

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Details

Other names PLYMOUTH GUILD

Status Registered

Legal form Charitable company

Company number [02610208](#)

Registered 1997-12-10

Register [View on the Charity Commission register](#)

Contact

Address Ernest English House
Buckwell Street
Plymouth
PL1 2DA

Phone 01752201766

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Website <https://www.improvinglivesplymouth.org.uk/>

Activities

Objects: 2.1 - To assist, comfort and guide any person who may be in distress by the reason of poverty, ill health, loneliness or any other cause; 2.2 - To promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or who have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community. 2.3 - To promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and 2.4 - To encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

Activities: We run with our partners, Plymouth Veterans and Family Hub, at our Ernest English House centre, alongside our information and advice services. At our Mannamead Wellbeing Hub (in north Plymouth) and across the city, we provide support for those with long-term health conditions, learning disabilities, physical disabilities, mental health issues, and their carers.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Armed Forces/emergency Service Efficiency, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- Devon
- Plymouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,404,613	£2,395,427	£1,519,102	72
2024-03-31	£2,393,402	£2,366,833	£1,510,221	76
2023-03-31	£2,301,159	£2,133,231	£1,459,027	67
2022-03-31	£1,734,746	£1,596,124	£1,306,394	55
2021-03-31	£1,626,900	£1,608,591	£1,148,689	57

Trustees

Name	Role	Appointed
JEREMY PRICHARD	Chair	2016-11-22
Elaine Latham		2018-05-21
Emily Steed		2021-02-15
Kate Meredith		2023-08-24
Stephen Waite		2022-07-25
Susan Mary Keaty		2019-11-11

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Accounts

Company registration number: 02610208
Charity registration number: 1066776

Improving Lives Plymouth

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Improving Lives Plymouth

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Improving Lives Plymouth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025.

Reference and Administrative Details

Charity Registration Number 1066776

Company Registration Number 02610208

Principal office and Head Quarters Ernest English House
Buckwell Street
Plymouth
PL1 2DA

Mannamead Wellbeing Hub
156 Mannamead Road
Hartley
Plymouth
Devon
PL3 5QL

The trustees

S Waite
TA Lea (resigned 1 August 2024)
EM Latham
JM Prichard
EJ Steed
SM Keaty
K Meredith, (appointed 24 August 2023)

CEO & Company secretary

Robert Smith

Auditor

Westcotts (SW) LLP
Plym House
3 Longbridge Road
Plymouth
Marsh Mills
Devon
PL6 8LT

Bankers

Handelsbanken
Ground Floor, Salt Quay House
4 Norther East Quay
Sutton Harbour
Plymouth
PL4 0BN

Improving Lives Plymouth

Trustees' Report

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Structure, governance and management

Governance

Improving Lives Plymouth is a Registered charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

The area of benefit is Plymouth.

The Board of Trustees comprises company directors and honorary officers. The trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is also the Company Secretary. The board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular board meetings are held throughout the year to monitor and review the work of the charity. Once a year the trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All trustees have an induction programme which involves them visiting the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, Business Plan, Annual Risk Assessment Plan, and other key documents and policies. The Charity Commission document 'The Essential Trustee CC3' is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

Risk Assessment

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

We will support our new Senior Management Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities.

Improving Lives Plymouth

Trustees' Report

Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge, and experience it needs to govern, lead, and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made based on the skills, knowledge, and experience the board needs and with full consideration of the benefits, including service user representation. We target recruitment to achieve both a balance of skills and representation.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and 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.

Objectives and activities

Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause.
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community.
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and,
- d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

Our 3-Year Strategic Plan 2025-28

We will support our Senior Management Team and Core Business Support Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities. Below are the main aims and objectives of the plan.

VISION

A healthy, happy, sustainable and thriving society for all people.

MISSION

To support people and communities across Plymouth and surrounding areas to thrive by leading healthier, happier and sustainable lives.

Improving Lives Plymouth

Trustees' Report

STRAP-LINE

Improving Lives - Your local health and well-being charity.

VALUES - Our organisational values guide all of our behaviours, decisions and planning. These are embedded through a wider **organisational values framework** but at their core consist of the following.

Respect - We treat everyone with respect and *dignity*. We will respect people's beliefs, values and choices when identifying the right support for making positive changes.

Kindness – We avoid judgement, we are sensitive and seek connection with people.

Listening -We listen and *respond* to people's needs. We will actively listen to what we are being told, engaging in meaningful conversations and responding to people's needs in a solution focused way.

Honesty - We treat everyone with honesty and *compassion*. We will be honest and compassionate in everything we do, working to resolve problems that people face to make informed choices about their lives.

PRINCIPLES - Our services are underpinned by five core principles. Everything we do is designed and delivered with these in mind.

- **person-centred and holistic approaches** to support people's health and well-being that embraces body, mind, heart and spirit
- implementing an evidenced-based **lifestyle medicine** approach to health and well-being
- creating a '**learning environment**' for all people and partners
- embracing an '**outward mindset**' organisational culture that is solution focused to drive our outcomes
- taking a **system-based** approach to working in partnerships

STRATEGIC OUTCOMES – What we want to achieve

- Improved health & wellbeing outcomes for all local people
- Improved health & wellbeing equity for identified groups at higher risk
- Improved impact of the wider health, social care & wellbeing systems

STRATEGIC OBJECTIVES - We achieve our Strategic Outcomes by focusing on the 5 following objectives

1. **Designing and delivering high quality, accessible and impactful preventative services:**
- 1.5 **Better Futures**
2. **Communicating public messaging about healthy lifestyles:**
3. **Workforce development and Well-being:**
4. **System Leadership:**
5. **Sustainable Infrastructure:**

Services (Information, Advice and Support) that are trauma informed and co-produced that follow lifestyle medicine and asset-based community development (ABCD) principles in-line with a relevant quality assured standard (AQS – Advice Quality Standard).

