting and reviewing 100% complaints received throughout the year alongside a service user audit panel and undertaking lessons learned reviews where required.
- Completing 100% safeguarding self-audits and auctioning all recommendations during the year.
- Developing and implementing a robust Information Governance/Security Strategy

Embed co-production to involve service users and carers in all aspects of service delivery and design.

We will do this by:

- Providing high quality and respectful services measured by achieving a target of 95% satisfaction rate in the annual service user survey
- Embedding the role of a new Co-Production and Service Users Involvement Coordinator
- Developing a Service User Leadership Academy to support better involvement of service users in decision making.
- To increase the capacity and number of service user consultants.

Engagement with Employees (including disabled persons)

We aspire to be an employer of choice; recognising and continuously developing our people as valued and essential leaders in the delivery of quality services. We are already recognised for our approach and achievements in our ambition (see page 13). We will strengthen this further by:

- Applying the best leadership and people management practices
- Maintaining high level of Inclusive Companies and Stonewall accreditations
- Being a Top national Investors in People Platinum Employer
- Maintaining a happy and healthy workforce as evidenced by levels of sickness absence of 4% or less and maintaining or improving the wellbeing scores in our annual Best Company staff survey. To develop a wellbeing strategy in line with IIP Platinum recommendations.
- Developing and implementing an organisational wide volunteering strategy to support people to develop and thrive in Touchstone and gain the required skills/experience to be able to apply for job roles within Touchstone as well as complement service delivery.
- Celebrating the diversity and difference of our staff through ongoing engagement, improved representation, investment in development opportunities and benchmarking against national best practice standards e.g., inclusive Companies, Stonewall Employers list
- Continuing to invest in the work of our staff Green Group, implementing the Climate Emergency Policy actions, alongside them.

We regularly review our recruitment policies to ensure they are equitable and support applications from disabled persons. Alongside we plan to review our Access to Work policy to support employees that have a disability or become disabled. We have increased our support for strengthening our staff network groups and ensure regular communication across the organisation led by the Chief Executive and senior managers.

Principal Funding Sources

The accommodation services are funded through rent charges to individual tenants, the majority of which, in practice, are received as directly paid Housing Benefit, and through support funding paid under a contract with Leeds City Council as part of a consortium with Turning Lives Around and Foundation. Touchstone also provides volunteer elements of the contract on behalf of other consortium partners.

Other services are mainly funded through statutory sources. Leeds City Council (Adult Social Care) provide block contract funding for Live Well Leeds Sikh Elders Service, Mentally Healthy Leeds, Your Space, Better Together (East Leeds Health for All -ELHfA) and part of the income for the Community Support Team (CST).

NHS Leeds CCG continues to fund services - Leeds Mental Wellbeing Service, a majority contribution to the Community Support Team, and Wellbean Café – Hope in a Crisis.

NHS Kirklees CCG funds the Kirklees Wellbean Café and contribution towards the Kirklees Ask for Advocacy service.

Leeds Yorkshire Partnership NHS Foundation Trust continue to fund elements of the wider CST portfolio including Rehab and Recovery, CRISS, Complex Rehab and CREST services.

Income from self-directed support (SDS), provided on individual contracts for each service user, continues to fluctuate, mainly provided by Leeds City Council for people eligible for personal budgets.

The Ask for Advocacy and Peer Support Services are funded through Kirklees Council.

NHS England fund the Liaison and Diversion Services, via contracts with Wakefield Council in West Yorkshire and South and West Yorkshire Partnerships Foundation NHS Trust (SWYFT) in South Yorkshire.

Reserves Policy

The Board has agreed as policy that the free reserves of the organisation, defined as the net current assets that are neither restricted nor designated for specific purposes, should be sufficient to provide a reasonable working balance to meet commitments as they become due whilst recognising the possible delays in receipt of grants and other income due. The Board has assessed that, under current circumstances, the free reserves should be the equivalent of 3 months' total anticipated expenditure.

Our restricted funds are £190,669 (2022: £185,029) – note 16 provides further details.

Based on the 2023/24 organisation budget and expenditure, free reserves should be £2,927k. As at 31 March 2023, free reserves (excluding unrestricted fixed assets) stood at £2,056k. Due to ensuring our contracts deliver a minimum of 2.5% contribution towards reserves, the charity has increased free reserves by 33%, however the reserves are £871k from the target level, our strategic business plan and budgeting will aim to reduce the gap over the medium term.

The Board's reserves policy also requires the trustees to reassess any designated funds annually when reviewing its reserves so that no funds are needlessly designated and excluded from the calculation of reserves. Our designated funds, which are set aside to meet agreed essential future spending remain at £64,777 and are primarily earmarked for maintenance and service user projects – note 18 provides further details.

Trustees are currently reviewing the reserves policy of the charity to ensure that it is fit for purpose and ensures that the charity is able to utilise its funds to achieve its objectives.

The trustees have assessed the major risks to which the charity is exposed to and are satisfied those systems are in place to mitigate exposure to the major risks.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1987, and a registered charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

Trustees serve on the Board in the capacity of both Company Director and Charity Trustee. They receive no remuneration and any expenses reclaimed are set out in Note 7 to the accounts. Appointments to the Board are made at the Annual General Meeting in accordance with the detailed regulations set out in the Articles of Association. Between Annual General Meetings, the Board itself has the power to make further appointments to the Board.

One third of the Trustees retire every three years at the Annual General Meeting and are eligible for re-election.

The trustees encourage service user involvement with the Board and service users are invited to all meetings and have a standing agenda item for feedback. Former service users are also able to become trustees.

The charity complies with the charity governance code recommendation in relation to the Trustee maximum term of office (3x3 years) however one trustee's term was extended beyond this maximum due to their particular area of expertise within Adult Social Care and Safeguarding.

Trustee Induction and Training

Potential trustees would generally meet with the Chair of Trustees and the Chief Executive and are invited to attend at least one Board meeting as an observer, before joining the Board. There is a new Open Recruitment policy for Trustees as well as an induction pack of organisational information for new trustees.

There is at least one Board Away day each year to reflect on strategy, performance, and future priorities with senior managers, as well as a Trustee only half day which considers governance matters.

At this meeting, Trustees have for the past four years conducted a facilitated self-assessment of their Governance performance using the key principles of the revised 2017 Charity Governance Code as parameters for the self-assessment process and the NCVO questionnaire framework.

The 2022 Governance Code Review noted overall improvements in governance performance measured against these key principles The Board has again evaluated the possibility of an external review of this process and has concluded that this would not be cost effective for a charity of this size.

Trustees are encouraged and supported to attend other relevant training both externally and that provided by Touchstone.

Organisational Structure

The Board of trustees, which shall not have less than 6 or more than 20 trustees, is responsible for the strategic direction and governance of the organisation. The Board meets at least five times a year and there are five sub committees covering Finance and Development, Operations and Quality Standards, Risk and Audit, Governance and a Joint Negotiating and Consultative Committee.

The management structure is headed by the Chief Executive, who is appointed by the Board to manage the day-to-day operations of the organisation. The Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and service delivery.

The Chief Executive is responsible to the Board for the operation and development of the organisation, in line with the Strategic Business Plan, and for advising the Board on strategy and policy issues. In this, the Chief Executive is currently assisted by the Senior Leadership Team consisting of the Deputy Chief Executive, Business Development Director, Finance Director, Operations Director - Inclusion, Operations Director – Quality and Performance and People and Culture Director.

Key Management Remuneration Policy

Pay and remuneration for the charity's key management personnel are set by the trustees with reference to the standard local government pay scales. While annual cost of living increases are determined by national negotiation between local government employers and trade unions, the scale range of each role are periodically reviewed by trustees with reference to external comparators (benchmarks) including published salary surveys from reputable professional and industry bodies, and samples of advertised scales for similar roles being recruited in comparable organisations.

Risk Management

The Board of Trustees conducts regular and frequent reviews of the major risks to which the organisation is exposed through the Risk and Audit Committee, the Finance and Development Committee and the Operations Committee. This includes assessing the potential impact and likelihood, identifying the current controls in place, and those to be put in place, to mitigate the risk.

A corporate risk register is maintained of risks faced by the organisation under the headings of Governance, External, Business Development, IT, Regulatory & Compliance, Financial, Operational, Communications and PR and People and Culture. It is jointly compiled by trustees, senior managers and staff. Particular attention being paid to risks that the organisation sees as having a high potential impact and a high residual likelihood of occurrence despite existing controls.

Plans and strategies for managing and mitigating risks include seeking to diversify income sources, proactively managing commissioner relationships, robust budgeting to ensure delivery of best value for money, maintaining strong relationships with funders, a clear strategic direction, strong governance and quality assurance processes.

Touchstone holds insurances deemed suitable and sufficient for the scale and nature of operations, including Directors and Officers Indemnity cover.

The trustees, who are also the directors for the purpose of company law, and who served during the year and to the date of signing were:

Trustee	Appointed	Resigned
Jeremy Horsell (Chair)		
Janet Reynolds		
Philip Gleeson		
Sue Timothy		
Tom Stanley		
Sam Cheverton		
Andrea Beever		
Stephen Bailey		
Sally Anderson	26/10/2022	
Prof Edgar Meyer		01/10/2023
Dr Iwi Ugiabe-Green		01/10/2023
Solomy Chawatama		21/09/2022
Katie Gleghorn		30/05/2022

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

The trustees' report was approved by the Board of Trustees.

……..

Trustee:

Date: 11 March 2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE - LEEDS

Opinion

We have audited the financial statements of Touchstone - Leeds for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS102) 2019.

We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

The laws and regulations we considered in this context were Charities Commission Regulations and requirements from funders.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of grant and donation income and the override of controls by management.

Our audit procedures to respond to these risks included:

- enquiries of management and the Trustees about their own identification and assessment of the risks of irregularities,
- sample testing on the posting of journals,
- reviewing accounting estimates for biases,
- reviewing contracts and carrying out detailed substantive testing on the completeness of income,
- reading minutes of meetings of those charged with governance; and
- obtaining confirmation from the trustees that there was no regulatory correspondence with the Charity Commission.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing noncompliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Susan Seaman BA FCA CIOT
(Senior Statutory Auditor)
SAGARS ACCOUNTANTS LTD
Chartered Accountants & Statutory Auditor
Gresham House
5-7 St Paul's Street
Leeds
LS1 2JG

March 2024 11 March 2024

TOUCHSTONE – LEEDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31 MARCH 2023

	Note	General £	Designated £	Funds £	2023 £	2022 £
INCOME FROM						
Donations & Legacies	2	135,802	-	-	135,802	-
Income from charitable activities:	2					
Accommodation & Housing Support		557,135	-	-	557,135	557,248
Assertive Outreach & Support		1,495,391	-	-	1,495,391	1,022,560
Community Development Work		2,155,439	-	83,135	2,238,574	1,858,140
Daytime Activities & Support		5,014,817	-	176,197	5,191,014	4,851,637
Employment and Education		82,487	-	-	82,487	35,820
Neighbourhood Services		67,860	-	-	67,860	68,649
		9,508,931	-	259,332	9,768,263	8,394,054
Other trading activities	3	9,531	-	-	9,531	59,277
Bank interest		232	-	-	232	26
TOTAL INCOME		**9,518,694**	**-**	**259,332**	**9,778,026**	**8,453,357**
EXPENDITURE ON						
Expenditure on charitable activities:	4					
Accommodation & Housing Support		588,760	-	-	588,760	554,265
Assertive Outreach & Support		1,390,214	-	-	1,390,214	965,020
Community Development Work		2,142,411	-	72,399	2,214,810	1,925,133
Daytime Activities & Support		4,726,945	19,760	208,653	4,955,358	4,880,670
Employment and Education		81,086	-	-	81,086	31,800
Neighbourhood Services		65,523	-	-	65,523	60,785
TOTAL EXPENDITURE		**8,994,939**	**19,760**	**281,052**	**9,295,751**	**8,417,673**
NET INCOME / (EXPENDITURE)		**523,755**	**(19,760)**	**(21,720)**	**482,275**	**35,684**
Gains from investments	9	(3,197)	-	-	(3,197)	27,917
NET INCOMING RESOURCES		**520,558**	**(19,760)**	**(21,720)**	**479,078**	**63,601**
Transfers between funds		(47,119)	19,760	27,359	-	-
NET MOVEMENT IN FUNDS		**473,439**	**-**	**5,639**	**479,078**	**63,601**
TOTAL FUNDS BROUGHT FORWARD		1,631,081	64,777	185,030	1,880,888	1,817,286
TOTAL FUNDS CARRIED FORWARD		**2,104,520**	**64,777**	**190,669**	**2,359,966**	**1,880,887**

The statement of financial activites includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities

The statement of finanancial activites also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TOUCHSTONE – LEEDS

BALANCE SHEET AS AT 31 MARCH 2023 – COMPANY NUMBER 02200394

	Notes	2023 £		2022 £	
FIXED ASSETS					
Tangible assets	10		130,679		147,446
CURRENT ASSETS					
Debtors	13	2,011,100		1,049,434	
Investments	12	368,171		371,368	
Cash at bank and in hand		3,378,920		3,635,344	
		5,758,191		5,056,146	
CREDITORS: Due within one year	14	(3,528,904)		(3,322,705)	
NET CURRENT ASSETS			2,229,287		1,733,441
NET ASSETS			2,359,966		1,880,887
REPRESENTED BY:					
Restricted funds	16		190,669		185,029
Unrestricted funds					
General funds	17	2,104,520		1,631,081	
Designated funds	18	64,777		64,777	
			2,169,297		1,695,858
TOTAL FUNDS			2,359,966		1,880,887

The notes on pages 27-42 comprise part of these financial statements

The financial statements were approved and authorised for issue by the Trustees on 11 March 2024

Jeremy Horsell

……..
Jeremy Horsell
Trustee (Chair)

Stephen Bailey

……
Stephen Bailey
Trustee

TOUCHSTONE – LEEDS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023		2022	
Cash flows from operating activities:		**£**	**£**	**£**	**£**
Cash generated from operations	20		(260,366)		1,194,891
Investing activities					
Purchase of tangible fixed assets		-		-	
Sale/Purchase of Current Asset Investments		-		(50,000)	
Net cash (used in) / generated from investing activities			-		(50,000)
Net cash used in financing activities			-		-
Net (decrease) / increase in cash and cash equivalents			(260,366)		1,144,891
Cash and cash equivalents at the beginning of the year			3,693,784		2,548,893
Cash and cash equivalents at the end of the year			3,433,418		3,693,784
Relating to:					
Cash at bank and in hand			3,378,920		3,635,344
Notice Deposits			54,500		58,440

1. Accounting policies

Charity information

Touchstone – Leeds is a company limited by guarantee incorporated in England and Wales. The registered office is Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU.The charity's principal activities are described in detail on page 5 along with the nature of the charity's operations. The company has adopted the following principal accounting policies which should be read in conjunction with the financial statements.

Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Going Concern

The Trustees have reviewed the annual forecast and Touchstone's Strategic Business Plan 2021-26 and are mindful that we are in a continued period of public sector efficiency cuts alongside reforms in how services are provided and the potential impact this could have on our income sources.

This assessment is based on our core funding being stable and we continue to diversify our income streams across West Yorkshire to further mitigate the risk of these being reduced. This, along with government support and large retained reserves will allow the charity to continue to meet its obligations as they fall due and operate as a going concern.

As a result, the trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

Charitable funds

Funds held by the charity are either:

Unrestricted general funds
These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds
These are funds set aside by the trustees out of unrestricted general funds for specific future purposes of projects.

Restricted funds
These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purpose.

1. Accounting policies (Continued)

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Incoming resources

Rental income is credited in respect of the period to which it relates.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Contract income and any other funding received in respect of the cost of providing services is credited to the income and expenditure account in the period to which it relates, unless it relates to a previously audited year, when it is credited as received.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Legacy income is recognised when receipt is probable and entitlement is established.

Income is recognised by the charity only when it is entitled to, it is measurable, and it is probable they will receive such income

Resources expended

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed or proportionally charged to the functional categories of resources expended in the SOFA. The company is not registered for VAT and accordingly expenditure is shown gross of irrecoverable VAT.

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. The costs include those related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Costs related to the management and administration of the organisation, which include senior management, finance and administrative support, and the overheads of premises shared by different service areas, are allocated to the functional areas by application of the following three factors:

- an assessment is made of the time devoted by central staff to the governance of the charity itself as distinct from support of its service areas. Currently it is assessed that 5% of the Directors and Senior Managers' time, and therefore other service costs, are allocated to this;
- costs related to shared premises are allocated in proportion to the floor area occupied by the different functional areas;
- costs related to 'primary' management, financial and administrative support are allocated in proportion to the staff costs of the different functional areas of the organisation.

Tangible fixed assets

All purchases of and improvements to land and buildings costing more in total than £1,000 are capitalised and depreciated. Additions to office equipment and fixtures and fittings costing more than £1,000 are capitalised and depreciated. Refurbishment and tenancy furniture costing less than £1,000 is written off as incurred.

1. Accounting policies (Continued)

Freehold property is depreciated on a straight-line basis over 50 years. Freehold renovation is depreciated on a straight-line basis over 25 years.

Other fixed assets are depreciated on a straight-line basis over their estimated useful lives as follows:

Office equipment	33%
Fixtures and fittings	15%

Current asset investments

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims. Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk. Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely. No investment will be made in non-traded equities, hedge funds, commodities or derivatives.

Investments held as current asset investments are stated at fair value at the balance sheet date. Any difference between cost and market value is adjusted annually through the Statement of Financial Activities

Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered and impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial Instruments
The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102, in full, to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. Accounting policies (Continued)

Basic financial assets

Basic financial assets, which include debtors, cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled

Retirement benefits

The company operates a defined contribution pension scheme, the pension charge represents the amounts payable by the company to the fund in respect of the year.