Developing services that are preventative and sit between the Public and Local Authority care and Primary care and in between Primary Care, Secondary Care and Local Authority services.

Improve the understanding of our impact and our ability to evidence needs. By harnessing our management information, research and qualitative feedback to inform our service delivery and also to inform policy initiatives across Plymouth and Devon, to better design and deliver person-centred activities, support website content to communicate our learnings and success stories with our stakeholders and the wider public.

Our core service delivery area priorities are listed below clustered into 11 areas. Each delivery area will develop its own service delivery and business development plans. There are more than 20 additional sub-projects under these service areas.

In addition, ILP will constantly seek to develop new service areas that meet the population health and well-being needs of Plymouth and surrounding areas. In particular focusing on developing families, parenting support and women's health needs.

1.1 Advice Plymouth

Our Information and Advice service drop-in at Ernest English House with additional Hospital outreach service. This service has a key focus on welfare and benefits advice for income maximisation combined with support around the wider social determinates that impact people's lives. (Mental Health needs, Housing, Energy, Food access, Legal access, Employment Support, Financial management, etc.)

1.2 ILP Well-being Hun model. Including Age Positive, Active for All, Long-Term Conditions Self-Management (LCSM) and Well-Being Hub advisors.

Improving Lives Plymouth

Trustees' Report

Our blended offer aimed at supporting people with long term physical and/or mental health conditions. Building on our foundational Long-Term Conditions course this service has an evolving range of workshops, courses, peer support and physical activities underpinned by the ILP Lifestyle Medicine approach. These services are for adults aged 18 plus, although it does include specific services for older people experiencing frailty, young adults, parents and families, women, men, veterans, carers, those with sensory impairments, people experiencing mental health issues, people with learning difficulties, people with physical difficulties and people with autism as well.

1.3 Caring for Carers

Carers statutory assessments (aged 18 plus), peer support services, groups/activities, policy development and administering the personal carers grants and the house-hold support funds (with Advice Plymouth). Also, a specialist Young Adult Carers service for those in 'transition 2 adulthood'. (aged 17-25 Years).

1.4 Sensory Solutions

A specialist 'resource and support centre' for people with visual and hearing impairments. Supplying specialist equipment, repairs, drop-in services, courses, advocacy and activities to help people who have a sensory impairment.

Originally established by ILP in 1975. An activities day service for people with mild to moderate learning disabilities aimed at promoting positive and healthy lifestyles with integration into wider society.

1.6 Veterans and Family Hub

An information, advice and support service for any veteran and their close family members. The new Hub was established through a co-production approach with local veterans in 2019. However, ILP has been delivering targeted support to Veterans and their families since the first world war and in 2018 amended our constitution to reflect that we are also an armed forces community charity.

1.7 Changing Futures

A leading city-wide programme of trauma informed co-production, peer research and appreciative enquiry aimed at influencing policy and service design for people with complex needs and multiple disadvantage. Providing 'sheltered employment opportunities' for Peer Researchers. Plus, developing volunteer recruitment and employment recruitment pathways into health, care vcs and private sectors.

1.8 Devon Mental Health Alliance

A partnership between ILP, 4 further VCSE agencies, the Devon ICB (integrated Care Board – NHS), LiveWell South-West CIC and the Devon Mental Health Partnership Trust (DPT). Providing system leadership and innovative service delivery across mental health services for those with Severe and Enduring Mental Health issues. ILP takes a lead on Co-production for the Alliance and a lead for community development in Plymouth and West including the Plymouth Mental Health Network.

1.9 Plymouth Well Being Hubs Network

ILP was a founding partner of the 5 original Well-being Hubs in Plymouth during 2018-19 and then the Well-Being Hubs Network in 2022 working with Plymouth City Council Public Health Team. The Network has now grown to a partnership of 12 hubs and 10 organisations.

The Network aims to create an integrated web of health and well-being Hubs that provide a walk-in and or telephone service Monday to Friday between 9am and 5pm, for members of the public to discuss any aspect of their health, well-being and the wider social determinates that impact health. To be supported to access services at any of the hubs or the wider VCSE across the city. The network is also developing strategic alignments with LiveWell, University Hospitals Plymouth, Primary Care, Community Pharmacy and Plymouth Community Homes.

ILP currently chairs the Network Executive group and employs the Well-Being Hubs Programme Lead who is responsible for co-ordination of the network and curating a broad offer of services between the partners and talking a lead on the annual Hubs Network business plan.

1.10 Well-Being Hub Buildings and Service Offer

Refurbishing and redeveloping both ILP Well Being Hubs at 156 Mannamead Road and Ernest English House respectively. Maximising capacity to deliver services by both ILP and partner agencies. Also exploring the development of 'satellite' Hubs based in Mutley Plain and the City Pannier market areas to increase accessibility, capacity and visibility with the wider public and targeted groups at risk of health inequality outcomes.

1.11 Volunteer Centre

Building on the established ILP volunteer team (approx. 50 volunteers across all projects) to redevelop the original ILP Volunteer Centre (1974-2018) and the ILP Volunteer quality accreditation. Recruiting volunteers for all ILP services and partner agencies on request.

We will provide information, advice and research to help people improve their own health and well-being. Utilising digital and social media, broadcast media, public events, partnership meetings and press releases. Utilising a mix of broad messaging and targeted messages for key groups.

Improving Lives Plymouth

Trustees' Report

Raising the profile and impact of ILP to ensure our local communities and partner agencies both understand our work, access our services, support our activity and receive important messages and interventions through an effective digital marketing strategy.

We will make ILP the best place to work, volunteer and learn in Plymouth, where motivated teams can provide exceptional support to local people.

We will ensure structured roles with formalised progression routes, a transparent and competitive pay-grading system, with core competencies linked to a values behavioural framework, training plans, supervision and appraisals are in place for the whole of our workforce.

We will ensure that our employment practices reflect our Health and Well-being principles to provide a healthy workplace. For example, this will include Trauma informed reflective practice opportunities, staff menopause and carers peer support groups. Plus, how we develop trauma informed recruitment pathways for staff and volunteers to specifically create opportunities for people who have recent lived experience of relevant health issues and/or complex needs. We will regularly review our Employee Assistance Programme in consultation with staff.

We will develop a volunteer engagement and management strategy, to ensure the centrality of volunteers to the services we deliver, and their wellbeing is appropriately recognised and supported. Ensuring volunteers create greater diversity to reflect the communities we serve, to enhance our capacity and develop a potential employment pool to meet workforce challenges. We will consider the Investors in Volunteer quality assurance award or similar.

To provide 'thought leadership' across local health and care systems by becoming a centre for innovation and partnerships for preventative services that improve health and well-being. ILP will strive to become the 'go to' trusted partner.

We will continue to play a leading role in the Plymouth Wellbeing Hub Alliance, The Plymouth Mental Health Network, Devon Mental Health Alliance, Plymouth Trauma Informed Network, The Changing Futures Programme and participate across key forums, such as Devon Mental Health Provider Collaborative Executive Board, Plymouth LCP Delivery Board, Plymouth Carers Strategic Partnership Board, Plymouth Cost of Living taskforce, and the Plymouth Health and Well Being Steering Group.

We will actively seek out to join or initiate new partnerships, alliances and forums where we can play a leading role.

Building a strong and sustainable business support infrastructure that can be used to deliver and lead partnership-based services.

Diversify our income streams through increased enterprise activity, fundraising, and individual donations, resulting in over 20% of our income being generated from these three sources. Including the development of a digital web-based fundraising platform.

Review our estate infrastructure to ensure it meets the needs of people accessing services and that we maximise accessibility and use for ILP, our local communities and partner agencies. Also to reinforce our long-term fiscal and services sustainability and maximise social value by enabling partners to use our estate infrastructure.

Develop a new overarching Quality approach that covers Governance, Business Administration, I.T. Data and Management Information, Finance, Fundraising and People,

Review our Information Governance policy and the use of different Management Information Systems, ensuring we meet the Cyber Essentials Plus certification standards that will allow us to fully engage in partnership work across statutory and NHS associated bodies.

Embed robust management, finance and legal frameworks to support our partnership and Alliance activity that enables ILP to lead and manage finance flows as a lead partner with the appropriate system to award grants, manage sub-contracted services, sub-lease, purchase or rent buildings and fundraise.

Our Achievements 2024/5

At any one-time ILP employs approximately 70 - 80 staff members and between 50 and 80 volunteers delivering a wide range of information, advice and support services to meet health and well-being needs.

We retained the externally accredited Cyber Essentials Security Plus accreditation to enhance our digital and cyber security. Plus, we were whitelisted by the NHS to access the DCCR (Devon and Cornwall Care Record) system. We have started development on a new data management approach reviewing the use and capacity of our charity log database and utilising Power BI to develop live data feeds (updated 48 times per day) for a new performance information dashboard that includes demographic profiles, postcodes, type of intervention offered, sessions delivered and follow up outcomes.

We have achieved the externally accredited and nationally recognised AQS (Advice Quality Standard) award for organisations that deliver Information and Advice services.

Our Veterans have been awarded £100k over 3 years for continuing to support Veteran Carers from the Armed Forces Covenant Trust. We also secured 2.5 years (approx. £70k) funding from the national Carers Trust to support energy related advice for adult carers.

Improving Lives Plymouth

Trustees' Report

We have worked with our local Well-being Hub Network partners and the Plymouth Public Health team to expand from 5 Hubs to 12 hubs across the city. This now includes both ILP buildings at Mannamead and City Centre now being designated as Well-Being Hubs. With future plans for our City Centre Hub to also become a Family Hub.

ILP co-chaired an NHS sponsored 100-day challenge event in late 2023 to develop innovative ways of supporting people in the community with Long Term Conditions accessing Hospital Outpatients Departments, LiveWell Community services and Primary Care to bespoke access health and well-being support through the wider voluntary and community sector. This work continued into 24-25 with the anticipation of leading into the new NHS long term plan for 25 – 26 and the development of Neighbourhood Integrated Health Teams.

We further developed a new a' Lifestyle Medicine' approach and 2 ILP managers qualified as non-clinical lifestyle medicine practitioners with the national lead body.

Social Impact Statement

In 2024/25 ILP provided support to over approx. 13,000 local people directly through information, advice, emotional and practical support. With a further 7,000 unpaid Carers registered to receive updates from the organisation.

We delivered over 4,000 support sessions for over 100 members of our community who have a mild to moderate learning disability.

Our Active for All project delivers over 50 different accessible activities and sports supports, promotes inclusive physical activity for adults with disabilities and long-term health conditions, severe and enduring mental health and autism. Over 600 people attended over 550 sessions of psychological and trauma informed activity sessions, including boccia, football, walking, basketball, gardening, conservation work, golf, tennis, cycling, swimming and much more besides.

Information and Advice support was provided to approx. 10,000 people, and we helped obtain approx £7 million in welfare benefits, mandatory reconsiderations and appeals.

ILP undertook over 600 new statutory carers assessments in the year and awarded approx £225,000 in personal grants and household support funds to unpaid carers. We supported unpaid carers involvement in the new Plymouth Carers strategy through numerous co-production and codesign sessions.

We supported over 200 people to access our Long-Term Conditions Self-Management - My Health, My Way course. This course empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life.

Our Plymouth Veterans and Family Hub supported over 1,000 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. An interim social return on investment report has indicated that for every £1 spent on the Veterans Hub it saves the public purse in excess of £8. With a cost benefit analysis ratio of over 2.25 :1 with both figures reflecting high value by DLUHC (Department Levelling Up, Housing and Communities).