2. Income from Donations & Legacies and Income from Charitable Activities

a) Donations & Legacies

	Unrestricted Funds		Restricted	Total	Total
	General	Designated	Funds	2023	2022
	£	£	£	£	£
Legacies	135,802	-	-	135,802	-
	135,802	-	-	135,802	-

b) Charitable Actvities

	Contract Income	Grant Income	Housing Income	Other Income	SDS Income	Total 2023	Total 2022
	£	£	£	£	£	£	£
Accommodation & Housing Support	151,027	-	403,508	-	2,600	557,135	557,248
Assertive Outreach & Support	1,495,391	-	-	-	-	1,495,391	1,022,560
Community Development Work	2,149,214	88,135	-	1,225	-	2,238,574	1,858,140
Daytime Activities & Support	4,781,286	176,197	-	67,421	166,111	5,191,014	4,851,637
Employment and Education	82,487	-	-	-	-	82,487	35,820
Neighbourhood Services	61,359	6,500	-	-	-	67,860	68,649
	8,720,764	270,832	403,508	68,646	168,711	9,632,461	8,394,054

3. Other Trading Activities

3. Other Trading Activities

	Total 2023	Total 2022
	£	£
Other Activities	9,763	59,303

4. Expenditure from charitable activities

	Accommodation & Housing Support	Assertive Outreach & Support	Community Development Work	Daytime Activities & Support	Employment and Education	Neighbourhood Services	Total 2023	Total 2022
	£	£	£	£	£	£	£	£
Activity & Welfare Costs	958	8,134	89,267	45,095	517	5,783	149,754	138,358
Audit, Consultancy & Professional Fees	-	-	-	8,973	-	-	8,973	10,504
Central	9,875	45,131	76,443	117,322	1,750	2,609	253,130	92,707
Grants - Partners & Networks	-	1,000	231,819	888,312	-	-	1,121,131	1,186,217
Depreciation (Restricted)	-	-	-	5,689	-	-	5,689	1,017
Furniture, Repair & Renewal	33,943	-	4,523	9,888	-	-	48,354	46,824
Other Direct Service Costs	377	-	605	-	-	-	982	2,393
Other Office & Mgmt Costs	355	28	1,727	3,975	2	220	6,307	3,773
Premises Rent & Utilities	196,423	-	100,455	69,790	-	-	366,668	270,278
Printing, Stationary & IT	727	7,750	28,386	53,883	5,099	171	96,016	66,205
Property Maintenance	15,689	-	-	10,424	-	-	26,113	20,452
Provider Rent, HA Charges & Council Tax	-	-	-	-	-	-	-	-
Staff Travel, Recruitment & Training	4,855	28,916	10,645	41,506	513	242	86,677	72,220
Staffing Costs	240,882	1,099,824	1,348,001	3,006,495	61,607	46,888	5,803,697	5,187,792
Telephone & Postage	3,397	7,512	27,179	41,450	404	565	80,507	100,873
	507,481	1,198,295	1,919,050	4,302,802	69,892	56,478	8,053,998	7,199,613
Primary Support Costs	58,515	138,168	212,927	469,795	8,059	6,512	893,976	947,554
Supplementary & Governance Costs	22,764	53,751	82,833	182,761	3,135	2,533	347,777	270,506
	588,760	1,390,214	2,214,810	4,955,358	81,086	65,523	9,295,751	8,417,673

5. Support costs

	Charitable Activities £	Governance £	Total 2023 £	Total 2022 £
Specific 'Central' Salaries	619,891	17,537	637,428	369,783
Personnel Costs	98,759	-	98,759	53,491
Administrative Costs	142,421	118,508	260,929	515,389
Touchstone House Costs	244,636	-	244,636	111,572
Total	1,105,707	136,045	1,241,752	1,050,235

6. Net movement in funds

	Total 2023 £	Total 2022 £
Net movement in funds is stated after charging/(crediting)		
Auditors Remuneration	15,000	15,000
Depreciation of owned tangible fixed assets	16,764	43,445

7. Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2021/22 – none)

Expenses incurred on behalf of the charitable company and reimbursed to 1 trustees during the year amounted to £443 (2021/22: 0) which related to travel, accommodation, and subsistence

8. Employees

	Total 2023 Number	Total 2022 Number
The average monthly number of employees during the year was:	255	249

Employment Costs	Total 2023 £	Total 2022 £
Wages & Salaries	5,891,731	5,234,556
Agency & Relief Staff	4,420	30,919
Severance Payments	1,933	5,035
	5,898,084	5,270,510
Social Security Costs	534,621	440,728
Other Pension Costs	131,062	128,182
	6,563,766	5,839,420

Remuneration of key management personnel is as follows:

	Total 2023 £	Total 2022 £
Aggregate compensation inc employers NI and pension contributions	382,445	322,842

Key management personnel comprises of the senior management team.

The number of employees whose annual remuneration was £60,000 or more were:

	Total 2023 Number	Total 2022 Number
£80,000 - £89,000	-	-
£70,000 - £79,000	1	1
£60,000 - £69,000	-	1

9. Net gains/(losses) on investments

	Total 2023 £	Total 2022 £
Revaluation of investments	(3,197)	27,917

10. Tangible fixed assets

	Freehold property (inc renovation costs)	Office equipment	Total
	£	£	£
COST			
At 1 April 2022	206,596	142,798	349,394
Disposals	(12,377)	(142,798)	(155,175)
At 31 March 2023	194,219	-	194,219
DEPRECIATION			
At 1 April 2022	63,548	138,400	201,948
Depreciation charged in year	12,366	4,398	16,764
Eliminated in respect of disposals	(12,374)	(142,798)	(155,172)
At 31 March 2023	63,540	-	63,540
NET BOOK VALUE			
At 31 March 2023	130,679	-	130,679
At 31 March 2022	143,048	4,398	147,446

11. Tangible fixed assets (freehold property)

	Land and buildings	Renovation costs	Fixtures and fittings	Total
	£	£	£	£
COST				
At 1 April 2022	152,623	4,631	49,342	206,596
Disposals	-	-	(12,377)	(12,377)
At 31 March 2023	152,623	4,631	36,965	194,219
DEPRECIATION				
At 1 April 2022	27,463	1,966	34,119	63,548
Charge for year	5,690	185	6,492	12,366
Eliminated in respect of disposals	-	-	(12,374)	(12,374)
At 31 March 2023	33,153	2,151	28,237	63,540
NET BOOK VALUE				
At 31 March 2023	119,471	2,480	8,728	130,679
At 31 March 2022	125,160	2,665	15,223	143,048

12. Current asset investments

12. Current asset investments

	Total 2023 £	Total 2022 £
Investments	368,171	371,368

The movement on the investments balance in year is made up of the following:

	Equity £	Deposit £	Total £
As at 1 April 2022	312,930	58,438	371,368
Investment in year	-	-	-
Gain/(Loss)	741	(3,938)	(3,197)
As at 31 March 2023	313,671	54,500	368,171

13. Debtors: amounts falling due within one year

	Total 2023 £	Total 2022 £
Trade Debtors	1,786,957	879,063
Other Debtors	26,078	25,280
Prepayments and accrued income	198,066	145,091
	2,011,100	1,049,434

14. Creditors: amounts falling due within one year

	Total 2023 £	Total 2022 £
Trade Creditors	(176,835)	(111,483)
Other Taxation and Social Security	(153,141)	(146,245)
Other Creditors	(3,478)	(8,250)
Accruals and Deferred Income	(3,195,450)	(3,056,727)
	(3,528,904)	(3,322,705)

15. Deferred income

Deferred income movements in the year are as follows:

	Total 2023	Total 2022
	£	£
Brought forward	2,748,559	1,315,074
Recognised within the year	(888,632)	(361,483)
New deferals in the year	1,072,631	1,794,968
Balance carried forward	2,932,558	2,748,559

Deferred income relates to income received in advance when the charity does not have entitlement until the service has been provided

16. Restricted funds

The income funds of the charity included restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes

		Movement in funds			
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Freehold Property	88,239	-	(5,689)	-	82,550
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	99,464	(116,129)	16,665	-
ESIF: Stronger Families	-	38,757	(48,259)	9,502	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	-	-	-	-
ABCD Community Builder	-	27,282	(27,874)	592	-
TB Awareness	-	5,000	(436)	-	4,565
3rd Sector Visibility	-	6,000	(4,300)	-	1,700
BAME Dementia Support	-	1,300	(1,300)	-	-
Winter Warmer Grant (BT)	-	7,965	(5,370)	-	2,595
Bradford Perinatal Support	-	36,676	(37,276)	600	-
TOPS	-	33,546	(32,248)	-	1,298
SU Digital Library	-	3,342	(2,171)	-	1,171
	185,029	259,332	(281,051)	27,359	190,669

16. Restricted funds (Continued)

		Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Freehold Property	89,259	-	(1,018)	(2)	88,239
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	126,687	(130,520)	3,833	-
ESIF: Stronger Families	-	60,111	(75,606)	15,496	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	27,606	(27,606)	-	-
ABCD Community Builder	-	31,065	(31,065)	-	-
Chapel Allerton Hub TLF	-	100,323	(100,323)	-	-
TLF Funding	93,964	-	(93,964)	-	-
Sikh Elders	-	5,403	(5,403)	-	-
Healthy Connections	25,000	-	(36,704)	11,704	-
BFD Perinatal Support	-	12,959	(12,959)	-	-
Movers & Shakers	-	18,050	(18,050)	-	-
SU Digital Library	-	6,498	(6,498)	-	-
	305,013	388,701	(539,716)	31,031	185,029

The freehold property fund is the grant funded part of Touchstone House which houses several services and main offices.

The CDW Map+ Project fund represents funding received from Leeds City Council for targeted work with new migrant communities in Leeds.

The Big Lottery Fund Grants (WY-FI and PCP) funds represent the income and associated expenditure on two projects funded by Big Lottery.

ESIF Funds (Connecting Opportunities and Stronger Families) represent the income and associated expenditure on two projects funded by European Structural and Investment Funds.

ABCD Community Builder represents funds received from Leeds City Council to employ a community builder to lead an ABCD approach to communities within the Lincoln Green area of the city.

Additional funding and grants received to complement the work of the BAME Dementia Support Project, TOPS (extension funding).

Winter Warmer grant monies to help support vulnerable individuals across Winter 22/23 and deliver TB awareness work. Alongside was a small grant for capacity building and visibility within 3rd Sector.

Bradford Perinatal Support - represents funding from NHS Charities Together for a programme in Bradford supporting Women who are experiencing perinatal mental health issues as a result of a recent pregnancy.

SU Digital Library – Provision of digital engagement through tablets and data to ensure that we continue to provide services to those vulnerable, isolated and unwell members of the most deprived communities of West Yorkshire

During the year there has been a transfer of funds between unrestricted and restricted funds to cover additional funding requirements for 4 services this was to cover essential costs to deliver the services that are not reclaimable under the terms of the grants.

17. Unrestricted funds – General

	Movement in funds				
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds	1,631,081	9,515,497	(8,994,939)	(47,119)	2,104,520
	1,631,081	9,515,497	(8,994,939)	(47,119)	2,104,520

	Movement in funds				
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds	1,447,496	8,092,573	(7,870,738)	(38,250)	1,631,081
	1,447,496	8,092,573	(7,870,738)	(38,250)	1,631,081

18. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes

		Movement in funds			
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Touchstone House cyclical maintenance	5,000	-	(16,835)	16,835	5,000
Support Centre cyclical maintenance	15,000	-	(2,925)	2,925	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(19,760)	19,760	64,777

		Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Touchstone House cyclical maintenance	5,000	-	(2,493)	2,493	5,000
Support Centre cyclical maintenance	15,000	-	(4,726)	4,726	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(7,219)	7,219	64,777

18. Designated funds (Continued)

Touchstone House – cyclical maintenance is required to maintain the property; the trustees consider it prudent to designate sufficient funds to allow for future redecoration and routine maintenance above day to day repairs.

Support Centre – cyclical maintenance this fund is to allow for future decoration and routine maintenance, above strictly day to day repairs, to ensure the property is kept to a high standard.

Support Centre – dilapidations, this fund has been designated to meet the cost of internal and external decorating and any other repairs required at the end of the lease.

Service User Evaluation - The service user evaluation fund is for research that was commissioned by Touchstone and has been transferred from Restricted Funds during the year, the programme has been delayed and currently under review

19. Analysis of net assets between funds

19. Analysis of net assets between funds

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2023 are represented by:				
Tangible Assets	48,129	-	82,551	130,680
Net Current Assets	2,056,391	64,777	108,118	2,229,286
	2,104,520	64,777	190,669	2,359,966

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Tangible Assets	59,207	-	88,239	147,446
Net Current Assets	1,571,874	64,777	96,790	1,733,441
	1,631,081	64,777	185,029	1,880,887

20. Cash generated from operations

	Total 2023	Total 2022
	£	£
Surplus for the year	479,078	63,601
Adjustments for:		
Investment income recognised in SOFA	-	-
Fair value (gains) and losses on investments	(741)	(30,580)
Depreciation and impairment of tangible fixed assets	16,764	43,445
Movements in working capital:		
Decrease/(increase) in debtors	(961,666)	(227,354)
(Decrease)/increase in creditors	206,199	1,345,779
Cash generated by operations	(260,366)	1,194,891

21. Operating Lease Note

The charity has future minimum lease payments under non-cancellable operating leases as follows:

	Total 2023	Total 2022
Expiring within 1 Year	-	-
Expiring within 2-5 Years inclusive	12,322	12,322
Over 5 Years	-	-
	12,322	12,322

22. Related party transactions

During the year, the charity offered training to Leeds Older Peoples Forum which is part Volition. Volition is the Leeds Third Sector Umbrella Organisation. Arfan Hanif (CEO) is a board member of Volition. A payment of £300 was received by Touchstone from Leeds Older Peoples Forum for the training. (2022:0)

23. Members liability

The company is limited by guarantee. Every member of the company is liable to contribute to the assets of the company in the event of the company being wound up ether whilst he is a member or within one year of him ceasing to be a member, for payment of the debts and liabilities of the Association contracted before he ceased to be a member, and of the cost, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount not to exceed £1.

At 31 March 2023 the number of members so liable was 5 (2022 – 5)

TOUCHSTONE-LEEDS

England & Wales - Charity number 1012053

Accounts

Charity Registration No. 1012053

Company Registration No. 02200394 (England and Wales)

TOUCHSTONE - LEEDS

(TOUCHSTONE)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022

TOUCHSTONE – LEEDS

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TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Touchstone-Leeds is constituted as a Registered Company Limited by Guarantee and is registered as a Charity.

Full Name:	Touchstone – Leeds
Charity Registration Number:	1012053
Company Registration Number:	02200394
Registered Office:	Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU

Trustee:	Appointed	Resigned
Jeremy Horsell		
Andrew Goodchild		26/07/2021
Christine Baines		29/11/2021
Dr Iwi Ugiagbe-Green		
Janet Reynolds		
Katie Gleghorn		30/05/2022
Philip Gleeson		
Solomy Chawatama		21/09/2022
Sue Timothy		
Tom Stanley	04/10/2021	
Sam Cheverton	29/09/2021	
Andrea Beever	04/10/2021	
Stephen Bailey	04/10/2021	
Prof Edgar Meyer	29/09/2021	
Sally Anderson	26/09/2022	

Key Management Personnel:

Alison Lowe	Chief Executive to 31st July 2021
Arfan Hanif	Chief Executive from 1st August 2021
Arfan Hanif	Operations Director to 31st July 2021
Sharon Brown	Business Development Director
Jim Leyland	Operations Director to 23rd December 2021
Sophie Hailwood	Operations Director from 8th October 2021
Dave Pickard	Operations Director from 4th January 2022
Kathryn Hart	Deputy Chief Executive from 25th October 2021
Zoe Bridge	Finance Director

Company Secretary:	Zoe Bridge

Auditor:	Sagars Accountants Ltd Gresham House 5-7 St Paul's Street Leeds LS1 2JG
Bankers:	The Co-operative Bank – Leeds 19-20 Commercial Street Leeds LS1 6AL Virgin Bank The Penny Hill Centre 1 Church St Hunslet Leeds LS10 2AP

The trustees present their report and financial statements for the year ended 31 March 2022 for Touchstone – Leeds also known as Touchstone.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Objectives and Activities

The charitable objects (purpose) defined in the Memorandum are "to relieve sickness and promote the fostering of positive physical and mental health and the prevention of breakdown among members of the community by establishing guiding and supporting, the promotion of self-help groups, and provision of personal counselling, housing and other practical facilities and by the advancement of education for the public benefit of lay and professional health care workers".

More particularly, Touchstone's vision statement is "Inspiring communities, transforming lives" and this is underpinned by seven values:

- Leadership and Learning
- Inclusion and Diversity
- Value for Money
- Quality and Continuous Improvement
- Integrity and Respect
- Recovery
- Co-Production

The services Touchstone provides are:

- **Accommodation and Housing Support** – supported housing is provided in individual tenancies, as appropriate to individual need and support to people in shared living environments.

- **Daytime Activities and Support** – provided through drop-in services and more structured programmes and in settings appropriate to the needs of diverse communities. Principally these services are provided in Leeds from the Support Centre in north Leeds and Touchstone House in south Leeds, and across West Yorkshire from smaller offices shared with partners in other locations.
  Includes Cognitive Behavioural Therapy – talking therapy offered to people from Leeds, with a particular specialism working with BME communities, as part of the IAPT (Improving Access to Psychological Therapies) initiative in partnership with the NHS, Community Links and Northpoint Wellbeing, and Mental Health advocacy work in Kirklees – delivering both the community mental health advocacy service and Independent Mental Health Advocacy (IMHA) statutory service; Liaison & Diversion services in Leeds and Wakefield in partnership with Wakefield Youth Offending Team, Together Women Project, Leeds Police and Leeds Youth Offending Service.

- **Assertive Outreach and Support** – providing support to people in community settings including those with clear needs but who are reluctant to engage with services. This is the main area of work for the Community Support Team.

- **Community Development Work** – improving access to mental health services for people from Black and minority ethnic communities. This work is undertaken by the Community Development Service and East Leeds Health for All – working with small community groups and organisations within Black and minority ethnic communities to address issues of healthy living.

- **Neighbourhood Support** – provided by the Sikh Elders' Neighbourhood Service to improve the health and wellbeing of older people in Leeds' Sikh communities.

- **Employment and Education**: Supporting people with mental health issues, including offenders on probation, to develop skills for and to retain employment.

Activities

Primarily Touchstone provides services for people with mental health difficulties, those vulnerable to such problems and to their carers. Through this work and seeking to ensure services were available to the whole of our diverse community, Touchstone has developed a particular strength working with Black and Minority Ethnic (BME) communities. This now gives a secondary focus that has evolved into more general health promotion work and neighbourhood support.

Key Performance Indicators are designed around the Critical Success Factors identified for each individual service, usually in consultation with the commissioners of the service, and are used to assess ongoing service performance by staff, management, trustees and relevant external stakeholders as appropriate.

Public Benefit

The trustees recognise their duties under the Charities Act 2011 and have referred to the Charity Commission's guidance on public benefit when reviewing Touchstone's activities and compiling this report.

The activities described above, and explained in more detail in the following sections, are consistent with Touchstone's values and aims which, in turn, derive from its charitable objects. They seek to deliver public benefit by improving the physical and, especially, mental health of the community either directly or through improving people's experience of other services and their acceptance within the community. All new and potential developments are assessed for consistency with the strategic business plan and, therefore, for their contribution to public benefit.

Access to Touchstone services is generally through referral processes determined by objective criteria based on need and, to the extent that most services are funded by statutory bodies, residence within the relevant geographic boundaries.

Volunteers

Volunteer befrienders supported individual service users in reducing isolation/loneliness, building their confidence and self-esteem, offering a listening ear, enabling them to make friends, supporting them with budgeting, attending social activities, going shopping, walking and reducing anxiety when going out. They supported SUs benefit forms as well as attending the assessments and appeal hearings.

This helped address anxiety issues. Not only do people benefit from the contributions of volunteers, but some also take on the role themselves. Service users have expressed they would not have been able to cope if it were not for the volunteer/befriender. Volunteer support helped with managing their mental health and therefore prevented deteriorations and setbacks.

The contribution of the volunteers is not included in the statement of financial activities as it's not possible to put a reliable value on their contribution.

11 volunteers have gained employment with Touchstone in the previous 12 months.