We estimate we have received in excess of 4,500 hours of voluntary support over the year.

We continue to facilitate the Plymouth Mental Health Collective. A trauma informed, co-developed self-managing community group of people, professionals and organisations to better understand the needs of people with mental health issues and to improve the response of the local system to meet peoples needs. The collective now regularly attracts up to 100 people every quarter (at 100% capacity at present) and develops its own agenda, direction and development.

ILP continues to host the Trauma Informed Plymouth Network (TIPN) by employing a dedicated Co-ordinating and a Business Support Officer on behalf of the Network which now has over 1,000 members.

Financial Review

Total income for the year was £2,404,613 (2024: £2,393,402) and total expenditure was £2,395,427 (2024: £2,366,833). There was a loss on the value of investments of £305 (2024: gain £24,625), which all had led to a net movement in funds of £8,881 (2024: £51,194).

Income has been mostly earned through the charitable activities of the charity, with Note 7 showing most of this is due to grants and contracts, a large value of which is from local authorities. Note 6 shows how income is received by area of activity.

Expenditure has increased in the year mostly in line with rises in income, with expenditure per activity shown within note 10. The trustees use a discretionary management service, with a risk classification of 'cautious with risk', with Brewin Dolphin as investment advisors. At the year-end the market value of the portfolio stands at £377,206 (2024: £391,652). A withdrawal was made during the year for £25,000 to support on-going operations of the charity. Income has also been earned from investments of £10,859 (2024: £7,105) and was reinvested into the portfolio during the year. The small loss on the value of investments of £305 followed global fluctuations in markets from external conditions.

As stated, the net movement in funds was £8,881 (2024: £51,194), with total net funds at the year-end being £1,519,102 (2024: £1,510,221). The distribution of funds is shown in note 25.

Fund-raising Standards Information

Improving Lives Plymouth

Trustees' Report

Improving Lives Plymouth is registered with the independent national Fundraising Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions, and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

Plans for Future Periods

Our plans for the short and medium term have been impacted, as many charities and organisations, by rising inflation, increased employer NI, living wage increases, real term reductions in government funding for organisations delivering preventative community health and well-being services. By national government taxation changes, climate change, greater competition for fundraising, increasing social needs exacerbated since the covid pandemic, an NHS and Adult Social Care system that is under significant duress and a Plymouth wide issue around large-scale work-force shortfalls for new applications to join ILP and the wider health and care sector.

We have therefore developed our new strategy and business plan for 2025-28 to address these issues as far as possible. ILP will develop new services that support people with both acute and long-term health conditions that supports greater self-agency and we will continue to seek more innovative alliances and partnerships with community organisations, charities and statutory agencies to improve health outcomes for all. To underpin this activity, we will be investing more resources for our core business support infrastructure with a focus on telephony, digital, and AI applications to achieve transformative change. Whilst at the same time further embedding our new values and behaviour framework and focusing on our identified 5 key principles to guide our approach.

We will review our organisational structure and service delivery arrangements to better meet needs through demand and journey mapping for people accessing our services allied to cross organisational 'test and learn' approaches to develop a new 'One ILP' with a reduced focus on organisational delivery silos and the ability to meet peoples needs more quickly and impactfully

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 1st December 2025 and signed on behalf of the board of trustees by:

Chair of Trustees Date

(Jeremy Prichard)

Vice Chair of Trustees Date

(Elaine Latham)

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charity') for the year ended 31 March 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity'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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were 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. 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.

In connection with our audit of the financial statements, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinion on other matter prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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 3), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management, and inspection of the charity's regulatory correspondence. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The company is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other companies legislation. The company is also laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies legislation.
- 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. In any audit, there remains 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

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Adam Croney (Senior Statutory Auditor)

For and on behalf of
Westcotts (SW) LLP
Plym House
3 Longbridge Road
Plymouth
Marsh Mills
Devon
PL6 8LT

Date:.....

Improving Lives Plymouth

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and legacies	5	26,911	-	26,911	20,175
Charitable activities	6	1,939,142	427,701	2,366,843	2,366,122
Investment income	8	10,859	-	10,859	7,105
Total income		<u>1,976,912</u>	<u>427,701</u>	<u>2,404,613</u>	<u>2,393,402</u>
Expenditure on:					
Raising funds	9	(20,390)	-	(20,390)	(21,890)
Charitable activities	10	<u>(2,029,970)</u>	<u>(345,067)</u>	<u>(2,375,037)</u>	<u>(2,344,943)</u>
Total expenditure		(2,050,360)	(345,067)	(2,395,427)	(2,366,833)
Gains/(losses) on investment assets	13	<u>(305)</u>	-	<u>(305)</u>	<u>24,625</u>
Net (expenditure)/income		(73,753)	82,634	8,881	51,194
Transfers between funds		<u>82,634</u>	<u>(82,634)</u>	-	-
Net movement in funds		8,881	-	8,881	51,194
Reconciliation of funds					
Total funds brought forward		<u>1,510,221</u>	-	<u>1,510,221</u>	<u>1,459,027</u>
Total funds carried forward	25	<u><u>1,519,102</u></u>	<u><u>-</u></u>	<u><u>1,519,102</u></u>	<u><u>1,510,221</u></u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Improving Lives Plymouth

(Registration number: 02610208) Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	18	851,817	858,036
Investments	19	<u>377,206</u>	<u>391,652</u>
		<u>1,229,023</u>	<u>1,249,688</u>
Current assets			
Stocks	20	3,217	3,699
Debtors	21	62,350	55,623
Cash at bank and in hand		<u>528,963</u>	<u>664,244</u>
		594,530	723,566
Creditors: Amounts falling due within one year	22	<u>(284,417)</u>	<u>(429,699)</u>
Net current assets		<u>310,113</u>	<u>293,867</u>
Total assets less current liabilities		1,539,136	1,543,555
Creditors: Amounts falling due after more than one year	24	<u>(20,034)</u>	<u>(33,334)</u>
Net assets		<u>1,519,102</u>	<u>1,510,221</u>
Funds of the charity:			
Unrestricted income funds			
Designated Funds		577,206	591,652
General Funds		<u>941,896</u>	<u>918,569</u>
Total unrestricted funds		<u>1,519,102</u>	<u>1,510,221</u>
Total funds	25	<u>1,519,102</u>	<u>1,510,221</u>

The financial statements on pages 12 to 29 were approved by the trustees, and authorised for issue on and signed on their behalf by:

.....
EM Latham
Trustee

.....
JM Prichard
Trustee

Improving Lives Plymouth

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash income		8,881	51,194
Adjustments to cash flows from non-cash items			
Depreciation	18	16,949	16,021
Investment income	8	(10,859)	(7,105)
Revaluation	19	<u>(4,503)</u>	<u>(17,227)</u>
		10,468	42,883
Working capital adjustments			
Decrease/(increase) in stocks	20	482	(366)
(Increase)/decrease in debtors	21	(6,727)	172,174
Decrease in creditors	22	<u>(145,282)</u>	<u>(138,332)</u>
Net cash flows from operating activities		<u>(141,059)</u>	<u>76,359</u>
Cash flows from investing activities			
Purchase of tangible fixed assets	18	(10,730)	(32,944)
Purchase of investments	19	(44,790)	(42,209)
Sale of investments	19	63,739	34,811
Investment income	8	<u>10,859</u>	<u>7,105</u>
Net cash flows from investing activities		19,078	(33,237)
Cash flows from financing activities			
Repayment of loans and borrowings	22	<u>(13,300)</u>	<u>(13,333)</u>
Net (decrease)/increase in cash and cash equivalents		(135,281)	29,789
Cash and cash equivalents at 1 April		<u>664,244</u>	<u>634,455</u>
Cash and cash equivalents at 31 March		<u><u>528,963</u></u>	<u><u>664,244</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ernest English House, Buckwell Street, Plymouth, PL1 2DA.

The nature of the charity's operation and principle activities are:

- a) To assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) To promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who currently or have previously served in the armed forces and their dependants, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) To promote, encourage and foster any objects which may be for common good of the community within Plymouth and the surrounding area; and
- d) To encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

2 Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3 Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

Judgements and Key sources of estimation uncertainty

Critical judgements in applying the Charity's accounting policies.

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

i) Deferred Income

Income is recognised in the statement of financial activities when the following criteria are met: the charity is entitled to the income, it is considered probable that the income will be received, and the income can be reliably measured. Where terms and conditions (including performance related conditions) have not been met or uncertainty exists as to whether the charity can meet the terms and conditions otherwise within its control, the income is not recognised but deferred as a liability until it is probable that the terms and conditions imposed can be met.

Key accounting estimates and assumptions

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

i) Deferred Income

The charity is commissioned to deliver projects and services which often straddle the financial year end. Annually, the charity reviews the terms and conditions to assess whether the criteria for recognising the income have been met. Where some of the conditions have been met, the charity estimates the proportion of income to which the charity is entitled and the balance of income received in advance is deferred as a liability on the Balance Sheet. This requires estimation of the delivery of any performance related conditions or compliance with certain terms attached to the income.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- 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 from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised when requirements of contracts are met such that charity is entitled to the funds on a case by case basis. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating Leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible fixed assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation and amortisation

Expenditure less than £1k is not capitalised except for assets gifted in kind where the value of equipment is deemed to be more than £1k.

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Asset Class	Depreciation method and rate
Long Leasehold Property	Amortised over life of lease
Fixtures and Fittings	4 years to 15 years straight line
Freehold Property	Not Depreciated

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Pensions

The charity operates a group personal pension scheme on behalf of its employees. This is a defined contribution scheme. The costs are charged to the income and expenditure account and statement of financial activities as they fall due.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

4 Limited by guarantee

The company is limited by guarantee of members and does not have a share capital. The liability of members is limited to £1.

5 Income from donations and legacies

	Unrestricted funds		Total
	General	£	2025
			£
Donations		26,911	26,911
		<u>26,911</u>	<u>26,911</u>
	Unrestricted funds	Restricted funds	Total
	General	£	2024
	£	£	£
Donations	17,806	2,369	20,175
	<u>17,806</u>	<u>2,369</u>	<u>20,175</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

6 Charitable income by activity

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2025
	£	£	£	£	£	£
Rent income	79,466	-	160	-	-	79,626
Grants and contracts	292,948	435,329	902,738	495,002	87,490	2,213,507
Other income	2,665	4,871	45,876	9,508	10,790	73,710
	<u>375,079</u>	<u>440,200</u>	<u>948,774</u>	<u>504,510</u>	<u>98,280</u>	<u>2,366,843</u>

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2024
	£	£	£	£	£	£
Rent income	77,830	-	-	-	-	77,830
Grants and contracts	123,326	448,455	888,876	639,637	115,513	2,215,807
Other income	1,763	2,787	47,319	3,850	16,766	72,485
	<u>202,919</u>	<u>451,242</u>	<u>936,195</u>	<u>643,487</u>	<u>132,279</u>	<u>2,366,122</u>

7 Charitable income from restriction

	Unrestricted funds General £	Restricted funds £	Total 2025 £
Rent Income	79,626	-	79,626
Grants and Contracts	1,788,360	425,147	2,213,507
Other Income	73,710	-	73,710
	<u>1,941,696</u>	<u>425,147</u>	<u>2,366,843</u>

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Rent Income	77,830	-	77,830
Grants and Contracts	1,785,096	430,711	2,215,807
Other Income	72,451	34	72,485
	<u>1,935,377</u>	<u>430,745</u>	<u>2,366,122</u>