ACHIEVEMENTS AND PERFORMANCE

Accommodation and Housing Support

Housing and Accommodation Services

The Beacon Housing Service operates city-wide in Leeds from its base at Touchstone House in Beeston. The carefully planned and innovative accommodation-based Support Service in Leeds offers service users furnished self-contained single tenancies in dispersed units across the city.

We are contracted to provide housing support to 41 people under a subcontract with the lead provider, Turning Lives Around. The support is provided in Touchstone tenancies (in association with several RSLs and private landlords). In 2021/22 we provided support to a total of 81 individuals.

Housing support is mainly funded through a Support Contract with Leeds City Council. Rent is charged for properties managed by Touchstone; this is eligible for housing benefit so no potential service users are excluded.

Assertive Outreach and Support

The Community Support Team (CST)

The Team operates from Touchstone House in Beeston (Leeds). It works city wide to support people with mental health difficulties who have been excluded from other existing services, due to the complexity of their needs or their difficult behaviours.

The Team works on an 'assertive outreach' basis, engaging and supporting service users in the community. It also provides some activities of a more social nature, particularly at weekends, and through the Outlook Group.

The Outlook group has developed into a focused programme run in partnership with Assertive Outreach which supports group activities both within our services and the wider community. Our main CST service has helped people with a variety of issues from supporting asylum seekers, parents developing access to their children, to attending training courses and overcoming agoraphobia.

80% of referrals for the CST service must come from Community Mental Health Teams who we work in close partnership with to provide a step down from statutory services back into community participation and life.

In 2021/22 we provided support to a total of 194 individuals.

Rehabilitation and Recovery Project

The Rehabilitation and Recovery project aims to support service users in both the Recovery Centre to make the challenging transition to living in the community. The project is unique in that the voluntary sector work alongside NHS staff on the wards developing a proportional and joined up approach to supporting people in recovery in a holistic way. It benefits from different agencies working together in partnership-LYPFT, Touchstone, Community Links and Leeds Mind sharing good practice and promoting innovation.

Blossom Service

Blossom is an NHS-funded pilot to work with women who have been subject to Female Genital Mutilation (FGM) across the North of England. The service is a partnership with Leeds Community Healthcare who provide nurses to perform medical procedures whilst Touchstone employs an advocate with lived experience and a mental health support worker.

Community Development Work

Mentally Healthy Leeds

Mentally Healthy Leeds (MHL) is a city-wide service commissioned by Public Health since April 2018. MHL builds on the former Community Development Service that worked successfully to build the mental health resilience of BME communities across Leeds. MHL extends this anti-stigma approach across Leeds, offering support and advice to people and employers around mental health promotion and accredited suicide prevention training via our partner, Community Links.

In 2021/2022, the total number of service users supported by MHL was 152.

Better Together

This service is a partnership of 5 organisations working together across North East Leeds to promote good health and wellbeing via group and individual support it is hosted and managed as part of MHL and East Leeds Health for All (ELHfA). The separate number of service users supported by Better Together in 2021/2022 was 252.

Wellbean Hope in a Crisis Café

Leeds

The Wellbean Café works to reduce hospital admissions, reduce factors associated with the inappropriate use of statutory services and provide a safe alternative to NHS mental health support. In 2019, the café was extended to Touchstone House using Winter Pressures funding and has now been commissioned by the Clinical Commissioning Group for 7 nights across Leeds. The three sites are: Touchstone House, Lincoln Green Community Centre and New Wortley Community centre. A total of 94 service users were supported across the three Leeds Cafes during 2021/2022. To note, due to the nature of this service and other crisis cafes, it is used by many 'regular visitors' which gives context to the numbers accessing within the year.

Kirklees

Touchstone was also asked to set up another Wellbean Café in Kirklees which opened in February 2019. This funding was initially on a temporary basis but has now been commissioned for 7 nights a week for the next 2 years. The Kirklees service operates across two sites, Huddersfield and Dewsbury. During 2021/2022 83 service users were supported across the two sites.

Wakefield Safe Space Crisis Café

Touchstone in partnership with GASPED and Spectrum People was awarded the contract to run Wakefield Safe Space Crisis Café from October 2020, initially for 3 nights and has now been commissioned for 7 nights a week, to operate across Wakefield district until October 2022 with the option to extend by 1 year. Core aim of the service is to:

Provide a safe, high-quality response for both physical and virtual visitors of the Safe Space to de-escalate the presenting crisis; Support visitors of the Safe Space to continue with other Voluntary and Community

Sector providers by making the necessary warm transfers and referrals using a social prescribing approach; Encourage the use of Safe Space when required as part of crisis escalation plans. Due to challenges with recruitment the service has not yet been able to move to 7 nights a week. The total number of service users supported during 2021/2022 was 61.

Daytime Activities and Support

Live Well Leeds

This is a city-wide service for people with mental health difficulties in Leeds. The service is a partnership with 18 other charities and it has been designed to increase access to people from specific communities of interest such as Gypsy Travellers, Asian women, people who are Deaf and visually impaired, sex workers and from Black Minority Ethnic communities. It runs 7 days a week both from premises owned by Leeds City Council and leased at a peppercorn rent and across the city in premises owned/run by sub-contracted partners. The service is a pioneer for Leeds City Council's Adult Social Care Department, and we are regularly featured as exemplars of good practice in commissioning to other local authorities and in the media. The service has an embedded befriending and volunteer offer and many of our volunteers go on to formal volunteering and employment with Touchstone and other organisations.

Referrals are a short telephone or one to one conversation which incorporates a short risk assessment. Anyone can attend a welcome café to become a service user but they will be assessed by a Trusted Assessor (from across all 19 delivery partners) for access to 121 support, otherwise the offer is group work, befriending or volunteering.

All aspects of the service follow a holistic approach, which is service user-led, including integrating people with mild to moderate mental health problems back into mainstream services and employment. All groups offer educational and therapeutic activities. This service also incorporates "Dosti" which means friendship in Urdu, Hindi, Punjabi, and Gujarati and is a support service for South Asian women.

Live Well Leeds is based at the Support Centre which is also a hub for many services as it hosts Touchstone's Sikh Elders Service, Association of Blind Asians, and Dial House @ Touchstone. During 2021/2022 2234 service users were supported by LWL (across the consortium.)

BME Dementia Service

The BME Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia and their carers from ethnic minorities. Our aim is to raise awareness of dementia within BME communities by breaking down the barriers that exist about dementia and bring it out into the open so that people can access the support they need while meeting their language, cultural and religious needs.

We provide culturally appropriate Dementia awareness talks within community settings such as Day centres, local community groups or religious centres in English, Punjabi, Hindi, or Urdu languages. We also run a fortnightly South Asian Dementia Café, Hamari Yaadain (Our Memories) on the first and third Thursday of every month from 1pm to 3pm. The café is for South Asian people with memory issues and their carers and run in a mother tongue. The total number of service users supported by the BME Dementia Service in 2021/2022 was 74.

Kirklees Advocacy Service

The IMHA (Independent Mental Health Advocacy) service continues to provide vital statutory support to people detained in hospital, alongside the Community Advocacy service.

In late 2018, Touchstone won the contract to deliver IMCA, DoLS and Care Act advocacy and these services were integrated into the Kirklees Advocacy Service throughout 2019 under the new name of ASK for Advocacy, which is a partnership with Leeds-based charity, Advonet.

In 2021/22 we provided support to a total of 1849 individuals.

Kirklees Peer Brokerage

The Peer Led Brokerage Service has continued to deliver its innovative service, with individuals being supported by staff and peers to maximize the benefits of their self-directed support personal budgets from Kirklees Council, and "self-funding" individuals. This service not only supports individuals on their recovery pathway but also has an important role to play in sharing good practice and spreading awareness of how effective mental health services should be delivered.

Leeds Peri Natal Mental Health (PNMH) Peer Support Alliance

Touchstone was commissioned by Leeds CCG to support the development of perinatal mental health peer support across Leeds for one year from April 2020. This service employs a peer support coordinator and peer support workers to ensure women and their families have sustainable access to PNMH peer supporters to complement the more formal PNMH services offer in Leeds and create a city wide, self-governing perinatal mental health peer supporter alliance.

In 2021/22 we provided 5 peer support training courses across West Yorkshire with an average of 10 candidates on each. Each candidate has been equipped with life long peer support skills to support people within their communities.

Liaison & Diversion

Liaison and Diversion (L&D) services identify people who have mental health, learning disability, substance misuse or other vulnerabilities when they first come into contact with the criminal justice system as suspects, defendants or offenders.

The service can then support people through the early stages of criminal justice system pathway, refer them for appropriate health or social care or enable them to be diverted away from the criminal justice system into a more appropriate setting, if required.

The West Yorkshire contract is delivered in partnership with Wakefield Youth Offending Team, Together Women Project, Leeds Police and Leeds Youth Offending Service, the service is now offered across Leeds, Bradford, Kirklees, Calderdale and Wakefield. In West Yorkshire the total number of service users supported across L&D was 1426.

In South Yorkshire, Touchstone provides the peer volunteering and support element of Liaison and Diversion, in partnership with South West Yorkshire Partnership Foundation Trust and our staff are based in Sheffield, Barnsley and Doncaster.

Community Chronic Pain Management Service

Touchstone provides the Peer Support Coordinator for this service which started in January 2020 to work with people affected by moderate to severe pain. The Peer Support coordinator is responsible for:

- Recruiting, training, developing, and supporting Peer Support Volunteers
- Establish and maintain links with Community Groups already engaged with hard to reach groups
- Work with such groups to co-develop new ways to engage under represented populations
- Work to maximise patient engagement with, completion of, and benefit from the Chronic Pain Pathway in Leeds

Coproduction Rehabilitation Service

This is a new service that was commissioned in October 2019 for coproduction peer support workers to identify the needs of people held in secure accommodation and co-produce alternative provision to enable them to live more/independently in the community. We now have a Female Coproduction worker and a male coproduction worker which work with individuals to gain the voice of users to strengthen their experience with services.

Crisis Resolution Intensive Support Service (CRISS)

The Crisis Resolution and Intensive Support Service is a multidisciplinary and multi-agency service made up of staff from LYPFT, Adult Social Care, Harm reduction workers and Community Links. The service aims to provide immediate Crisis interventions, safety planning and ongoing referral for community-based services or for hospital admission.

Since 2020 Touchstone has provided the peer support workers with lived experience to this service. They provide peer support and practical assistance to people in order for them to take control over their own lives and engage actively in their unique recovery process.

In 2021/22 we provided support to a total of 359 individuals.

Leeds Mental Wellbeing Service (LMWS)

The Leeds Mental Wellbeing Service (LMWS) was established in November 2019 bringing together existing primary care mental health services including Improving Access to Talking Therapies (IAPT) under one single five-year contract led by the Leeds Community Healthcare Trust (LCH).

The aim of the service is to provide integrated, primary care based, mental health support for people with mild/moderate and complex Common Mental Health Disorders (CMHD) and stable Serious Mental Illness (SMI). The IAPT service delivery element continues within this integrated primary care mental health service which also includes peer support and coproduction initiatives, the latter elements being led by Touchstone.

In 2021/22 we provided support to a total of 2477 individuals.

SHAFA

Shafa is a Touchstone project working across West Yorkshire and South Yorkshire. Shafa means renewal, restoration and healing in Urdu. Touchstone's approach is to work with people who have offended from the South Asian community based on a recovery and strengths-based approach.

Staff work with South Asian people who have committed offences to resettle them within their communities across West and South Yorkshire providing a comprehensive and unique range of consultancy and cultural interpretation services to both the Community Rehabilitation Companies and the National Probation Service

Self-Directed Support

SDS is for people with usually, Adult Social Care, personal budgets who opt for Touchstone to provide them with the kind of support that meets their goals, whenever, wherever and however they choose. SDS is provided by a group of bank and permanent staff who work with individuals who "buy" their services according to their agreed support plan objectives.

In 2021/22 we provided support to a total of 30 individuals.

Stronger Families

Funded by the European Social Investment fund (ESIF) via the Big Lottery, the Stronger Families programme is here to help and support families across Leeds and Bradford. We are working with families across Leeds and Bradford to develop skills and employment opportunities, focussing on health & well-being, employability and skills building, and financial inclusion support.

In 2021/22 we provided support to a total of 66 individuals/families.

Connecting Opportunities

Also funded by the European Social Investment fund (ESIF) via the Big Lottery, Connecting Opportunities works with new migrants to develop their skills and opportunities to find work and be part of the local community.
The aim of Connecting Opportunities is to support the most vulnerable and marginalised new migrants in Leeds City Region to integrate and to increase their employability and become economically active members of the wider community.

Employment & Education

Workplace Leeds

Our employment support worker/job retention work with the Workplace partnership, has continued to develop in collaboration between Leeds Mind, ourselves and Community Links to support people with mental health needs to retain and find work opportunities in Leeds.

Neighbourhood Services

The Sikh Elders' Service

This service is modelled on Leeds' network of Neighbourhood Services for Older People but takes account of the identity and needs of Sikh elders. It aims to develop a variety of projects to benefit the social, physical, and mental well-being of Sikh elders; develop projects that will respect cultural and religious need; promote independent living; reduce isolation; and promote privacy, dignity, and choice. Services are provided both to groups in the community and to people in their own homes.

The focus of the service is to extend befriending opportunities to older Punjabi speaking people across Leeds and for transport support to reduce social isolation. 94 service users were registered with the service in 2021/22.

Organisation-wide performance and achievements

Good progress has been made in achieving the objectives set out in the Strategic Business Plan. The trustees are particularly pleased to note:

- Growth of organisation (services and staff) e.g., new footprint in Rotherham and Wakefield (Safe Space), developing our work with men (Men's Unlocked and Men in Health services) and continued growth in the Leeds Mental Wellbeing Service
- Investors in People (IIP) Platinum top performing employer and shortlisted finalist.
- Top 20 Stonewall Workplace ranking in 2022 and achieved a Gold Award
- Development of new Senior Leadership Team
- 3-year Infrastructure Plan implemented to support capacity and efficient from line services.
- In 2022 we have gained 3* accreditation for "World Class Staff Engagement" from Best Companies to Work for, we are also nationally listed in the Best 100 Large Companies to Work for List, Charity Sector and Yorkshire & Humber regional List.
- Ranked 35th in the Best Large Companies to work for in the UK
- Being placed 18th in the UK's Top 50 Most Inclusive Employers List
- Establishment of BME, Neurodiversity and Disability staff peer support groups in 2022.
- Celebration of 40th Touchstone Birthday party
- Touchstone actively involved in West Yorkshire ICS Health Partnership e.g., Recruitment & Inclusion
- Integrated Advocacy Service in Kirklees covering all aspects of advocacy under the Care Act 2014

Financial Review

Performance

Total income for the year was £8,453,357 (2021: £8,013,222) an increase of £440k (5.5%). Touchstone has managed to maintain the growth previously achieved in prior years through extension of existing contracts and increased income through the development of new services from a variety of income sources.

Expenditure in year was £8,417,673 (2021: £7,578,844). There was £130k of expenditure in 21-22 relating to income that was recognised in 20-21. The overall surplus position is £36k.

With a net gain in value in the year on current asset investments of £27,917 (see note 9) the net increase in funds for the financial year is £63,601. This comprised of a decrease of £119,984 in restricted funds and an increase in unrestricted (including designated) funds of £183,585.

At the year-end, Touchstone had current assets of £1,880,887 of which £185k are restricted funds.

Current Asset Investments

Income, gains, and losses recognised from current asset investments, including changes in the value of equity holdings at the balance sheet date, represent £27,917 which is 8.13% on investments held at that date.

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims.

Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk.

Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely.

The charity continues to invest with COIF Charities Investment Fund, the fund has limited ethical exclusions and has therefore, been determined as and promoted as a responsible fund.

Future Plans 2022-2023

A new Senior Leadership Team in Touchstone with newly appointed Operations Directors embedded itself during 2021-2022 which included refreshing the Strategic Business Plan objectives considering new opportunities and challenges. Through the refreshed Strategic Business Plan there is better and clear alignment of the organisation's structure with its vision, mission and strategic objectives

A major digital transformation programme supported by 'agile' working will bring about more efficiencies and resources better channelled into front line services. Service users will remain at the heart of plans to better align our resources to service delivery priorities.

A three-year investment programme to build up infrastructure capacity has been implemented in 2022 and this will support the organisation's central services and resources to better enable efficient, effective and sustainable service delivery.

Touchstone's expertise and track record around Diversity, Inclusion and Co-Production initiatives will provide a competitive edge in business development and growth as well as enhancing our reputation local, regional and national reputation.

Touchstone is actively involved in strategic health partnerships arising out of the Health and Social Care Act 2022 which includes Touchstone taking the 'systems' lead in Community Mental Health Transformation, Men's Health and Inclusive recruitment best practice.

Specific direction is set out in Touchstone's Strategic Business Plan 2021 – 2026, which had a fundamental refresh in March 2022. The Plan sets out five strategic objectives up to 2026 with detailed steps for the next three years and an indication of the actions for subsequent years.

Touchstone main objectives for 2022-23 are set out below:

Sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire.

We will do this by:

- Identifying need amongst the most vulnerable groups and communities we work with and developing high quality bids to deliver services to meet that need.
- Influencing and developing systems level collaborative relationships with commissioners and decision-makers to invest in the groups/communities we identify using case studies, data and insight reporting.
- Achieving our Business Development Strategy growth target of achieving £9 million (direct income) by 2024 to ensure we have the infrastructure to support our teams, grow our reserves in line with our reserves policy and are sustainable for the future.
- Invest in support services infrastructure to ensure there is capacity supporting and enabling good sustainable quality service delivery.
- Having a sustainable reserves strategy better aligned to the organisation's strategic business plan priorities.

Become a partner of choice and develop sustainable relationships with the statutory, public, private and voluntary sectors.

We will do this by:

- Continuing to highlight the contribution of Touchstone to the elimination of health inequalities via delivery of our annual Communications Strategy and plan.
- Developing 10 new local and strategic partnerships throughout the year
- Participating in emerging systems level 'Collaboratives' and to explore potential opportunities from this.
- Investing in maintaining existing partnerships both through contractual relationships and through skills share and other generous leadership initiatives.
- Showcasing Touchstone's expertise in coproduction and sharing this through our annual coproduction conference

To maintain a just, safe and reflective culture to continuously improve our stakeholder experience.

We will do this by:

- Providing high quality and respectful services measured by achievement of at least 95% satisfaction rate in the annual service user survey
- Reporting and reviewing 100% complaints received throughout the year alongside a service user audit panel and undertaking lessons learned reviews where required.
- Completing 100% safeguarding self-audits and auctioning all recommendations during the year.
- Developing and implementing a robust Information Governance/Security Strategy

To be an employer of choice; recognising and continuously developing our people as valued and essential leaders in the delivery of quality services.