8 Investment income

	Designated £	Total 2025 £	Total 2024 £
Income from listed investments	10,859	10,859	7,105
	<u>10,859</u>	<u>10,859</u>	<u>7,105</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

9 Cost of raising donations

	Unrestricted funds	Total
	General	2025
	£	£
Cost of raising funds	20,390	20,390
	Unrestricted funds	Total
	General	2024
	£	£
Cost of raising funds	21,890	21,890

10 Expenditure on charitable activities by Fund type

	Unrestricted funds	Restricted funds	Total
	General	funds	2025
	£	£	£
Core	92,460	164,871	257,331
Information and advice	358,739	-	358,739
Disability and Long Term Health Conditions	613,801	121,796	735,597
Caring For Carers	332,288	-	332,288
Plymouth Veterans and Family Hub	10,563	58,400	68,963
Allocated support costs	622,119	-	622,119
	2,029,970	345,067	2,375,037
	Unrestricted funds	Restricted funds	Total
	General	funds	2024
	£	£	£
Core	1,506	-	1,506
Information and advice	344,300	35,959	380,259
Disability and Long Term Health Conditions	669,771	110,000	779,771
Caring For Carers	282,343	237,919	520,262
Plymouth Veterans and Family Hub	87,798	21,288	109,086
Support Cost	554,059	-	554,059
	1,939,777	405,166	2,344,943

11 Expenditure on charitable activity by activity type

	Activity undertaken directly	Activity support costs	2025	2024
	£	£	£	£
General	257,331	133,649	390,980	175,709
Information and advice	358,739	111,383	470,122	468,587
Disability and Long Term Health Conditions	693,467	180,326	873,793	859,242
Caring for Carers	332,288	105,307	437,595	642,956
Plymouth Veterans and Family Hub	111,093	21,264	132,357	133,275
Governance costs	-	70,190	70,190	65,174
	1,752,918	622,119	2,375,037	2,344,943

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

12 Analysis of support costs

	Total 2025 £	Total 2024 £
Premises	129,173	121,894
General office	66,089	58,956
Staff costs	329,642	284,894
Finance costs	9,626	7,120
Governance costs	70,640	65,174
Depreciation	16,949	16,021
	<u>622,119</u>	<u>554,059</u>

13 Net (losses)/gains on investments

	Note	Unrestricted funds Designated £	Total 2025 £	Total 2024 £
Gain/(losses) on listed investments		<u>(305)</u>	<u>(305)</u>	<u>24,625</u>

14 Net income

Net income is stated after charging/(crediting):

	2025 £	2024 £
Audit fees	11,400	9,500
Depreciation of fixed assets	16,949	16,021
Gains/(Losses) on Listed investments	<u>10,554</u>	<u>24,625</u>

15 Auditors' remuneration

	2025 £	2024 £
Audit of the financial statements	8,550	8,100
Other services	<u>2,850</u>	<u>1,400</u>
	<u>11,400</u>	<u>9,500</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

16 Staff costs

	2025	2024
	£	£
Staff costs during the year were:		
Wages and salaries	1,487,056	1,423,889
Social security costs	115,924	98,856
Pension costs	64,152	62,861
	<u>1,667,132</u>	<u>1,585,606</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2025		2024	
	No.	FTE.	No.	FTE.
Information and Advice	16	13	16	13
Disability and Long Term Health Conditions	32	24	33	24
Caring for Carers	11	10	12	10
Plymouth Veterans & Family hub	3	2	4	3
Support	11	8	11	8
	<u>72</u>	<u>56</u>	<u>76</u>	<u>58</u>

1 employee received emoluments of more than £60,000 during the year (2024: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £192,926 (2024:£190,187).

17 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

18 Tangible fixed assets

	Freehold Property £	Long leasehold property £	Fixtures and fittings £	Total £
Cost				
At 1 April 2024	650,333	352,291	181,622	1,184,246
Additions	-	7,111	3,619	10,730
Disposals	-	(1,219)	(99,032)	(100,251)
At 31 March 2025	<u>650,333</u>	<u>358,183</u>	<u>86,209</u>	<u>1,094,725</u>
Depreciation				
At 1 April 2024	-	192,456	133,754	326,210
Charge for the year	-	8,864	8,085	16,949
Eliminated on disposals	-	(1,219)	(99,032)	(100,251)
At 31 March 2025	<u>-</u>	<u>200,101</u>	<u>42,807</u>	<u>242,908</u>
Net book value				
At 31 March 2025	<u>650,333</u>	<u>158,082</u>	<u>43,402</u>	<u>851,817</u>
At 31 March 2024	<u>650,333</u>	<u>159,835</u>	<u>47,868</u>	<u>858,036</u>

Tangible fixed assets with a net book value of £851,817 (2024: £858,036) are used as security for liabilities of the charity.

The charity has a long leasehold interest for the use of the Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

19 Investments

	Listed investments £
Cost or Valuation	
At 1 April 2024	391,652
Revaluation	4,503
Additions	44,790
Disposals	<u>(63,739)</u>
At 31 March 2025	<u>377,206</u>
Net book value	
At 31 March 2025	<u>377,206</u>
At 31 March 2024	<u>391,652</u>

All investments shown above are held at valuation.