We will do this by:

- Applying the best leadership and people management practices
- Maintaining high level of Best Companies, Inclusive Companies and Stonewall accreditations
- Being a Top national Investors in People Platinum Employer
- Maintaining a happy and healthy workforce as evidenced by levels of sickness absence of 4% or less and maintaining or improving the wellbeing scores in our annual Best Company staff survey. To develop a wellbeing strategy in line with IIP Platinum recommendations.
- Developing and implementing an organisational wide volunteering training programme to support consistency and best practice across all services

- Celebrating the diversity and difference of our staff through ongoing engagement, improved representation, investment in development opportunities and benchmarking against national best practice standards e.g., Best Companies, Stonewall Employers list
- Continuing to invest in the work of our staff Green Group, implementing the Climate Emergency Policy actions, alongside them.

Embed co-production to involve service users and carers in all aspects of service delivery and design.

We will do this by:

- Providing high quality and respectful services measured by achieving a target of 95% satisfaction rate in the annual service user survey
- Embedding the role of a new Co-Production and Service Users Involvement Coordinator
- Developing a Service User Leadership Academy to support better involvement of service users in decision making.
- To increase the capacity and number of service user consultants.

Principal Funding Sources

The accommodation services are funded through rent charges to individual tenants, the majority of which, in practice, are received as directly paid Housing Benefit, and through support funding paid under a contract with Leeds City Council as part of a consortium with Turning Lives Around and Foundation. Touchstone also provides volunteer elements of the contract on behalf of other consortium partners.

Other services are mainly funded through statutory sources. Leeds City Council (Adult Social Care) provide block contract funding for Live Well Leeds Sikh Elders Service, Mentally Healthy Leeds, Your Space, Better Together (East Leeds Health for All -ELHfA) and part of the income for the Community Support Team (CST).

NHS Leeds CCG continues to fund services - Leeds Mental Wellbeing Service, a majority contribution to the Community Support Team, and Wellbean Café – Hope in a Crisis.

NHS Kirklees CCG funds the Kirklees Wellbean Café and contribution towards the Kirklees Ask for Advocacy service.

LYPFT continue to fund elements of the wider CST portfolio including Rehab and Recovery, CRISS, Complex Rehab and CREST services.

Income from self-directed support (SDS), provided on individual contracts for each service user, continues to fluctuate, mainly provided by Leeds City Council for people eligible for personal budgets.

The Ask for Advocacy and Peer Support Services are funded through Kirklees Council.

NHS England fund the Liaison and Diversion Services, via contracts with Wakefield Council in West Yorkshire and South and West Yorkshire Partnerships Foundation NHS Trust (SWYFT) in South Yorkshire.

Reserves Policy

The Board has agreed as policy that the free reserves of the organisation, defined as the net current assets that are neither restricted nor designated for specific purposes, should be sufficient to provide a reasonable working balance to meet commitments as they become due whilst recognising the possible delays in receipt of grants and other income due. The Board has assessed that, under current circumstances, the free reserves should be the equivalent of 3 months' total expenditure.

Using the total expenditure from the 2022/23 organisation budget, free reserves should be in the region of £2,326K. As at 31 March 2022, free reserves (excluding unrestricted fixed assets) stood at £1,572k. Due to ensuring our contracts deliver a minimum of 2% contribution towards reserves, the charity has increased free reserves by 17%, however the reserves are £754k from the target level, our strategic business plan and budgeting will aim to reduce the gap over the medium term of 5 to 10 years.

The Board's reserves policy also requires the trustees to reassess any designated funds annually when reviewing its reserves so that no funds are needlessly designated and excluded from the calculation of reserves.

Trustees are currently reviewing the reserves policy of the charity to ensure that it is fit for purpose and ensures that the charity is able to utilise its funds to achieve its objectives.

The trustees have assessed the major risks to which the charity is exposed to and are satisfied those systems are in place to mitigate exposure to the major risks.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1987, and a registered charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

Trustees serve on the Board in the capacity of both Company Director and Charity Trustee. They receive no remuneration and any expenses reclaimed are set out in Note 7 to the accounts. Appointments to the Board are made at the Annual General Meeting in accordance with the detailed regulations set out in the Articles of Association. Between Annual General Meetings, the Board itself has the power to make further appointments to the Board.

One third of the Trustees retire every three years at the Annual General Meeting and are eligible for re-election.

The trustees encourage service user involvement with the Board and service users are invited to all meetings and have a standing agenda item for feedback. Former service users are also able to become trustees.

The charity complies with the charity governance code recommendation in relation to the Trustee maximum term of office (3x3 years) however one trustee's term was extended beyond this maximum due to their particular area of expertise within Adult Social Care and Safeguarding.

Trustee Induction and Training

Potential trustees would generally meet with the Chair of Trustees and the Chief Executive and are invited to attend at least one Board meeting as an observer, before joining the Board. There is a new Open Recruitment policy for Trustees as well as an induction pack of organisational information for new trustees.

There is at least one Board Away day each year to reflect on strategy, performance, and future priorities with senior managers, as well as a Trustee only half day which considers governance matters.

At this meeting, Trustees have for the past four years conducted a facilitated self-assessment of their Governance performance using the key principles of the revised 2017 Charity Governance Code as parameters for the self-assessment process and the NCVO questionnaire framework.

The 2022 Governance Code Review noted overall improvements in governance performance measured against these key principles The Board has again evaluated the possibility of an external review of this process and has concluded that this would not be cost effective for a charity of this size.

Trustees are encouraged and supported to attend other relevant training both externally and that provided by Touchstone.

Organisational Structure

The Board of trustees, which shall not have less than 6 or more than 20 trustees, is responsible for the strategic direction and governance of the organisation. The Board meets at least five times a year and there are five sub committees covering Finance and Development, Operations and Quality Standards, Risk and Audit, Governance and a Joint Negotiating and Consultative Committee.

The management structure is headed by the Chief Executive, who is appointed by the Board to manage the day-to-day operations of the organisation. The Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and service delivery.

The Chief Executive is responsible to the Board for the operation and development of the organisation, in line with the Strategic Business Plan, and for advising the Board on strategy and policy issues. In this, the Chief Executive is currently assisted by the Senior Leadership Team consisting of the Deputy Chief Executive, Business Development Director, Finance Director, Operations Director - Inclusion, Operations Director – Quality and Performance and People and Culture Director.

Arfan Hanif was appointed Chief Executive with effect from 1st August 2021 and Kathryn Hart was appointed Deputy Chief Executive from 25th October 2021 in addition to her duties as People and Culture Director.

Key Management Remuneration Policy

Pay and remuneration for the charity's key management personnel are set by the trustees with reference to the standard local government pay scales. While annual cost of living increases are determined by national negotiation between local government employers and trade unions, the scale range of each role are periodically reviewed by trustees with reference to external comparators (benchmarks) including published salary surveys from reputable professional and industry bodies, and samples of advertised scales for similar roles being recruited in comparable organisations.

Risk Management

The Board of Trustees conducts regular and frequent reviews of the major risks to which the organisation is exposed through the Risk and Audit Committee, the Finance and Development Committee and the Operations Committee. This includes assessing the potential impact and likelihood, identifying the current controls in place, and those to be put in place, to mitigate the risk.

A corporate risk register is maintained of risks faced by the organisation under the headings of Governance, External, Business Development, IT, Regulatory & Compliance, Financial, Operational, Communications and PR and HR. It is jointly compiled by trustees, senior managers and staff. Particular attention being paid to risks that the organisation sees as having a high potential impact and a high residual likelihood of occurrence despite existing controls.

Plans and strategies for managing and mitigating risks include seeking to diversify income sources, proactively managing commissioner relationships, robust budgeting to ensure delivery of best value for money, maintaining strong relationships with funders, a clear strategic direction, strong governance and quality assurance processes.

Touchstone holds insurances deemed suitable and sufficient for the scale and nature of operations, including Directors and Officers Indemnity cover.

The trustees, who are also the directors for the purpose of company law, and who served during the year and to the date of signing were:

Trustee:	Appointed	Resigned
Jeremy Horsell		
Andrew Goodchild		26/07/2021
Christine Baines		29/11/2021
Dr Iwi Ugiagbe-Green		
Janet Reynolds		
Katie Gleghorn		30/05/2022
Philip Gleeson		
Solomy Chawatama		21/09/2022
Sue Timothy		
Tom Stanley	04/10/2021	
Sam Cheverton	29/09/2021	
Andrea Beever	04/10/2021	
Stephen Bailey	04/10/2021	
Prof Edgar Meyer	29/09/2021	
Sally Anderson	26/09/2022	

Provision for small companies

This report has been prepared in accordance with the provisions applicable to companies entitled to claim the small companies' exemption.

The trustees' report was approved by the Board of Trustees.

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Trustee
Date:

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2022

The trustees (who are also directors of Touchstone - Leeds for the purposes of company law, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.

- observe the methods and principles in the Charities SORP.

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF TOUCHSTONE - LEEDS

Opinion

We have audited the financial statements of Touchstone – Leeds ('the charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.
Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS102) 2019.
We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

The laws and regulations we considered in this context were Charities Commission Regulations and requirements from funders.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of grant and donation income and the override of controls by management.

Our audit procedures to respond to these risks included:
- enquiries of management and the Trustees about their own identification and assessment of the risks of irregularities,
- sample testing on the posting of journals,
- reviewing accounting estimates for biases,
- reviewing contracts and carrying out detailed substantive testing on the completeness of income,
- reading minutes of meetings of those charged with governance; and
- obtaining confirmation from the trustees that there was no regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Susan Seaman BA FCA CIOT
(Senior Statutory Auditor)

SAGARS ACCOUNTANTS LTD
Chartered Accountants & Statutory Auditor
Gresham House
5-7 St Paul's Street
Leeds
LS1 2JG

2022

TOUCHSTONE – LEEDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds		Restricted Funds	Total 2022	Total 2021
		General	Designated			
		£	£	£	£	£
INCOME FROM						
Income from charitable activities:	2					
Accommodation & Housing Support		557,248	-	-	557,248	575,056
Assertive Outreach & Support		1,022,560	-	-	1,022,560	590,561
Community Development Work		1,674,599	-	183,541	1,858,140	1,498,945
Daytime Activities & Support		4,651,880	-	199,757	4,851,637	5,150,321
Employment and Education		35,820	-	-	35,820	96,399
Neighbourhood Services		63,246	-	5,403	68,649	69,343
		8,005,353	-	388,701	8,394,054	7,980,625
Other trading activities	3	59,277	-	-	59,277	32,372
Bank interest		26	-	-	26	225
TOTAL INCOME		**8,064,656**	**-**	**388,701**	**8,453,357**	**8,013,222**
EXPENDITURE ON						
Expenditure on charitable activities:	4					
Accommodation & Housing Support		554,265	-	-	554,265	549,915
Assertive Outreach & Support		965,020	-	-	965,020	508,023
Community Development Work		1,610,923	-	314,210	1,925,133	1,252,830
Daytime Activities & Support		4,653,348	7,219	220,103	4,880,670	5,136,222
Employment and Education		31,800	-	-	31,800	74,117
Neighbourhood Services		55,382	-	5,403	60,785	57,737
TOTAL EXPENDITURE		**7,870,738**	**7,219**	**539,716**	**8,417,673**	**7,578,844**
NET INCOME / (EXPENDITURE)		**193,918**	**(7,219)**	**(151,015)**	**35,684**	**434,378**
Gains from investments	9	27,917	-	-	27,917	33,657
NET INCOMING RESOURCES		**221,835**	**(7,219)**	**(151,015)**	**63,601**	**468,035**
Transfers between funds		(38,250)	7,219	31,031	-	-
NET MOVEMENT IN FUNDS		**183,585**	**-**	**(119,984)**	**63,601**	**468,035**
TOTAL FUNDS BROUGHT FORWARD		1,447,496	64,777	305,013	1,817,286	1,349,251
TOTAL FUNDS CARRIED FORWARD		**1,631,081**	**64,777**	**185,029**	**1,880,887**	**1,817,286**

The statement of financial activites includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities

The statement of finanancial activites also complies with the requirements for an income and expenditure account under the Companies Act 2006.

TOUCHSTONE – LEEDS

BALANCE SHEET AS AT 31 MARCH 2022 – COMPANY NUMBER 02200394

	Notes	2022 £		2021 £	
FIXED ASSETS					
Tangible assets	10		147,446		190,891
CURRENT ASSETS					
Debtors	13	1,049,434		822,080	
Investments	12	371,368		293,451	
Cash at bank and in hand		3,635,344		2,487,792	
		5,056,146		3,603,322	
CREDITORS: Due within one year	14	(3,322,705)		(1,976,928)	
NET CURRENT ASSETS			1,733,441		1,626,395
NET ASSETS			1,880,887		1,817,286
REPRESENTED BY:					
Restricted funds	16		185,029		305,013
Unrestricted funds					
General funds	17	1,631,081		1,447,496	
Designated funds	18	64,777		64,777	
			1,695,858		1,512,273
TOTAL FUNDS			1,880,887		1,817,286

The notes on pages 29-45 comprise part of these financial statements

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Trustees on …….

…….. ……

Jeremy Horsell
Trustee (Chair)

Iwi Ugiagbe-Green
Trustee

TOUCHSTONE – LEEDS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022		2021	
Cash flows from operating activities:		**£**	**£**	**£**	**£**
Cash generated from operations	20		1,194,891		1,710,299
Investing activities					
Purchase of tangible fixed assets		-		-	
Sale/Purchase of Current Asset Investments		(50,000)		(100,000)	
Net cash (used in) / generated from investing activities			(50,000)		(100,000)
Net cash used in financing activities			-		-
Net (decrease) / increase in cash and cash equivalents			1,144,891		1,610,299
Cash and cash equivalents at the beginning of the year			2,548,893		938,594
Cash and cash equivalents at the end of the year			3,693,784		2,548,893
Relating to:					
Cash at bank and in hand			3,635,344		2,487,792
Notice Deposits			58,440		61,101

1. Accounting policies

Charity information

Touchstone – Leeds is a company limited by guarantee incorporated in England and Wales. The registered office is Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU.The charity's principal activities are described in detail on page 5 along with the nature of the charity's operations. The company has adopted the following principal accounting policies which should be read in conjunction with the financial statements.

Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Going Concern

The Trustees have reviewed the annual forecast and Touchstone's Strategic Business Plan 2021-26 and are mindful that we are in a continued period of public sector efficiency cuts alongside reforms in how services are provided and the potential impact this could have on our income sources.

This assessment is based on our core funding being stable and we continue to diversify our income streams across West Yorkshire to further mitigate the risk of these being reduced. This, along with government support and retained reserves will allow the charity to continue to meet its obligations as they fall due and operate as a going concern.

As a result, the trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

Charitable funds

Funds held by the charity are either:

Unrestricted general funds
These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds
These are funds set aside by the trustees out of unrestricted general funds for specific future purposes of projects.

Restricted funds
These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purpose.

1. Accounting policies (Continued)

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Incoming resources

Rental income is credited in respect of the period to which it relates.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Contract income and any other funding received in respect of the cost of providing services is credited to the income and expenditure account in the period to which it relates, unless it relates to a previously audited year, when it is credited as received.

Income is recognised by the charity only when it is entitled to, it is measurable, and it is probable they will receive such income

Resources expended

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed or proportionally charged to the functional categories of resources expended in the SOFA. The company is not registered for VAT and accordingly expenditure is shown gross of irrecoverable VAT.

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. The costs include those related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Costs related to the management and administration of the organisation, which include senior management, finance and administrative support, and the overheads of premises shared by different service areas, are allocated to the functional areas by application of the following three factors:

- an assessment is made of the time devoted by central staff to the governance of the charity itself as distinct from support of its service areas. Currently it is assessed that 5% of the Directors and Senior Managers' time, and therefore other service costs, are allocated to this;
- costs related to shared premises are allocated in proportion to the floor area occupied by the different functional areas;
- costs related to 'primary' management, financial and administrative support are allocated in proportion to the staff costs of the different functional areas of the organisation.

Tangible fixed assets

All purchases of and improvements to land and buildings costing more in total than £1,000 are capitalised and depreciated. Additions to office equipment and fixtures and fittings costing more than £1,000 are capitalised and depreciated. Refurbishment and tenancy furniture costing less than £1,000 is written off as incurred.

1. Accounting policies (Continued)

Freehold property is depreciated on a straight-line basis over 50 years. Freehold renovation is depreciated on a straight-line basis over 25 years.

Other fixed assets are depreciated on a straight-line basis over their estimated useful lives as follows:

Office equipment	33%
Fixtures and fittings	15%

Current asset investments

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims. Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk. Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely. No investment will be made in non-traded equities, hedge funds, commodities or derivatives.

Investments held as current asset investments are stated at fair value at the balance sheet date. Any difference between cost and market value is adjusted annually through the Statement of Financial Activities

Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered and impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial Instruments
The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102, in full, to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. Accounting policies (Continued)

Basic financial assets

Basic financial assets, which include debtors, cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled

Retirement benefits

The company operates a defined contribution pension scheme, the pension charge represents the amounts payable by the company to the fund in respect of the year.

2. Income from charitable activities

	Contract Income £	Grant Income £	Housing Income £	Other Income £	SDS Income £	Total 2022 £	Total 2021 £
Accommodation & Housing Support	153,469	-	401,179	-	2,600	557,248	575,056
Assertive Outreach & Support	1,022,560	-	-	-	-	1,022,560	590,561
Community Development Work	1,674,892	175,098	-	8,150	-	1,858,140	1,498,945
Daytime Activities & Support	4,326,232	234,913	-	82,671	207,821	4,851,637	5,150,321
Employment and Education	35,820	-	-	-	-	35,820	96,399
Neighbourhood Services	63,246	5,403	-	-	-	68,649	69,343
	7,276,219	415,414	401,179	90,821	210,421	8,394,054	7,980,625

3. Other Trading Activities

	Total 2022 £	Total 2021 £
Other Activities	59,303	32,597

Analysis by fund:	Total 2022 £	Total 2021 £
Unrestricted General Fund	59,303	32,597

4. Expenditure from charitable activities

	Accommodation & Housing Support £	Assertive Outreach & Support £	Community Development Work £	Daytime Activities & Support £	Employment and Education £	Neighbourhood Services £	Total 2022 £	Total 2021 £
Activity & Welfare Costs	1,106	3,255	93,190	33,537	126	7,144	138,358	56,629
Audit, Consultancy & Professional Fees	-	-	647	9,857	-	-	10,504	15,383
Central	-	-	38,654	54,053	-	-	92,707	50,526
Grants - Partners & Networks	-	5,600	308,547	872,070	-	-	1,186,217	940,355
Depreciation (Restricted)	-	-	-	1,017	-	-	1,017	729
Furniture, Repair & Renewal	37,583	-	-	9,241	-	-	46,824	29,875
Other Direct Service Costs	1,595	-	618	180	-	-	2,393	10,885
Other Office & Mgmt Costs	371	-	30	3,372	-	-	3,773	1,174
Premises Rent & Utilities	179,550	1,500	56,434	32,794	-	-	270,278	150,182
Printing, Stationary & IT	1,747	5,335	19,404	39,681	-	38	66,205	68,053
Property Maintenance	15,569	-	-	4,883	-	-	20,452	28,348
Provider Rent, HA Charges & Council Tax	-	-	-	-	-	-	-	153,794
Staff Travel, Recruitment & Training	2,791	20,001	15,302	33,581	327	218	72,220	67,908
Staffing Costs	222,575	774,912	1,093,017	3,027,045	26,209	44,034	5,187,792	4,878,112
Telephone & Postage	5,601	5,073	49,987	39,216	217	779	100,873	76,656
	468,488	815,676	1,675,830	4,160,527	26,879	52,213	7,199,613	6,528,609
Primary Support Costs	66,728	116,178	193,938	560,214	3,828	6,668	947,554	841,653
Supplementary & Governance Costs	19,049	33,166	55,365	159,929	1,093	1,904	270,506	208,582
	554,265	965,020	1,925,133	4,880,670	31,800	60,785	8,417,673	7,578,844

5. Support costs

	Charitable Activities	Governance	Total 2022	Total 2021
	£	£	£	£
Specific 'Central' Salaries	585,301	16,825	602,126	369,783
Personnel Costs	157,698	-	157,698	53,491
Administrative Costs	38,985	35,493	74,478	515,389
Touchstone House Costs	383,758	-	383,758	111,572
Total	1,165,742	52,318	1,218,060	1,050,235

During the year some support costs were reclassified during the year to better reflect the cost area they fall within.