20 Stocks

	2025 £	2024 £
Raw material and consumables	<u>3,217</u>	<u>3,699</u>

21 Debtors

	2025 £	2024 £
Trade debtors	45,960	27,058
Prepayments and accrued income	15,349	27,365
Other debtors	<u>1,041</u>	<u>1,200</u>
	<u>62,350</u>	<u>55,623</u>

22 Creditors: amounts falling due within one year

	2025 £	2024 £
Bank loans	13,333	13,333
Trade creditors	23,914	15,547
Other taxation and social security	27,866	21,840
Other creditors	170	9,013
Accruals and deferred income	<u>219,134</u>	<u>369,966</u>
	<u>284,417</u>	<u>429,699</u>

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

23 Deferred income

	2025 £	2024 £
At 1 April 2024	347,925	511,980
Amount released to income	(315,535)	(511,980)
Amount deferred in year	<u>151,071</u>	<u>347,925</u>
Deferred income at year end	<u><u>183,461</u></u>	<u><u>347,925</u></u>

24 Creditors: amounts falling due after one year

	2025 £	2024 £
Bank loans	<u>20,034</u>	<u>33,334</u>

Creditors amounts falling due after more than one year includes the following liabilities, on which security has been given by the charity:

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

25 Analysis of charitable funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2025 £
Unrestricted funds						
<i>General</i>						
General Funds	107,200	1,966,053	(2,033,411)	83,604	-	123,446
Fixed Asset Fund	811,369	-	(16,949)	24,030	-	818,450
	<u>918,569</u>	<u>1,966,053</u>	<u>(2,050,360)</u>	<u>107,634</u>	<u>-</u>	<u>941,896</u>
<i>Designated</i>						
Revenue Reserve	200,000	-	-	-	-	200,000
Investment Valuation fund	391,652	10,859	-	(25,000)	(305)	377,206
	<u>591,652</u>	<u>10,859</u>	<u>-</u>	<u>(25,000)</u>	<u>(305)</u>	<u>577,206</u>
Total unrestricted funds	<u>1,510,221</u>	<u>1,976,912</u>	<u>(2,050,360)</u>	<u>82,634</u>	<u>(305)</u>	<u>1,519,102</u>
Restricted funds						
Carers Fund	-	247,505	(164,871)	(82,634)	-	-
Veterans and Family Hub	-	58,400	(58,400)	-	-	-
PCC - Household Support Fund	-	100,000	(100,000)	-	-	-
Rough Sleepers	-	21,796	(21,796)	-	-	-
	<u>-</u>	<u>427,701</u>	<u>(345,067)</u>	<u>(82,634)</u>	<u>-</u>	<u>-</u>
Total restricted funds	<u>-</u>	<u>427,701</u>	<u>(345,067)</u>	<u>(82,634)</u>	<u>-</u>	<u>-</u>
Total funds	<u>1,510,221</u>	<u>2,404,613</u>	<u>(2,395,427)</u>	<u>-</u>	<u>(305)</u>	<u>1,519,102</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
Unrestricted funds						
<i>General</i>						
General Funds	103,296	1,960,288	(1,945,646)	(10,738)	-	107,200
Fixed Asset Fund	781,113	-	(16,021)	46,277	-	811,369
	<u>884,409</u>	<u>1,960,288</u>	<u>(1,961,667)</u>	<u>35,539</u>	<u>-</u>	<u>918,569</u>
<i>Designated</i>						
Revenue Reserve	200,000	-	-	-	-	200,000
Investment Valuation fund	367,027	-	-	-	24,625	391,652
	<u>567,027</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>24,625</u>	<u>591,652</u>
Total unrestricted funds	<u>1,451,436</u>	<u>1,960,288</u>	<u>(1,961,667)</u>	<u>35,539</u>	<u>24,625</u>	<u>1,510,221</u>
Restricted						
Carers Fund	-	195,475	(175,475)	(20,000)	-	-
Veterans and Family Hub	7,591	-	(7,591)	-	-	-
Carers Trust	-	80,353	(64,814)	(15,539)	-	-
PCC - Household Support Fund	-	110,000	(110,000)	-	-	-
Helping Hands	-	11,327	(11,327)	-	-	-
Rough Sleepers	-	35,959	(35,959)	-	-	-
	<u>7,591</u>	<u>433,114</u>	<u>(405,166)</u>	<u>(35,539)</u>	<u>-</u>	<u>-</u>
Total restricted funds	<u>7,591</u>	<u>433,114</u>	<u>(405,166)</u>	<u>(35,539)</u>	<u>-</u>	<u>-</u>
Total funds	<u>1,459,027</u>	<u>2,393,402</u>	<u>(2,366,833)</u>	<u>-</u>	<u>24,625</u>	<u>1,510,221</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

Description of funds

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in tangible fixed assets less the mortgage, which enable the charity to deliver services.

The Revaluation Reserve represented the difference between the year-end market value of the investment portfolio and the original cost of those investments. During the year it was decided the total value of the investment portfolio should be separated from the general funds, and so the Investment Valuation Fund has replaced this.

The Investment Valuation Fund represents the total value of the investments held under fixed asset investments in the statement of financial position. This is now held separately as the charity intends to hold these funds and utilise income made towards charitable goals.

The Revenue Reserve is a designated fund which represents the reserves policy of the charity to hold three to four months of core running costs.

The Carers Fund is income from Plymouth City Council (PCC) to be distributed to carers over the age of 18 in the city of Plymouth, to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

The carers trust fund is other income received to assist carers in Plymouth which is restricted for this purpose but does not fall into the above classification.

The Plymouth Veterans and Family Hub fund is from funding to work with local health service partners to help veterans get the support they are entitled to under the military covenant.

The PCC household support fund is made up of amounts received which is restricted for assistance to struggling households within Plymouth.

The Royal Navy and Royal Marines Helping Hands fund is made up of restricted grants and contracts to support veterans in the Plymouth area.

26 Analysis of net assets between funds

	Unrestricted funds	Total funds at 31 March 2025
	General £	£
Tangible fixed assets	851,817	851,817
Fixed asset investments	377,206	377,206
Current assets	594,530	594,530
Current liabilities	(284,417)	(284,417)
Creditors over 1 year	(20,034)	(20,034)
Total net assets	1,519,102	1,519,102

	Unrestricted funds	Restricted funds	Total funds at 31 March 2024
	General £	£	£
Tangible fixed assets	858,036	-	858,036
Fixed asset investments	391,652	-	391,652
Current assets	608,461	115,105	723,566
Current liabilities	(360,687)	(69,012)	(429,699)
Creditors over 1 year	(33,334)	-	(33,334)
Total net assets	1,464,128	46,093	1,510,221

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2025

27 Interest in freehold property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and no legal interest in any revenue it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the Charities SORP (FRS 102). Henceforth this asset was valued at a cost of £nil in these financial statements.