6. Net movement in funds

	Total 2022	Total 2021
	£	£
Net movement in funds is stated after charging/(crediting)		
Auditors Remuneration	15,000	15,000
Depreciation of owned tangible fixed assets	43,445	61,965

7. Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2021 – none)

Expenses incurred on behalf of the charitable company and reimbursed to 3 trustees during the year amounted to £0 (2021 - £539) which related to travel, accommodation, and subsistence

8. Employees

	Total 2022 Number	Total 2021 Number
The average monthly number of employees during the year was:	249	223

Employment Costs	Total 2022 £	Total 2021 £
Wages & Salaries	5,234,556	4,799,775
Agency & Relief Staff	30,919	129,017
Severance Payments	5,035	4,985
	5,270,510	4,933,777
Social Security Costs	440,728	400,624
Other Pension Costs	128,182	119,420
	5,839,420	5,453,821

Remuneration of key management personnel is as follows:

	Total 2022 £	Total 2021 £
Aggregate compensation inc employers NI and pension contributions	322,842	327,280

Key management personnel comprises of the senior management team.

The number of employees whose annual remuneration was £60,000 or more were:

	Total 2022 Number	Total 2021 Number
£80,000 - £89,000	-	1
£70,000 - £79,000	1	-
£60,000 - £69,000	1	-

9. Net gains/(losses) on investments

	Total 2022 £	Total 2021 £
Revaluation of investments	27,917	33,657

10. Tangible fixed assets

	Freehold property (inc renovation costs)	Office equipment	Total
	£	£	£
COST			
At 1 April 2021	206,596	142,798	349,394
At 31 March 2022	206,596	142,798	349,394
DEPRECIATION			
At 1 April 2021	55,015	103,488	158,503
Depreciation charged in year	8,533	34,912	43,445
At 31 March 2022	63,548	138,400	201,948
NET BOOK VALUE			
At 31 March 2022	143,048	4,398	147,446
At 31 March 2021	151,581	39,310	190,891

11. Tangible fixed assets (freehold property)

	Land and buildings	Renovation costs	Fixtures and fittings	Total
	£	£	£	£
COST				
At 1 April 2021	152,623	4,631	49,342	206,596
At 31 March 2022	152,623	4,631	49,342	206,596
DEPRECIATION				
At 1 April 2021	26,446	1,781	26,788	55,015
Charge for year	1,017	185	7,331	8,533
At 31 March 2022	27,463	1,966	34,119	63,548
NET BOOK VALUE				
At 31 March 2022	125,160	2,665	15,223	143,048
At 31 March 2021	126,177	2,850	22,554	151,581

12. Current asset investments

	Total 2022 £	Total 2021 £
Investments	371,368	293,451

The movement on the investments balance in year is made up of the following:

	Equity £	Deposit £	Total £
As at 1 April 2021	232,350	61,101	293,451
Investment in year	50,000	-	50,000
Gain/(Loss)	30,580	(2,663)	27,917
As at 31 March 2022	312,930	58,438	371,368

13. Debtors: amounts falling due within one year

	Total 2022 £	Total 2021 £
Trade Debtors	879,063	611,757
Other Debtors	25,280	34,455
Prepayments and accrued income	145,091	175,868
	1,049,434	822,080

14. Creditors: amounts falling due within one year

	Total 2022 £	Total 2021 £
Trade Creditors	111,483	82,408
Other Taxation and Social Security	146,245	137,433
Other Creditors	8,250	10,496
Accruals and Deferred Income	3,056,727	1,746,591
	3,322,705	1,976,928

15. Deferred income

	Total 2022	Total 2021
	£	£
Brought forward	1,315,074	889,748
Recognised within the year	(361,483)	(889,748)
New deferals in the year	1,794,968	1,315,074
Balance carried forward	2,748,559	1,315,074

Deferred income relates to income received in advance when the charity does not have entitlement until the service has been provided

16. Restricted funds

The income funds of the charity included restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes

		Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Freehold Property	89,259	-	(1,018)	(2)	88,239
The Big Lottery Fund Grant; WY-FI	30,306	-	-	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	126,687	(130,520)	3,833	-
ESIF: Stronger Families	-	60,111	(75,606)	15,496	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	27,606	(27,606)	-	-
ABCD Community Builder	-	31,065	(31,065)	-	-
Chapel Allerton Hub TLF	-	100,323	(100,323)	-	-
TLF Funding	93,964	-	(93,964)	-	-
Sikh Elders	-	5,403	(5,403)	-	-
Healthy Connections	25,000	-	(36,704)	11,704	-
BFD Perinatal Support	-	12,959	(12,959)	-	-
Movers & Shakers	-	18,050	(18,050)	-	-
SU Digital Library	-	6,498	(6,498)	-	-
	305,013	388,701	(539,716)	31,031	185,029

16. Restricted funds (Continued)

		Movement in funds			
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Freehold Property	89,987	-	(728)	-	89,259
Service User Evaluation	19,777	-	-	(19,777)	-
The Big Lottery Fund Grant; WY-FI	31,242	43,826	(44,762)	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	130,418	(130,418)	-	-
ESIF: Stronger Families	-	37,563	(37,563)	-	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	22,897	(22,897)	-	-
ABCD Community Builder	-	13,175	(13,175)	-	-
Chapel Allerton Hub TLF	-	6,277	(6,277)	-	-
Mens Health Unlocked	-	16,754	(16,754)	-	-
TLF Funding	-	169,382	(75,418)	-	93,964
Sikh Elders	-	6,097	(6,097)	-	-
Healthy Connections	-	25,000	-	-	25,000
	207,490	471,389	(354,089)	(19,777)	305,013

The freehold property fund is the grant funded part of Touchstone House which houses several services and main offices.

The CDW Map+ Project fund represents funding received from Leeds City Council for targeted work with new migrant communities in Leeds.

The Big Lottery Fund Grants (WY-FI and PCP) funds represent the income and associated expenditure on two projects funded by Big Lottery.

ESIF Funds (Connecting Opportunities and Stronger Families) represent the income and associated expenditure on two projects funded by European Structural and Investment Funds.

ABCD Training and Facilitation represents funding received by Leeds City Council to proliferate the use of ABCD and the principles of asset-based working to strengthen communities across the city by providing training and facilitating and ABCD Practitioners network.

ABCD Community Builder represents funds received from Leeds City Council to employ a community builder to lead an ABCD approach to communities within the Lincoln Green area of the city.

TLF Funding represents funds received by Leeds City Council in support of the Touchstone Loves Food Bank that was set up at the beginning of Covid-19 Pandemic to provide food and other necessities to the most vulnerable in our communities.

Chapel Allerton Hub TLF represents additional funding received from Leeds City Council in support of the Touchstone Loves Food Bank which came directly from the Chapel Allerton Ward Hub Funding.

Sikh Elders – Covid-19 Harm Minimisation funding was received from Leeds City Council (ASC) this funding was to work with the Sikh community in raising awareness around Covid-19 and the impacts on themselves and their community.

16. Restricted funds (Continued)

Healthy Connections – Funding application was acknowledged for receipt of funding towards a digital inclusion programme

BFD Perinatal Service – Funding was received from NHS Charities Together to work with mothers facing mental health issues as a result of perinatal issues – forming peer support groups and increasing community resilience.

Movers & Shakers – Funding received from Leeds City Council as part of their Get Set Leeds campaign for Touchstone to provide Ambassador management and engagement.

SU Digital Library – Provision of digital engagement through tablets and data to ensure that we continue to provide services to those vulnerable, isolated and unwell members of the most deprived communities of West Yorkshire

During the year there has been a transfer of funds between unrestricted and restricted funds to cover additional funding requirements for 3 services this was to cover essential costs to deliver the services that are not reclaimable under the terms of the grant for ESIF-CO and ESIF-SF and to continue the Healthy Connections programme beyond the end of the grant funding as the programme was of great benefit to service users to ensure that they could engage with our services whilst not being able to attend face to face groups.

17. Unrestricted funds – General

		Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds	1,447,496	8,092,573	(7,870,738)	(38,250)	1,631,081
	1,447,496	8,092,573	(7,870,738)	(38,250)	1,631,081

		Movement in funds			
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds	1,096,097	7,575,490	(7,219,320)	(4,771)	1,447,496
	1,096,097	7,575,490	(7,219,320)	(4,771)	1,447,496

18. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes

		Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Touchstone House					
cyclical maintenance	5,000	-	(2,493)	2,493	5,000
Support Centre					
cyclical maintenance	15,000	-	(4,726)	4,726	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	19,777	-	-	-	19,777
	64,777	-	(7,219)	7,219	64,777

		Movement in funds			
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Tenancy Units					
furniture replacement	664	-	-	(664)	-
Touchstone House					
cyclical maintenance	5,000	-	(2,862)	2,862	5,000
Support Centre					
cyclical maintenance	15,000	-	(2,573)	2,573	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	-	-	-	19,777	19,777
	45,664	-	(5,435)	24,548	64,777

18. Designated funds (Continued)

Tenancy Units – cyclical maintenance is required to fund the routine cyclical maintenance (external decorating and prior to painting repairs) of certain buildings in which tenancies are granted, although the programme is managed by housing providers. The trustees consider it prudent to designate sufficient funds to allow for a full cycle of such maintenance.

Tenancy Units – furniture replacement. As the furnishings held in the tenancy units are uninsured the trustees consider it prudent to designate funds sufficient to replace furnishings as might be required by the currently assessed contingent risks.

Touchstone House – cyclical maintenance is required to maintain the property; the trustees consider it prudent to designate sufficient funds to allow for future redecoration and routine maintenance above day to day repairs.

Support Centre – cyclical maintenance this fund is to allow for future decoration and routine maintenance, above strictly day to day repairs, to ensure the property is kept to a high standard.

Support Centre – dilapidations, this fund has been designated to meet the cost of internal and external decorating and any other repairs required at the end of the lease.

Service User Evaluation - The service user evaluation fund is for research that was commissioned by Touchstone and has been transferred from Restricted Funds during the year, the programme has been delayed and currently under review

19. Analysis of net assets between funds

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Tangible Assets	59,207	-	88,239	147,446
Current Assets	1,571,874	64,777	96,790	1,733,441
	1,631,081	64,777	185,029	1,880,887

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2021 are represented by:				
Tangible Assets	101,634	-	89,257	190,891
Current Assets	1,345,862	64,777	215,756	1,626,395
	1,447,496	64,777	305,013	1,817,286

20. Cash generated from operations

	Total 2022	Total 2021
	£	£
Surplus for the year	63,601	468,035
Adjustments for:		
Investment income recognised in SOFA	-	-
Fair value (gains) and losses on investments	(30,580)	(29,791)
Depreciation and impairment of tangible fixed assets	43,445	61,965
Movements in working capital:		
Decrease/(increase) in debtors	(227,354)	718,490
(Decrease)/increase in creditors	1,345,779	491,600
Cash generated by operations	1,194,891	1,710,299

21. Operating Lease Note

	Total 2022	Total 2021
Expiring within 1 Year	-	-
Expiring within 2-5 Years inclusive	12,322	18,138
Over 5 Years	-	-
	12,322	18,138

22. Related party transactions

During the year, the charity was involved in a contract with Leeds Survivor-Led Crisis Service, a charity of which Alison Lowe, the Chief Executive of Touchstone-Leeds until 31st July 2021 is the Chair. Payments for services provided as part of this contract totalled £64,198 (2020: £59,975).

23. Members liability

The company is limited by guarantee. Every member of the company is liable to contribute to the assets of the company in the event of the company being wound up ether whilst he is a member or within one year of him ceasing to be a member, for payment of the debts and liabilities of the Association contracted before he ceased to be a member, and of the cost, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount not to exceed £1.

At 31 March 2022 the number of members so liable was 5 (2021 – 5)

24. Comparative Statement of Financial Activities

	Note	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total 2021
INCOME FROM					
Income from charitable activities:	2				
Accommodation & Housing Support		575,056	-	-	575,056
Assertive Outreach & Support		590,561	-	-	590,561
Community Development Work		1,262,214	-	236,731	1,498,945
Daytime Activities & Support		4,982,339	-	167,982	5,150,321
Employment and Education		35,820	-	60,579	96,399
Neighbourhood Services		63,246	-	6,097	69,343
Social Prescribing		-	-	-	-
		7,509,236	-	471,389	7,980,625
Other trading activities		32,372	-	-	32,372
Bank interest		225	-	-	225
Income from investments		-	-	-	-
TOTAL INCOME		**7,541,833**	**-**	**471,389**	**8,013,222**
EXPENDITURE ON					
Expenditure on charitable activities:	4				
Accommodation & Housing Support		549,915	-	-	549,915
Assertive Outreach & Support		508,023	-	-	508,023
Community Development Work		1,138,444	-	114,386	1,252,830
Daytime Activities & Support		4,941,942	5,435	188,845	5,136,222
Employment and Education		29,356	-	44,761	74,117
Neighbourhood Services		51,640	-	6,097	57,737
Social Prescribing		-	-	-	-
TOTAL EXPENDITURE		**7,219,320**	**5,435**	**354,089**	**7,578,844**
NET INCOME / (EXPENDITURE)		**322,513**	**(5,435)**	**117,300**	**434,378**
Gains / Losses from investments	9	33,657	-	-	33,657
NET INCOMING RESOURCES		**356,170**	**(5,435)**	**117,300**	**468,035**
Transfers between funds		(4,771)	24,548	(19,777)	-
NET MOVEMENT IN FUNDS		**351,399**	**19,113**	**97,523**	**468,035**
TOTAL FUNDS BROUGHT FORWARD		1,096,097	45,664	207,490	1,349,251
TOTAL FUNDS CARRIED FORWARD		**1,447,496**	**64,777**	**305,013**	**1,817,286**

TOUCHSTONE-LEEDS

England & Wales - Charity number 1012053

Accounts

Charity Registration No. 1012053

Company Registration No. 02200394 (England and Wales)

TOUCHSTONE - LEEDS

(TOUCHSTONE)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021

TOUCHSTONE – LEEDS

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TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Touchstone-Leeds is constituted as a Registered Company Limited by Guarantee and is registered as a Charity.

Full Name:	Touchstone – Leeds
Charity Registration Number:	1012053
Company Registration Number:	02200394
Registered Office:	Touchstone House 2-4 Middleton Crescent Leeds LS11 6JU

Trustees:	Appointed	Resigned
Jeremy Horsell		
Andrew Goodchild		26/07/2021
Christine Baines		
Iwi Ugiagbe-Green		
Janet Reynolds		
Katie Gleghorn		
Philip Gleeson		
Solomy Chawatama		
Sue Timothy		
Tom Stanley	04/10/2021	
Stephen Bailey	29/09/2021	
Sam Cheverton	04/10/2021	
Andrea Beever	04/10/2021	
Prof Edgar Meyer	29/09/2021	

Key Management Personnel:

Alison Lowe MA BA (Hons)	Chief Executive to 31st July 2021
Arfan Hanif MA BA (Hons)	Chief Executive from 1st August 2021
Arfan Hanif MA BA (Hons)	Operations Director to 31st July 2021
Jessica Parker MA BA (Hons)	Business Development Director to Dec 2020
Sharon Brown	Business Development Director from 4th Jan 2021
Jim Leyland BsC (Hons), MSW	Operations Director
Kathryn Hart MCIPD	HR Director
Zoe Bridge	Finance Director

Company Secretary: Zoe Bridge

TOUCHSTONE – LEEDS

LEGAL AND ADMINISTRATIVE INFORMATION

Auditor:	Sagars Accountants Ltd Gresham House 5-7 St Paul's Street Leeds LS1 2JG
Bankers:	The Co-operative Bank – Leeds 19-20 Commercial Street Leeds LS1 6AL Yorkshire Bank The Penny Hill Centre 1 Church St Hunslet Leeds LS10 2AP

The trustees present their report and financial statements for the year ended 31 March 2021for Touchstone – Leeds also known as Touchstone.

OBJECTIVES, ACTIVITIES AND PUBLIC BENEFIT

Objectives and Activities

The charitable objects (purpose) defined in the Memorandum are "to relieve sickness and promote the fostering of positive physical and mental health and the prevention of breakdown among members of the community by establishing guiding and supporting, the promotion of self-help groups, and provision of personal counselling, housing and other practical facilities and by the advancement of education for the public benefit of lay and professional health care workers".

More particularly, Touchstone's vision statement is "Inspiring communities, transforming lives" and this is underpinned by seven values:

- Leadership and Learning
- Inclusion and Diversity
- Value for Money
- Quality and Continuous Improvement
- Integrity and Respect
- Recovery
- Co-Production

The services Touchstone provides are:

- **Accommodation and housing support** – supported housing is provided in individual tenancies, as appropriate to individual need and support to people in shared living environments.
- **Daytime Activities and Support** – provided through drop-in services and more structured programmes and in settings appropriate to the needs of diverse communities. Principally these services are provided in Leeds from the Support Centre in north Leeds and Touchstone House in south Leeds, and across West Yorkshire from the Dewsbury base of the WY-FI (West Yorkshire – Finding Independence) team and smaller offices shared with partners in other locations. Includes Cognitive Behavioural Therapy – talking therapy offered to people from Leeds, with a particular specialism working with BME communities, as part of the IAPT (Improving Access to Psychological Therapies) initiative in partnership with the NHS, Community Links and Northpoint Wellbeing, and Mental Health advocacy work in Kirklees – delivering both the community mental health advocacy service and Independent Mental Health Advocacy (IMHA) statutory service; Liaison & Diversion services in Leeds and Wakefield in partnership with Wakefield Youth Offending Team, Together Women Project, Leeds Police and Leeds Youth Offending Service.
- **Assertive Outreach and Support** – providing support to people in community settings including those with clear needs but who are reluctant to engage with services. This is the main area of work for the Community Support Team.
- **Social Prescribing** –a way of linking patients in primary care with sources of support within the community. It provides GPs with a non-medical referral option that can operate alongside existing treatments to improve health and well-being. Delivered in Kirklees and Leeds.
- **Community Development Work** – improving access to mental health services for people from Black and minority ethnic communities. This work is undertaken by the Community Development Service and East Leeds Health for All – working with small community groups and organisations within Black and minority ethnic communities to address issues of healthy living.
- **Neighbourhood Support** – provided by the Sikh Elders' Neighbourhood Service to improve the health and wellbeing of older people in Leeds' Sikh communities.
- **Employment and Education**: Supporting people with mental health issues, including offenders on probation, to develop skills for and to retain employment.

Activities

Primarily Touchstone provides services for people with mental health difficulties, those vulnerable to such problems and to their carers. Through this work and seeking to ensure services were available to the whole of our diverse community, Touchstone has developed a particular strength working with Black and Minority Ethnic (BME) communities. This now gives a secondary focus that has evolved into more general health promotion work and neighbourhood support.

Key Performance Indicators are designed around the Critical Success Factors identified for each individual service, usually in consultation with the commissioners of the service, and are used to assess ongoing service performance by staff, management, trustees and relevant external stakeholders as appropriate.

Public Benefit

The trustees recognise their duties under the Charities Act 2011 and have referred to the Charity Commission's guidance on public benefit when reviewing Touchstone's activities and compiling this report.

The activities described above, and explained in more detail in the following sections, are consistent with Touchstone's values and aims which, in turn, derive from its charitable objects. They seek to deliver public benefit by improving the physical and, especially, mental health of the community either directly or through improving people's experience of other services and their acceptance within the community. All new and potential developments are assessed for consistency with the strategic business plan and, therefore, for their contribution to public benefit.

Access to Touchstone services is generally through referral processes determined by objective criteria based on need and, to the extent that most services are funded by statutory bodies, residence within the relevant geographic boundaries.

Volunteers

Volunteer befrienders supported individual service users in reducing isolation/loneliness, building their confidence and self-esteem, offering a listening ear, enabling them to make friends, supporting them with budgeting, attending social activities, going shopping, walking and reducing anxiety when going out. They supported SUs benefit forms as well as attending the assessments and appeal hearings.

This helped address anxiety issues. Not only do people benefit from the contributions of volunteers, but some also take on the role themselves. Service users have expressed they would not have been able to cope if it were not for the volunteer/befriender. Volunteer support helped with managing their mental health and therefore prevented deteriorations and setbacks.

The contribution of the volunteers is not included in the statement of financial activities as it's not possible to put a reliable value on their contribution.

8 volunteers have gained employment with Touchstone in the previous 12 months.

ACHIEVEMENTS AND PERFORMANCE

Accommodation and Housing Support

Housing and Accommodation Services

The Beacon Housing Service operates city-wide in Leeds from its base at Touchstone House in Beeston. The carefully planned and innovative accommodation-based Support Service in Leeds offers service users furnished self-contained single tenancies in dispersed units across the city.

We are contracted to provide housing support to 41 people under a subcontract with the lead provider, Turning Lives Around. The support is provided in Touchstone tenancies (in association with several RSLs and private landlords).

Housing support is mainly funded through a Support Contract with Leeds City Council. Rent is charged for properties managed by Touchstone; this is eligible for housing benefit so no potential service users are excluded.

Assertive Outreach and Support

The Community Support Team (CST)

The Team operates from Touchstone House in Beeston (Leeds). It works city wide to support people with mental health difficulties who have been excluded from other existing services, due to the complexity of their needs or their difficult behaviours.

The Team works on an 'assertive outreach' basis, engaging and supporting service users in the community. It also provides some activities of a more social nature, particularly at weekends, and through the Outlook Group.

The Outlook group has developed into a focused programme run in partnership with Assertive Outreach which supports group activities both within our services and the wider community. Our main CST service has helped people with a variety of issues from supporting asylum seekers, parents developing access to their children, to attending training courses and overcoming agoraphobia.

80% of referrals for the CST service must come from Community Mental Health Teams who we work in close partnership with to provide a step down from statutory services back into community participation and life.

Rehabilitation and Recovery Project

The Rehabilitation and Recovery project aims to support service users in both the Recovery Centre to make the challenging transition to living in the community. The project is unique in that the voluntary sector work alongside NHS staff on the wards developing a proportional and joined up approach to supporting people in recovery in a holistic way. It benefits from different agencies working together in partnership-LYPFT, Touchstone, Community Links and Leeds Mind sharing good practice and promoting innovation.

Blossom Service

Blossom is an NHS-funded pilot to work with women who have been subject to Female Genital Mutilation (FGM) across the North of England. The service is a partnership with Leeds Community Healthcare who provide nurses to perform medical procedures whilst Touchstone employs an advocate with lived experience and a mental health support worker.

Community Development Work

Mentally Healthy Leeds

Mentally Healthy Leeds (MHL) is a city-wide service commissioned by Public Health since April 2018. MHL builds on the former Community Development Service that worked successfully to build the mental health resilience of BME communities across Leeds. MHL extends this anti-stigma approach across Leeds, offering support and advice to people and employers around mental health promotion and accredited suicide prevention training via our partner, Community Links.

In 2020/2021, the total number of individual contacts was 2,061 with 1,034 people engaged. The number of service users attending groups, training or volunteering was 541 with 402 professionals being trained in the year.

Better Together a partnership of 5 organisations working together across North East Leeds to promote good health and wellbeing via group and individual support it is hosted and managed as part of MHL and East Leeds Health for All (ELHfA).

Wellbean Hope in a Crisis Café

Leeds

The Wellbean Café works to reduce hospital admissions, reduce factors associated with the inappropriate use of statutory services and provide a safe alternative to NHS mental health support. In 2019, the café was extended to Touchstone House using Winter Pressures funding and has now been commissioned by the Clinical Commissioning Group for 7 nights across Leeds. 731 referrals were received for all three Leeds cafes in the last quarter of 20/2021.

Wellbean Hope in a Crisis Café

Kirklees

Touchstone was also asked to set up another Wellbean Café in Kirklees which opened in February 2019. This funding was initially on a temporary basis but has now been commissioned for 7 nights a week for the next 2 years.

Wakefield Safe Space Crisis Café

Touchstone in partnership with GASPED and Spectrum People was awarded the contract to run Wakefield Safe Space Crisis Café from October 2020, initially for 3 nights and has now been commissioned for 7 nights a week, to operate across Wakefield district until October 2022 with the option to extend by 1 year. Core aim of the service is to:

Provide a safe, high-quality response for both physical and virtual visitors of the Safe Space to de-escalate the presenting crisis; Support visitors of the Safe Space to continue with other Voluntary and Community

Sector providers by making the necessary warm transfers and referrals using a social prescribing approach; Encourage the use of Safe Space when required as part of crisis escalation plans. 176 referrals were received for the service in quarter 4 2020/21.

Daytime Activities and Support

Live Well Leeds

This is a city-wide service for people with mental health difficulties in Leeds. The service is a partnership with 18 other charities and it has been designed to increase access to people from specific communities of interest such as Gypsy Travellers, Asian women, people who are Deaf and visually impaired, sex workers and from Black Minority Ethnic communities. It runs 7 days a week both from premises owned by Leeds City Council and leased at a peppercorn rent and across the city in premises owned/run by sub-contracted partners. The service is a pioneer for Leeds City Council's Adult Social Care Department, and we are regularly featured as exemplars of good practice in commissioning to other local authorities and in the media. The service has an embedded befriending and volunteer offer and many of our volunteers go on to formal volunteering and employment with Touchstone and other organisations.

Live Well Leeds is an open access service which offers "welcome cafes" six days per week to people who are referred/self-refer into the service. Referrals are a short telephone or one to one conversation which incorporates a short risk assessment. Anyone can attend a welcome café to become a service user but they will be assessed by a Trusted Assessor (from across all 19 delivery partners) for access to 121 support, otherwise the offer is group work, befriending or volunteering.

All aspects of the service follow a holistic approach, which is service user-led, including integrating people with mild to moderate mental health problems back into mainstream services and employment. All groups offer educational and therapeutic activities. This service also incorporates "Dosti" which means friendship in Urdu, Hindi, Punjabi, and Gujarati and is a support service for South Asian women.

Live Well Leeds is based at the Support Centre which is also a hub for many services as it hosts Touchstone's Sikh Elders Service, Association of Blind Asians, and Dial House @ Touchstone.

The BME Dementia Service

The BME Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia and their carers from ethnic minorities. Our aim is to raise awareness of dementia within BME communities by breaking down the barriers that exist about dementia and bring it out into the open so that people can access the support they need while meeting their language, cultural and religious needs.

We provide culturally appropriate Dementia awareness talks within community settings such as Day centres, local community groups or religious centres in English, Punjabi, Hindi, or Urdu languages. We also run a fortnightly South Asian Dementia Café, Hamari Yaadain (Our Memories) on the first and third Thursday of every month from 1pm to 3pm. The café is for South Asian people with memory issues and their carers and run in a mother tongue.

Kirklees Advocacy Service

The IMHA (Independent Mental Health Advocacy) service continues to provide vital statutory support to people detained in hospital, alongside the Community Advocacy service.

In late 2018, Touchstone won the contract to deliver IMCA, DoLS and Care Act advocacy and these services were integrated into the Kirklees Advocacy Service throughout 2019 under the new name of ASK for Advocacy, which is a partnership with Leeds-based charity, Advonet.

ASK4Advocacy worked with 878 service users this in quarter 4 2020/21 compared with 824 in quarter 3 2020/21.

Kirklees Peer Brokerage

The Peer Led Brokerage Service has continued to deliver its innovative service, with individuals being supported by staff and peers to maximize the benefits of their self-directed support personal budgets from Kirklees Council, and "self-funding" individuals. This service not only supports individuals on their recovery pathway but also has an important role to play in sharing good practice and spreading awareness of how effective mental health services should be delivered.

Leeds Peri Natal Mental Health (PNMH) Peer Support Alliance

Touchstone was commissioned by Leeds CCG to support the development of perinatal mental health peer support across Leeds for one year from April 2020. This service employs a peer support coordinator and peer support workers to ensure women and their families have sustainable access to PNMH peer supporters to complement the more formal PNMH services offer in Leeds and create a city wide, self-governing perinatal mental health peer supporter alliance.

Liaison & Diversion

Liaison and Diversion (L&D) services identify people who have mental health, learning disability, substance misuse or other vulnerabilities when they first come into contact with the criminal justice system as suspects, defendants or offenders.

The service can then support people through the early stages of criminal justice system pathway, refer them for appropriate health or social care or enable them to be diverted away from the criminal justice system into a more appropriate setting, if required.

The West Yorkshire contract is delivered in partnership with Wakefield Youth Offending Team, Together Women Project, Leeds Police and Leeds Youth Offending Service, the service is now offered across Leeds, Bradford, Kirklees, Calderdale and Wakefield.

In South Yorkshire, Touchstone provides the peer volunteering and support element of Liaison and Diversion, in partnership with South West Yorkshire Partnership Foundation Trust and our staff are based in Sheffield, Barnsley and Doncaster.

Community Chronic Pain Management Service

Touchstone provides the Peer Support Coordinator for this service which started in January 2020 to work with people affected by moderate to severe pain. The Peer Support coordinator is responsible for:

- Recruiting, training, developing, and supporting Peer Support Volunteers
- Establish and maintain links with Community Groups already engaged with hard to reach groups
- Work with such groups to co-develop new ways to engage under represented populations
- Work to maximise patient engagement with, completion of, and benefit from the Chronic Pain Pathway in Leeds

Coproduction Rehabilitation Service

This is a new service that was commissioned in October 2019 for coproduction peer support workers to identify the needs of people held in secure accommodation and co-produce alternative provision to enable them to live more/independently in the community.

Crisis Resolution Intensive Support Service (CRISS)

The Crisis Resolution and Intensive Support Service is a multidisciplinary and multi-agency service made up of staff from LYPFT, Adult Social Care, Harm reduction workers and Community Links. The service aims to provide immediate Crisis interventions, safety planning and ongoing referral for community-based services or for hospital admission.

Since 2020 Touchstone has provided the peer support workers with lived experience to this service. They provide peer support and practical assistance to people in order for them to take control over their own lives and engage actively in their unique recovery process.

Leeds Mental Wellbeing Service (LMWS)

The Leeds Mental Wellbeing Service (LMWS) was established in November 2019 bringing together existing primary care mental health services including Improving Access to Talking Therapies (IAPT) under one single five-year contract led by the Leeds Community Healthcare Trust (LCH).

The aim of the service is to provide integrated, primary care based, mental health support for people with mild/moderate and complex Common Mental Health Disorders (CMHD) and stable Serious Mental Illness (SMI). The IAPT service delivery element continues within this integrated primary care mental health service which also includes peer support and coproduction initiatives, the latter elements being led by Touchstone.

Shafa

Shafa is a Touchstone project working across West Yorkshire and South Yorkshire. Shafa means renewal, restoration and healing in Urdu. Touchstone's approach is to work with people who have offended from the South Asian community based on a recovery and strengths-based approach.

Staff work with South Asian people who have committed offences to resettle them within their communities across West and South Yorkshire providing a comprehensive and unique range of consultancy and cultural interpretation services to both the Community Rehabilitation Companies and the National Probation Service.

Self-Directed Support

SDS is for people with usually, Adult Social Care, personal budgets who opt for Touchstone to provide them with the kind of support that meets their goals, whenever, wherever and however they choose. SDS is provided by a group of bank and permanent staff who work with individuals who "buy" their services according to their agreed support plan objectives.

Stronger Families

Funded by the European Social Investment fund (ESIF) via the Big Lottery, the Stronger Families programme is here to help and support families across Leeds and Bradford. We are working with families across Leeds and Bradford to develop skills and employment opportunities, focussing on health & well-being, employability and skills building, and financial inclusion support.

Connecting Opportunities

Also funded by the European Social Investment fund (ESIF) via the Big Lottery, Connecting Opportunities works with new migrants to develop their skills and opportunities to find work and be part of the local community. The aim of Connecting Opportunities is to support the most vulnerable and marginalised new migrants in Leeds City Region to integrate and to increase their employability and become economically active members of the wider community.

Employment & Education

Workplace Leeds

Our employment support worker/job retention work with the Workplace partnership, has continued to develop in collaboration between Leeds Mind, ourselves and Community Links to support people with mental health needs to retain and find work opportunities in Leeds.

Neighbourhood Services

The Sikh Elders' Service

This service is modelled on Leeds' network of Neighbourhood Services for Older People but takes account of the identity and needs of Sikh elders. It aims to develop a variety of projects to benefit the social, physical, and mental well-being of Sikh elders; develop projects that will respect cultural and religious need; promote independent living; reduce isolation; and promote privacy, dignity, and choice. Services are provided both to groups in the community and to people in their own homes.

The focus of the service is to extend befriending opportunities to older Sikh people across Leeds and for transport support to reduce social isolation. 92 service users were registered with the service in 2020/21.

The service has successfully raised small pots of income through fundraising and through grant applications which has allowed Touchstone to deliver some additional activity e.g.: the Intergenerational workshop "Linking Lives" is storytelling in nursery by retired professionals talking to young children about their personal growth journeys of living in Leeds. The income raised this way has varied from year to year, depending on the capacity of staff as well as the availability of external funding streams.

Organisation-wide performance and achievements

Good progress has been made in achieving the objectives set out in the Strategic Business Plan. The trustees are particularly pleased to note:

- Growth of organisation (services and staff) e.g., Crisis Café – Safe Space in Wakefield and development of West Yorkshire Perinatal Mental Health Peer Supporter Alliance
- Retained Investors in People (IIP) Platinum until 2024
- Being placed 3rd best Charity to work for in the Best Organisations to work for List - 2021 and gained 3* rating for World Class Staff Engagement
- Ranked 35th in the Best Large Companies to work for in the UK
- Being placed 13th in the UK's Top 50 Most Inclusive Employers List
- Awarded Rathbones Covid 19 – Response Award Winner
- Retained Investors in Volunteers until 2024
- Recognised as a Disability Confider - Employer
- Retained Shafa Service and linked with Liaison & Diversion Service – West Yorkshire
- The implementation of a Management Development Programme aimed at supporting staff from under-represented groups to gain the experience and qualifications to apply for management roles in Touchstone or externally.

Financial Review

Performance

Total income for the year was £8,013,222 (2020: £7,749,695) an increase of 3.4%, Touchstone has managed to maintain the large growth achieved in the prior year through extension of existing contracts and development of new services and income streams.

Expenditure in year was lower than the previous year by 1.1% at £7,578,844 (2020: £7,661,567) and has enabled the charity to produce a surplus of £434,378.

With a net gain in value in the year on current asset investments of £33,657 (see note 9) the net increase in funds for the financial year is £468,035. This comprised of an increase of £97,523 in restricted funds and an increase in unrestricted (including designated) funds of £370,512.

At the year-end, Touchstone had net current assets of £1,817,286 of which £305k are restricted funds.

Current Asset Investments

Income, gains, and losses recognised from current asset investments, including changes in the value of equity holdings at the balance sheet date, represent £33,657 which is 12.95% on investments held at that date.

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims.

Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk.

Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely.

The charity continues to invest with COIF Charities Investment Fund, the fund has limited ethical exclusions and has therefore, been determined as and promoted as a responsible fund.

Future Plans 2021-2022

Touchstone has continued to adapt and grow during the Covid 19 pandemic. We have learned a lot during the Covid 19 pandemic, and we have played a critical role in ensuring our resources are continually focussed on the needs of our service users. Whilst all our core funding is stable during this period, we are now operating in an environment of public sector efficient cuts and the need to deliver value for money whilst maintaining high quality levels of service delivery.

Investment in digital technology and the introduction of 'agile' working across Touchstone will provide opportunities for ongoing efficiencies as well as improving the service user experience through more choice and services tailored to their specific needs. Service users will remain at the heart of plans to better align our resources to service delivery priorities.

To support sustainable growth in line with Touchstone's vision and values consideration will be given to investing resources into developing the right level of 'support service' infrastructure capacity. This will be based on the 'Invest to Save' principle ensuring that any investment generates efficiencies, improves service delivery outcomes and releases leadership resources to better focus on service delivery priorities.

Specific direction is set out in Touchstone's Strategic Business Plan 2021 – 2026, last reviewed in March 2021. The Plan sets out five strategic objectives up to 2026 with detailed steps for the next three years and an indication of the actions for subsequent years.

Touchstone main objectives for 2021-22 are set out below:

Sustain and grow high quality support services for those most vulnerable to mental health issues across Yorkshire.

We will do this by:

- Identifying need amongst the most vulnerable groups and communities we work with and developing high quality bids to deliver services to meet that need.
- Influencing and developing systems level collaborative relationships with commissioners and decision-makers to invest in the groups/communities we identify using case studies, data and insight reporting.
- Achieving our Business Development Strategy growth target of achieving £8 million (direct income) by 2023 to ensure we have the infrastructure to support our teams, grow our reserves in line with our reserves policy and are sustainable for the future.
- Invest in support services infrastructure to ensure there is capacity supporting and enabling good sustainable quality service delivery.

Become a partner of choice and develop sustainable relationships with the statutory, public, private and voluntary sectors.

We will do this by:

- Continuing to highlight the contribution of Touchstone to the elimination of health inequalities via delivery of our annual Communications Strategy and plan.
- Developing 10 new local and strategic partnerships throughout the year
- Participating in emerging systems level 'Collaboratives' and to explore potential opportunities from this.
- Investing in maintaining existing partnerships both through contractual relationships and through skills share and other generous leadership initiatives.
- Showcasing Touchstone's expertise in coproduction and sharing this through our annual coproduction conference

To maintain a just, safe and reflective culture to continuously improve our stakeholder experience.

We will do this by:

- Providing high quality and respectful services measured by achievement of at least 95% satisfaction rate in the annual service user survey
- Reporting and reviewing 100% complaints received throughout the year alongside a service user audit panel and undertaking lessons learned reviews where required.
- Completing 100% safeguarding self-audits and auctioning all recommendations during the year.
- Monitoring and reporting on all staff grievance and disciplinary cases to Board and reducing the overall number each year.

To be an employer of choice; recognising and continuously developing our people as valued and essential leaders in the delivery of quality services.

We will do this by:

- Applying the best leadership and people management practices
- Carry out internal and Best Companies staff surveys and implement actions in line with staff's feedback
- Developing an action plan in response to recommendations from the Investors in People Platinum re-accreditation.
- Maintaining a happy and healthy workforce as evidenced by levels of sickness absence of 3% or less and maintaining or improving the wellbeing scores in our annual Best Company staff survey. To develop a wellbeing strategy in line with IIP Platinum recommendations.
- Achieving, reviewing and acting on the recommendations from the 2021 Investor in Volunteers accreditation and bringing together all Touchstone's people management practices under one strategy.

- Celebrating the diversity and difference of our staff through ongoing engagement, improved representation, investment in development opportunities and benchmarking against national best practice standards e.g., Best Companies, Stonewall Employers list
- Continuing to invest in the work of our staff Green Group, implementing the Climate Emergency Policy actions, alongside them.

Embed co-production to involve service users and carers in all aspects of service delivery and design.

We will do this by:

- Providing high quality and respectful services measured by achievement of at least 95% satisfaction rate in the annual service user survey
- Delivering an annual coproduction conference alongside service users.
- Undertaking an annual review of coproduction quality and compliance via completion of the Coproduction Quality Standards.

Ensuring at least 2 Service User Consultants are in place at all times and that service user involvement is embedded at all levels of organisational decision-making and activity.

Principal Funding Sources

The accommodation services are funded through rent charges to individual tenants, the majority of which, in practice, are received as directly paid Housing Benefit, and through support funding paid under a contract with Leeds City Council as part of a consortium with Turning Lives Around and Foundation. Touchstone also provides volunteer elements of the consortium contract on behalf of other consortium partners.

Other services are mainly funded through statutory sources. Leeds City Council (Adult Social Care) provide block contract funding for Live Well Leeds Sikh Elders Service, the Mentally Healthy Leeds service, Your Space, Better Together (East Leeds Health for All -ELHfA) and some of the income for the Community Support Team (CST).

NHS Leeds CCG continues to fund services - Leeds Mental Wellbeing Service, a majority contribution to the Community Support Team, and Wellbean Café – Hope in a Crisis.

NHS Kirklees CCG funds the Kirklees Wellbean Café and contribution towards the Kirklees Ask for Advocacy service.

LYPFT continue to fund elements of the wider CST portfolio including Rehab and Recovery, CRISS and Complex Rehab services.

Income from self-directed support (SDS), provided on individual contracts for each service user, continues to fluctuate, mainly provided by Leeds City Council for people eligible for personal budgets.

The Ask for Advocacy and Peer Support Services are funded by Kirklees Council

NHS England fund the Liaison and Diversion Services, via contracts with Wakefield Council in West Yorkshire and South and West Yorkshire Partnerships Foundation NHS Trust (SWYFT) in South Yorkshire.

Reserves Policy

The Board has agreed as policy that the free reserves of the organisation, defined as the net current assets that are neither restricted nor designated for specific purposes, should be sufficient to provide a reasonable working balance to meet commitments as they become due whilst recognising the possible delays in receipt of grants and other income due. The Board has assessed that, under current circumstances, the free reserves should be the equivalent of 3 months' total expenditure.

Using the total expenditure from the 2021/22 organisation budget, free reserves should be in the region of £2,032K. As at 31 March 2021, free reserves (excluding restricted tangible assets) stood at £1,346k. Due to successful control of expenditure within the year, the charity has increased free reserves by 44.3% which is a significant improvement on prior years, however the reserves are £686k from our target level, our strategic business plan and budgeting will aim to reduce the gap over the medium term of 5 to 10 years.

The Board's reserves policy also requires the trustees to reassess any designated funds annually when reviewing its reserves so that no funds are needlessly designated and excluded from the calculation of reserves.

The trustees have assessed the major risks to which the charity is exposed to and are satisfied those systems are in place to mitigate exposure to the major risks.

STRUCTURE GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 30 November 1987, and a registered charity. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Appointment of Trustees

Trustees serve on the Board in the capacity of both Company Director and Charity Trustee. They receive no remuneration and any expenses reclaimed are set out in Note 7 to the accounts. Appointments to the Board are made at the Annual General Meeting in accordance with the detailed regulations set out in the Articles of Association. Between Annual General Meetings, the Board itself has the power to make further appointments to the Board.

One third of the Trustees retire every three years at the Annual General Meeting and are eligible for re-election.

The trustees encourage service user involvement with the Board and service users are invited to all meetings and have a standing agenda item for feedback. Former service users are also able to become trustees.

The charity complies with the charity governance code recommendation in relation to the Trustee maximum term of office (3x3 years) however 2 trustees' terms were extended beyond this maximum due to their particular areas of expertise within Finance and Investment and Adult Social Care and Safeguarding.

Trustee Induction and Training

Potential trustees would generally meet with the Chair of Trustees and the Chief Executive and are invited to attend at least one Board meeting as an observer, before joining the Board. There is an induction pack of organisational information for new trustees.

There is at least one Board Away day each year to reflect on performance and future priorities with senior managers, as well as a Trustee only half day which considers governance matters.

At this meeting, Trustees have for the past three years conducted a facilitated self-assessment of their Governance performance using the key principles of the 2017 Charity Governance Code as parameters for the self-assessment process.

The 2020 Review noted improvements in the Diversity principle – in response to a decline noted in the 2019 Review - as well as some deterioration in the Board Effectiveness and Decision making, Risk, and Control principles, both of which have been substantially addressed since the self- assessment review took place. The Board has again evaluated the possibility of an external review of this process and has concluded that this would not be costs effective for a charity of this size.

Trustees are encouraged and supported to attend other relevant training both externally and that provided by Touchstone.

Organisational Structure

The Board of trustees, which shall not have less than 6 or more than 20 trustees, is responsible for the strategic direction and governance of the organisation. The Board meets at least five times a year and there are four committees covering Finance and Development, Operations and Quality Standards, Risk and Audit, and a Joint Negotiating and Consultative Committee.

The management structure is headed by the Chief Executive, who is appointed by the Board to manage the day-to-day operations of the organisation. The Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and service delivery.

The Chief Executive is responsible to the Board for the operation and development of the organisation, in line with the Strategic Business Plan, and for advising the Board on strategy and policy issues. In this, the Chief Executive is currently assisted by the Senior Management Team consisting of the Business Development Director, Finance Director, Operations Director - Inclusion, Operations Director – Quality and Performance and Human Resources Director.

As of July 2021, Alison Lowe resigned as Chief Executive of Touchstone, and after a through recruitment and assessment process the trustees are delighted at the appointment of Arfan Hanif (Operations Director – Quality and Performance) as Chief Executive.

The post of Deputy Chief Executive is currently being recruited to and in October 2021 we successfully appointed a new Operations Director – Quality & Performance.

Key Management Remuneration Policy

Pay and remuneration for the charity's key management personnel are set by the trustees with reference to the standard local government pay scales. While annual cost of living increases are therefore determined by national negotiation between local government employers and trade unions, the scale range of each role are periodically reviewed by trustees with reference to external comparators (benchmarks) including published salary surveys from reputable professional and industry bodies, and samples of advertised scales for similar roles being recruited in comparable organisations.

Risk Management

The Board of Trustees conducts regular and frequent reviews of the major risks to which the organisation is exposed through the Risk and Audit Committee, the Finance and Development Committee and the Operations Committee. This includes assessing the potential impact and likelihood, identifying the current controls in place, and those to be put in place, to mitigate the risk.

A corporate risk register is maintained of risks faced by the organisation under the headings of Governance, External, Business Development, IT, Regulatory & Compliance, Financial, Operational, Communications and PR and HR. It is jointly compiled by trustees, senior managers and staff. Particular attention being paid to risks that the organisation sees as having a high potential impact and a high residual likelihood of occurrence despite existing controls.

At the last review, the most significant of the risks and uncertainties facing the organisation were potential cuts to funding due to the impact of COVID 19 and Brexit, contribution to reserves not in line with organisational growth, and pressure on the organisation's central services and resources.

Plans and strategies for managing and mitigating these risks include seeking to diversify income sources, proactively managing commissioner relationships, robust budgeting to ensure delivery of best value for money, maintaining strong relationships with funders, a clear strategic direction, strong governance and quality assurance processes.

Touchstone holds insurances deemed suitable and sufficient for the scale and nature of operations, including Directors and Officers Indemnity cover.

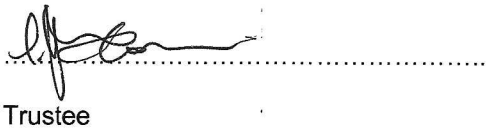
The trustees, who are also the directors for the purpose of company law, and who served during the year and to the date of signing were:

Trustee:	Appointed	Resigned
Jeremy Horsell		
Andrew Goodchild		26/07/2021
Christine Baines		
Iwi Ugiagbe-Green		
Janet Reynolds		
Katie Gleghorn		
Philip Gleeson		
Solomy Chawatama		
Sue Timothy		
Tom Stanley	04/10/2021	
Stephen Bailey	29/09/2021	
Sam Cheverton	04/10/2021	
Andrea Beever	04/10/2021	
Prof Edgar Meyer	29/09/2021	

Provision for small companies

This report has been prepared in accordance with the provisions applicable to companies entitled to claim the small companies' exemption.

The trustees' report was approved by the Board of Trustees.



Trustee
Date:

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2021

The trustees (who are also directors of Touchstone - Leeds for the purposes of company law, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.

- observe the methods and principles in the Charities SORP.

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF TOUCHSTONE - LEEDS

Opinion

We have audited the financial statements of Touchstone – Leeds ('the charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.
Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.
In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS102) 2019.
We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud.

The laws and regulations we considered in this context were Charities Commission Regulations and requirements from funders.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of grant and donation income and the override of controls by management.

Our audit procedures to respond to these risks included:

- enquiries of management and the Trustees about their own identification and assessment of the risks of irregularities,
- sample testing on the posting of journals,
- reviewing accounting estimates for biases,
- reviewing contracts and carrying out detailed substantive testing on the completeness of income,
- reading minutes of meetings of those charged with governance; and
- obtaining confirmation from the trustees that there was no regulatory correspondence with the Charity Commission.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF TOUCHSTONE – LEEDS (Continued)

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Susan Seaman BA FCA CIOT
(Senior Statutory Auditor)

SAGARS ACCOUNTANTS LTD
Chartered Accountants & Statutory Auditor
Gresham House
5-7 St Paul's Street
Leeds
LS1 2JG

2021

TOUCHSTONE – LEEDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME & EXPENDITURE)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds General	Unrestricted Funds Designated	Restricted Funds	Total 2021	Total 2020
		£	£	£	£	£
INCOME FROM						
Income from charitable activities:	2					
Accommodation & Housing Support		575,056	-	-	575,056	531,985
Assertive Outreach & Support		590,561	-	-	590,561	555,934
Community Development Work		1,262,214	-	236,731	1,498,945	1,521,259
Daytime Activities & Support		4,982,339	-	167,982	5,150,321	4,749,292
Employment and Education		35,820	-	60,579	96,399	139,923
Neighbourhood Services		63,246	-	6,097	69,343	63,548
Social Prescribing		-	-	-	-	172,337
		7,509,236	-	471,389	7,980,625	7,734,278
Other trading activities	3	32,372	-	-	32,372	15,012
Bank interest		225	-	-	225	405
TOTAL INCOME		**7,541,833**	**-**	**471,389**	**8,013,222**	**7,749,695**
EXPENDITURE ON						
Expenditure on charitable activities:	4					
Accommodation & Housing Support		549,915	-	-	549,915	517,217
Assertive Outreach & Support		508,023	-	-	508,023	490,876
Community Development Work		1,138,444	-	114,386	1,252,830	1,402,207
Daytime Activities & Support		4,941,942	5,435	188,845	5,136,222	4,923,613
Employment and Education		29,356	-	44,761	74,117	116,927
Neighbourhood Services		51,640	-	6,097	57,737	56,138
Social Prescribing		-	-	-	-	154,589
TOTAL EXPENDITURE		**7,219,320**	**5,435**	**354,089**	**7,578,844**	**7,661,567**
NET INCOME / (EXPENDITURE)		**322,513**	**(5,435)**	**117,300**	**434,378**	**88,128**
Gains from investments	9	33,657	-	-	33,657	6,228
NET INCOMING RESOURCES		**356,170**	**(5,435)**	**117,300**	**468,035**	**94,356**
Transfers between funds		(4,771)	24,548	(19,777)	-	-
NET MOVEMENT IN FUNDS		**351,399**	**19,113**	**97,523**	**468,035**	**94,356**
TOTAL FUNDS BROUGHT FORWARD		1,096,097	45,664	207,490	1,349,251	1,254,895
TOTAL FUNDS CARRIED FORWARD		**1,447,496**	**64,777**	**305,013**	**1,817,286**	**1,349,251**

The statement of financial activites includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities

The statement of finanancial activites also complies with the requirements for an income and expenditure account under the Companies Act 2006.
The notes on pages 29-46 comprise part of these financial statements

TOUCHSTONE – LEEDS

BALANCE SHEET AS AT 31 MARCH 2021 – COMPANY NUMBER 02200394

	Notes	2021 £		2020 £	
FIXED ASSETS					
Tangible assets	10		190,891		252,856
CURRENT ASSETS					
Debtors	13	822,080		1,540,570	
Investments	12	293,451		159,794	
Cash at bank and in hand		2,487,792		881,359	
		3,603,323		2,581,723	
CREDITORS: Due within one year	14	(1,976,928)		(1,485,328)	
NET CURRENT ASSETS			1,626,395		1,096,395
NET ASSETS			1,817,286		1,349,251
REPRESENTED BY:					
Restricted funds	16		305,013		207,490
Unrestricted funds					
General funds	17	1,447,496		1,096,097	
Designated funds	18	64,777		45,664	
			1,512,273		1,141,761
TOTAL FUNDS			1,817,286		1,349,251

The notes on pages 29-46 comprise part of these financial statements

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Trustees on .....

Jeremy Horsell
Trustee (Chair)

Iwi Ugiagbe-Green
Trustee

TOUCHSTONE – LEEDS

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021		2020	
Cash flows from operating activities:		£	£	£	£
Cash generated from operations	20		1,710,299		521,724
Investing activities					
Purchase of tangible fixed assets		-		(18,010)	
Sale/Purchase of Current Asset Investments		(100,000)		140,000	
Net cash (used in) / generated from investing activities			(100,000)		121,990
Net cash used in financing activities			-		-
Net (decrease) / increase in cash and cash equivalents			1,610,299		643,714
Cash and cash equivalents at the beginning of the year			938,594		294,880
Cash and cash equivalents at the end of the year			2,548,893		938,594
Relating to:					
Cash at bank and in hand			2,487,792		881,359
Notice Deposits			61,101		57,235

1. Accounting policies

Charity information

Touchstone – Leeds is a company limited by guarantee incorporated in England and Wales. The registered office is Touchstone House, 2-4 Middleton Crescent, Leeds, LS11 6JU.The charity's principal activities are described in detail on page 4 along with the nature of the charity's operations. The company has adopted the following principal accounting policies which should be read in conjunction with the financial statements.

Accounting convention

The financial statements have been prepared in accordance with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Going Concern

The Trustees have reviewed the annual forecast and Touchstone's Strategic Business Plan 2021-26 and are mindful that we are moving into a period of public sector efficiency cuts alongside the ongoing uncertainty of Covid-19 and the potential impact this could have on our income sources.

This assessment is based on our core funding being stable and we continue to diversify our income streams across West Yorkshire to further mitigate the risk of these being reduced. This, along with government support and retained reserves will allow the charity to continue to meet its obligations as they fall due and operate as a going concern.

As a result, the trustees have continued to adopt the going concern basis of accounting in preparing the annual financial statements.

Charitable funds

Funds held by the charity are either:

Unrestricted general funds
These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds
These are funds set aside by the trustees out of unrestricted general funds for specific future purposes of projects.

Restricted funds
These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for a particular restricted purpose.

1. Accounting policies (Continued)

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Incoming resources

Rental income is credited in respect of the period to which it relates.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

Contract income and any other funding received in respect of the cost of providing services is credited to the income and expenditure account in the period to which it relates, unless it relates to a previously audited year, when it is credited as received.

Income is recognised by the charity only when it is entitled to, it is measurable, and it is probable they will receive such income

Resources expended

All expenditure is included on an accruals basis and is recognised when there is a legal or constructive obligation to pay for expenditure. All costs have been directly attributed or proportionally charged to the functional categories of resources expended in the SOFA. The company is not registered for VAT and accordingly expenditure is shown gross of irrecoverable VAT.

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. The costs include those related to statutory audit and legal fees together with an apportionment of overhead and support costs.

Costs related to the management and administration of the organisation, which include senior management, finance and administrative support, and the overheads of premises shared by different service areas, are allocated to the functional areas by application of the following three factors:

- an assessment is made of the time devoted by central staff to the governance of the charity itself as distinct from support of its service areas. Currently it is assessed that 5% of the Directors and Senior Managers' time, and therefore other service costs, are allocated to this;
- costs related to shared premises are allocated in proportion to the floor area occupied by the different functional areas;
- costs related to 'primary' management, financial and administrative support are allocated in proportion to the staff costs of the different functional areas of the organisation.

Tangible fixed assets

All purchases of and improvements to land and buildings costing more in total than £1,000 are capitalised and depreciated. Additions to office equipment and fixtures and fittings costing more than £1,000 are capitalised and depreciated. Refurbishment and tenancy furniture costing less than £1,000 is written off as incurred.

1. Accounting policies (Continued)

Freehold property is depreciated on a straight-line basis over 50 years. Freehold renovation is depreciated on a straight-line basis over 25 years.

Other fixed assets are depreciated on a straight-line basis over their estimated useful lives as follows:

Office equipment	33%
Fixtures and fittings	15%

Extra depreciation is provided where it becomes apparent on annual review that the estimated useful life of an asset is permanently reduced, or the asset becomes impaired.

Current asset investments

Touchstone intends its investment decisions to achieve the best financial return available consistent with the ethical principles reflecting the charity's aims. Touchstone recognises that all financial investments carry a level of risk and that the likely rewards of each investment rise in relation to the perceived level of risk. Touchstone intends to take a prudent approach, mitigating the specific risks of individual investments by ensuring diversification of investments, between classes of investment and individual investments, and by avoiding high risk investments entirely. No investment will be made in non-traded equities, hedge funds, commodities or derivatives.

Investments held as current asset investments are stated at fair value at the balance sheet date. Any difference between cost and market value is adjusted annually through the Statement of Financial Activities

Impairment of fixed assets
At each reporting end date, the charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered and impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

Financial Instruments
The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102, in full, to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. **Accounting policies (Continued)**

Basic financial assets

Basic financial assets, which include debtors, cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled

Retirement benefits

The company operates a defined contribution pension scheme, the pension charge represents the amounts payable by the company to the fund in respect of the year.

2. Income from charitable activities

	Contract Income	Grant Income	Housing Income	Other Income	SDS Income	Total 2021	Total 2020
	£	£	£	£	£	£	£
Accommodation & Housing Support	-	-	539,751	31,405	3,900	575,056	531,985
Assertive Outreach & Support	590,556	-	-	5	-	590,561	555,934
Community Development Work	872,753	235,929	-	390,263	-	1,498,945	1,521,259
Daytime Activities & Support	4,497,714	167,981	-	244,797	239,829	5,150,321	4,749,292
Employment and Education	35,820	60,579	-	-	-	96,399	139,923
Neighbourhood Services	69,343	-	-	-	-	69,343	63,548
Social Prescribing	-	-	-	-	-	-	172,337
	6,066,186	464,489	539,751	666,470	243,729	7,980,625	7,734,278

3. Other Trading Activities

	Total 2021	Total 2020
	£	£
Other Activities	32,597	15,417

Analysis by fund:	Total 2021 £	Total 2020 £
Unrestricted General Fund	32,597	15,417

4. Expenditure from charitable activities

	Accommodation & Housing Support	Assertive Outreach & Support	Community Development Work	Daytime Activities & Support	Employment and Education	Neighbourhood Services	Social Prescribing	Total 2021	Total 2020
	£	£	£	£	£	£	£	£	£
Activity & Welfare Costs	1,153	2,429	41,270	9,529	-	2,248	-	56,629	125,879
Administration Costs	-	-	-	-	-	-	-	-	11,239
Audit, Consultancy & Professional Fees	-	-	20	14,774	589	-	-	15,383	17,412
Central	-	-	20,954	26,950	2,622	-	-	50,526	43,815
Central Management Charge	-	-	-	-	-	-	-	-	77,696
Depreciation (Restricted)	-	-	-	729	-	-	-	729	5,449
Furniture, Repair & Renewal	29,495	-	350	30	-	-	-	29,875	48,491
Grants - Partners & Networks	-	-	111,870	828,485	-	-	-	940,355	1,170,734
Other Direct Service Costs	1,605	-	96	9,184	-	-	-	10,885	26,140
Other Office & Mgmt Costs	97	-	204	859	14	-	-	1,174	22,624
Premises Rent & Utilities	17,649	-	57,523	67,146	7,864	-	-	150,182	166,274
Printing, Stationary & IT	6,523	3,259	15,092	38,729	-	4,450	-	68,053	60,126
Property Maintenance	21,095	-	617	6,636	-	-	-	28,348	43,703
Provider Rent, HA Charges & Council Tax	153,794	-	-	-	-	-	-	153,794	159,361
Staff Travel, Recruitment & Training	4,213	5,645	25,885	31,793	139	233	-	67,908	174,031
Staffing Costs	230,616	419,720	799,577	3,328,684	56,894	42,621	-	4,878,112	4,350,181
Telephone & Postage	3,676	3,065	13,756	53,762	1,724	673	-	76,656	68,946
User Activities & Materials	-	-	-	-	-	-	-	-	117
	469,916	434,118	1,087,214	4,417,290	69,846	50,225	-	6,528,609	6,572,218
Primary Support Costs	64,111	59,227	132,724	576,149	3,422	6,020	-	841,653	872,879
Supplementary & Governance Costs	15,888	14,678	32,892	142,783	849	1,492	-	208,582	216,470
	549,915	508,023	1,252,830	5,136,222	74,117	57,737	-	7,578,844	7,661,567

5. Support costs

	Charitable Activities	Governance	Total 2021	Total 2020
	£	£	£	£
Specific 'Central' Salaries	338,815	30,968	369,783	362,511
Personnel Costs	53,491	-	53,491	111,356
Administrative Costs	499,025	16,364	515,389	422,589
Touchstone House Costs	111,572	-	111,572	192,893
Total	1,002,903	47,332	1,050,235	1,089,349

6. Net movement in funds

	Total 2021	Total 2020
	£	£
Net movement in funds is stated after charging/(crediting)		
Auditors Remuneration	15,000	30,373
Depreciation of owned tangible fixed assets	61,965	75,617

7. Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year (2020 – none)

Expenses incurred on behalf of the charitable company and reimbursed to 3 trustees during the year amounted to £539 (2020 - £410) which related to travel, accommodation, and subsistence

8. Employees

The average monthly number of employees during the year was:

	Total 2021 Number	Total 2020 Number
	223	206

Employment Costs	Total 2021 £	Total 2020 £
Wages & Salaries	4,799,775	4,189,324
Agency & Relief Staff	129,017	15,927
Severance Payments	4,985	28,817
	4,933,777	4,234,068
Social Security Costs	400,624	349,334
Other Pension Costs	119,420	94,589
	5,453,821	4,677,991

Remuneration of key management personnel is as follows:

	Total 2021 £	Total 2020 £
Aggregate compensation inc employers NI and pension contributions	327,280	291,947

Key management personnel comprises of the senior management team.

The number of employees whose annual remuneration was £60,000 or more were:

	Total 2021 Number	Total 2020 Number
£80,000 - £89,000	1	-
£70,000 - £79,000	-	1

9. Net gains/(losses) on investments

	Total 2021	Total 2020
	£	£
Revaluation of investments	33,657	6,228

10. Tangible fixed assets

	Contribution to shorthold lease refurbishment costs	Freehold property (inc renovation costs)	Office equipment	Total 2021
	£	£	£	£
COST				
At 1 April 2020	269,781	412,714	501,418	1,183,913
Disposals	(269,781)	(206,118)	(358,620)	(834,519)
At 31 March 2021	-	206,596	142,798	349,394
DEPRECIATION				
At 1 April 2020	269,781	251,983	409,293	931,057
Depreciation charged in year	-	9,150	52,815	61,965
Eliminated in respect of disposals	(269,781)	(206,118)	(358,620)	(834,519)
At 31 March 2021	-	55,015	103,488	158,503
NET BOOK VALUE				
At 31 March 2021	-	151,581	39,310	190,891
At 31 March 2020	-	160,731	92,125	252,856

11. Tangible fixed assets (freehold property)

	Land and buildings	Renovation costs	Fixtures and fittings	Total
	£	£	£	£
COST				
At 1 April 2020	152,623	122,181	137,910	412,714
Disposals	-	(117,550)	(88,568)	(206,118)
At 31 March 2021	152,623	4,631	49,342	206,596
DEPRECIATION				
At 1 April 2020	25,428	119,146	107,409	251,983
Charge for year	1,018	185	7,947	9,150
Disposals	-	(117,550)	(88,568)	(206,118)
At 31 March 2021	26,446	1,781	26,788	55,015
NET BOOK VALUE				
At 31 March 2021	126,177	2,850	22,554	151,581
At 31 March 2020	127,195	3,035	30,501	160,731

12. Current asset investments

	Total 2021	Total 2020
	£	£
Investments	293,451	159,794

The movement on the investments balance in year is made up of the following:

	Equity	Deposit	Total
	£	£	£
As at 1 April 2020	102,559	57,235	159,794
Investment in year	100,000	-	100,000
Gain	29,791	3,866	33,657
As at 31 March 2021	232,350	61,101	293,451

13. Debtors: amounts falling due within one year

	Total 2021	Total 2020
	£	£
Trade Debtors	611,757	1,260,353
Other Debtors	34,455	24,701
Prepayments and accrued income	175,868	255,516
	822,080	1,540,570

14. Creditors: amounts falling due within one year

	Total 2021	Total 2020
	£	£
Trade Creditors	82,408	255,773
Other Taxation and Social Security	137,433	176,249
Other Creditors	10,496	(319)
Accruals and Deferred Income	1,746,591	1,053,625
	1,976,928	1,485,328

15. Deferred income

	Total 2021	Total 2020
	£	£
Brought forward	889,748	87,902
Recognised within the year	(889,748)	(87,902)
New deferals in the year	1,315,074	889,748
Balance carried forward	1,315,074	889,748

Deferred income relates to income received in advance when the charity does not have entitlement until the service has been provided

16. Restricted funds

The income funds of the charity included restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Freehold Property	89,987	-	(728)	-	89,259
Service User Evaluation	19,777	-	-	(19,777)	-
The Big Lottery Fund Grant; WY-FI	31,242	43,826	(44,762)	-	30,306
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
ESIF: Connecting Opportunities	-	130,418	(130,418)	-	-
ESIF: Stronger Families	-	37,563	(37,563)	-	-
CDW: MAP+ Project	53,232	-	-	-	53,232
ABCD Training & Facilitation	-	22,897	(22,897)	-	-
ABCD Community Builder	-	13,175	(13,175)	-	-
Chapel Allerton Hub TLF	-	6,277	(6,277)	-	-
Mens Health Unlocked	-	16,754	(16,754)	-	-
TLF Funding	-	169,382	(75,418)	-	93,964
Sikh Elders	-	6,097	(6,097)	-	-
Healthy Connections	-	25,000	-	-	25,000
	207,490	471,389	(354,089)	(19,777)	305,013

Movement in funds

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Freehold Property	95,436	-	(5,449)	-	89,987
Freehold Capital Development	27	-	-	(27)	-
Service User Evaluation	19,777	-	-	-	19,777
The Big Lottery Fund Grant; WY-FI	29,233	104,103	(102,094)	-	31,242
The Big Lottery Fund Grant; PCP	13,252	-	-	-	13,252
CDW Activity Fund	1,033	-	-	(1,033)	-
Leeds Community Foundation; PCP	-	95	(300)	205	-
ESIF: Connecting Opportunities	-	98,866	(98,866)	-	-
ESIF: Stronger Families	-	61,556	(61,556)	-	-
CDW: MAP+ Project	43,201	202,028	(191,997)	-	53,232
Stay Well This Winter	-	2,188	(2,188)	-	-
ABCD Training & Facilitation	-	34,276	(34,276)	-	-
ABCD Community Builder	-	13,254	(13,254)	-	-
LMWS	-	491,584	(491,584)	-	-
	201,959	1,007,950	(1,001,564)	(855)	207,490

16. Restricted funds (Continued)

The freehold property fund is the grant funded part of Touchstone House which houses several services and main offices.

The CDW Map+ Project fund represents funding received from Leeds City Council for targeted work with new migrant communities in Leeds.

The Big Lottery Fund Grants (WY-FI and PCP) funds represent the income and associated expenditure on two projects funded by Big Lottery.

ESIF Funds (Connecting Opportunities and Stronger Families) represent the income and associated expenditure on two projects funded by European Structural and Investment Funds.

ABCD Training and Facilitation represents funding received by Leeds City Council to proliferate the use of ABCD and the principles of asset-based working to strengthen communities across the city by providing training and facilitating and ABCD Practitioners network.

ABCD Community Builder represents funds received from Leeds City Council to employ a community builder to lead an ABCD approach to communities within the Lincoln Green area of the city.

TLF Funding represents funds received by Leeds City Council in support of the Touchstone Loves Food Bank that was set up at the beginning of Covid-19 Pandemic to provide food and other necessities to the most vulnerable in our communities.

Chapel Allerton Hub TLF represents additional funding received from Leeds City Council in support of the Touchstone Loves Food Bank which came directly from the Chapel Allerton Ward Hub Funding.

Mens Health Unlocked represents funding received from Leeds Older Peoples Forum (LOPF) as lead partner of the Men's Health Unlocked programme supported by The National Lottery Community Fund – the aim of the programme is to improve and save the lives of men who live and/or work in Leeds, connecting with and supporting men most at risk to the effects and aftermath of Covid-19.

Sikh Elders – Covid-19 Harm Minimisation funding was received from Leeds City Council (ASC) this funding was to work with the Sikh community in raising awareness around Covid-19 and the impacts on themselves and their community.

Healthy Connections – Funding application was acknowledged for receipt of funding towards a digital inclusion programme

In 2020 it was agreed by trustees that the Service User Evaluation funds that were being held in restricted had been incorrectly transferred into restricted funding and have now been transferred into designated as a resource to utilise to make improvements to our Service User delivery within services, Touchstone is looking to set up a Service User Academy and utilise these funds for that purpose.

17. Unrestricted funds – General

	Movement in funds				
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Unrestricted funds	1,096,097	7,575,490	(7,219,320)	(4,771)	1,447,496
	1,096,097	7,575,490	(7,219,320)	(4,771)	1,447,496

	Movement in funds				
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Unrestricted funds	1,011,068	6,747,973	(6,646,641)	(16,303)	1,096,097
	1,011,068	6,747,973	(6,646,641)	(16,303)	1,096,097

18. Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes

		Movement in funds			
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Tenancy Units					
furniture replacement	664	-	-	(664)	-
Touchstone House					
cyclical maintenance	5,000	-	(2,862)	2,862	5,000
Support Centre					
cyclical maintenance	15,000	-	(2,573)	2,573	15,000
dilapidations	25,000	-	-	-	25,000
Service User Evaluation	-	-	-	19,777	19,777
	45,664	-	(5,435)	24,548	64,777

		Movement in funds			
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Tenancy Units					
furniture replacement	664	-	-	-	664
Touchstone House					
cyclical maintenance	4,833	-	(1,975)	2,142	5,000
Support Centre					
cyclical maintenance	11,371	-	(11,387)	15,016	15,000
dilapidations	25,000	-	-	-	25,000
	41,868	-	(13,362)	17,158	45,664

18. Designated funds (Continued)

Tenancy Units – cyclical maintenance is required to fund the routine cyclical maintenance (external decorating and prior to painting repairs) of certain buildings in which tenancies are granted, although the programme is managed by housing providers. The trustees consider it prudent to designate sufficient funds to allow for a full cycle of such maintenance.

Tenancy Units – furniture replacement. As the furnishings held in the tenancy units are uninsured the trustees consider it prudent to designate funds sufficient to replace furnishings as might be required by the currently assessed contingent risks.

Touchstone House – cyclical maintenance is required to maintain the property; the trustees consider it prudent to designate sufficient funds to allow for future redecoration and routine maintenance above day to day repairs.

Support Centre – cyclical maintenance this fund is to allow for future decoration and routine maintenance, above strictly day to day repairs, to ensure the property is kept to a high standard.

Support Centre – dilapidations, this fund has been designated to meet the cost of internal and external decorating and any other repairs required at the end of the lease.

Service User Evaluation - The service user evaluation fund is for research that was commissioned by Touchstone and has been transferred from Restricted Funds during the year, the programme has been delayed and currently under review

19. Analysis of net assets between funds

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2021 are represented by:				
Tangible Assets	101,634	-	89,257	190,891
Current Assets	1,345,862	64,777	215,756	1,626,395
	1,447,496	64,777	305,013	1,817,286

	Unrestricted Funds		Restricted	Total
	General	Designated	Funds	
	£	£	£	£
Fund balances at 31 March 2020 are represented by:				
Tangible Assets	162,869	-	89,987	252,856
Current Assets	933,228	45,664	117,503	1,096,395
	1,096,097	45,664	207,490	1,349,251

20. Cash generated from operations

	Total 2021	Total 2020
	£	£
Surplus for the year	468,035	94,356
Adjustments for:		
Investment income recognised in SOFA	-	-
Fair value (gains) and losses on investments	(29,791)	(5,917)
Depreciation and impairment of tangible fixed assets	61,965	75,617
Movements in working capital:		
Decrease/(increase) in debtors	718,490	(730,637)
(Decrease)/increase in creditors	491,600	1,088,305
Cash generated by operations	1,710,299	521,724

21. Operating Lease Note

	Total 2021	Total 2020
Expiring within 1 Year	-	-
Expiring within 2-5 Years inclusive	18,138	23,954
Over 5 Years	-	-
	18,138	23,954

22. Related party transactions

During the year, the charity was involved in a contract with Leeds Survivor-Led Crisis Service, a charity of which Alison Lowe, the Chief Executive of Touchstone-Leeds is the Chair. Payments for services provided as part of this contract totalled £64,198 (2020: £59,975).

23. Members liability

The company is limited by guarantee. Every member of the company is liable to contribute to the assets of the company in the event of the company being wound up ether whilst he is a member or within one year of him ceasing to be a member, for payment of the debts and liabilities of the Association contracted before he ceased to be a member, and of the cost, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves, such amount not to exceed £1.

At 31 March 2021 the number of members so liable was 5 (2020 – 5)

24. Comparative Statement of Financial Activities

	Note	Unrestricted Funds General £	Unrestricted Funds Designated £	Restricted Funds £	Total 2020 £
INCOME FROM					
Income from charitable activities:	2				
Accommodation & Housing Support		531,985	-	-	531,985
Assertive Outreach & Support		555,934	-	-	555,934
Community Development Work		1,269,513	-	251,746	1,521,259
Daytime Activities & Support		4,097,191	-	652,101	4,749,292
Employment and Education		35,820	-	104,103	139,923
Neighbourhood Services		63,548	-	-	63,548
Social Prescribing		172,337	-	-	172,337
		6,726,328	-	1,007,950	7,734,278
Other trading activities		15,012	-	-	15,012
Bank interest		405	-	-	405
Income from investments		-	-	-	-
TOTAL INCOME		**6,741,745**	**-**	**1,007,950**	**7,749,695**
EXPENDITURE ON					
Expenditure on charitable activities:	4				
Accommodation & Housing Support		517,217	-	-	517,217
Assertive Outreach & Support		490,876	-	-	490,876
Community Development Work		1,160,492	-	241,715	1,402,207
Daytime Activities & Support		4,252,496	13,362	657,755	4,923,613
Employment and Education		14,833	-	102,094	116,927
Neighbourhood Services		56,138	-	-	56,138
Social Prescribing		154,589	-	-	154,589
TOTAL EXPENDITURE		**6,646,641**	**13,362**	**1,001,564**	**7,661,567**
NET INCOME / (EXPENDITURE)		**95,104**	**(13,362)**	**6,386**	**88,128**
Gains / Losses from investments	9	6,228	-	-	6,228
NET INCOMING RESOURCES		**101,332**	**(13,362)**	**6,386**	**94,356**
Transfers between funds		(16,303)	17,158	(855)	-
NET MOVEMENT IN FUNDS		**85,029**	**3,796**	**5,531**	**94,356**
TOTAL FUNDS BROUGHT FORWARD		1,011,068	41,868	201,959	1,254,895
TOTAL FUNDS CARRIED FORWARD		**1,096,097**	**45,664**	**207,490**	**1,349,251**