28 Analysis of changes in net debt

	At 1 April 2024	Financing cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	528,963	(136,966)	391,997
Debt due within one year	(13,333)	-	(13,333)
Debt due after more than one year	(33,334)	13,300	(20,034)
Net debt	<u>482,296</u>	<u>(123,666)</u>	<u>358,630</u>

29 Operating lease commitments

The total value of future minimum lease payments was as follows:

	2025	2024
	£	£
Within one year	6,563	6,563
In two to five years	10,332	16,495
In over five years	11,600	12,000
	<u>28,495</u>	<u>35,058</u>

30 Related party transactions

There were no related party transactions in the year (2024: Nil).

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Accounts

Company registration number: 02610208

Charity registration number: 1066776

Improving Lives Plymouth

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Improving Lives Plymouth

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Improving Lives Plymouth

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2024.

Reference and Administrative Details

Charity Registration Number	1066776
Company Registration Number	02610208
Principal office and Head Quarters	Ernest English House Buckwell Street Plymouth PL1 2DA
	Mannamead Wellbeing Hub 156 Mannamead Road Hartley Plymouth Devon PL3 5QL
The trustees	S Waite TA Lea (resigned 1 August 2024) EM Latham JM Prichard EJ Steed SM Keaty
CEO & Company secretary	Robert Smith
Auditor	Westcotts (SW) LLP
Bankers	Handelsbanken Ground Floor, Salt Quay House 4 Norther East Quay Sutton Harbour Plymouth PL4 0BN

Improving Lives Plymouth

Trustees' Report

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Structure, governance and management

Governance

Improving Lives Plymouth is a Registered charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

The area of benefit is Plymouth.

The Board of Trustees comprises company directors and honorary officers. The trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is also the Company Secretary. The board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular board meetings are held throughout the year to monitor and review the work of the charity. Once a year the trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All trustees have an induction programme which involves them visiting the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, Business Plan, Annual Risk Assessment Plan, and other key documents and policies. The Charity Commission document 'The Essential Trustee CC3' is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

Risk Assessment

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 11 December 2023 and signed on behalf of the board of trustees by:

We will support our new Senior Management Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities

Improving Lives Plymouth

Trustees' Report

Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge, and experience it needs to govern, lead, and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made based on the skills, knowledge, and experience the board needs and with full consideration of the benefits, including service user representation. We target recruitment to achieve both a balance of skills and representation.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and 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.

Objectives and activities

Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause.
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community.
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and,
- d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

Our 3-Year Strategic Plan 2025-28

We will support our Senior Management Team and Core Business Support Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities. Below are the main aims and objectives of the plan.

VISION

A healthy, happy, sustainable and thriving society for all people.

MISSION

To support people and communities across Plymouth and surrounding areas to thrive by leading healthier, happier and sustainable lives.

Improving Lives Plymouth

Trustees' Report

STRAP-LINE

Improving Lives - Your local health and well-being charity.

VALUES –

Our organisational values guide all of our behaviours, decisions and planning. These are embedded through a wider **organisational values framework** but at their core consist of the following.

Respect - We treat everyone with respect and *dignity*. We will respect peoples beliefs, values and choices when identifying the right support for making positive changes.

Kindness – We avoid judgement, we are sensitive and seek connection with people.

Listening -We listen and *respond* to people's needs. We will actively listen to what we are being told, engaging in meaningful conversations and responding to people's needs in a solution focused way.

Honesty - We treat everyone with honesty and *compassion*. We will be honest and compassionate in everything we do, working to resolve problems that people face to make informed choices about their lives.

PRINCIPLES - Our services are underpinned by five core principles. Everything we do is designed and delivered with these in mind.

- **person-centred and holistic approaches** to support people's health and well-being that embraces body, mind, heart and spirit
- implementing an evidenced-based **lifestyle medicine** approach to health and well-being
- creating a '**learning environment**' for all people and partners
- embracing an '**outward mindset**' organisational culture that is solution focused to drive our outcomes
- taking a **system-based** approach to working in partnerships

STRATEGIC OUTCOMES – What we want to achieve

- Improved health & wellbeing outcomes for all local people
- Improved health & wellbeing equity for identified groups at higher risk
- Improved impact of the wider health, social care & wellbeing systems

STRATEGIC OBJECTIVES - We achieve our Strategic Outcomes by focusing on the 5 following objectives

1. Designing and delivering high quality, accessible and impactful preventative services:

Services (Information, Advice and Support) that are trauma informed and co-produced that follow lifestyle medicine and asset-based community development (ABCD) principles in-line with a relevant quality assured standard (AQS – Advice Quality Standard).

Developing services that are preventative and sit between the Public and Local Authority care and Primary care and in between Primary Care, Secondary Care and Local Authority services.

Improve the understanding of our impact and our ability to evidence needs. By harnessing our management information, research and qualitative feedback to inform our service delivery and also to inform policy initiatives across Plymouth and Devon, to better design and deliver person-centred activities, support website content to communicate our learnings and success stories with our stakeholders and the wider public.

Our core service delivery area priorities are listed below clustered into 11 areas. Each delivery area will develop its own service delivery and business development plans. There are more than 20 additional sub-projects under these service areas.

In addition, ILP will constantly seek to develop new service areas that meet the population health and well-being needs of Plymouth and surrounding areas. In particular focusing on developing families, parenting support and women's health needs.

1.1 Advice Plymouth

Our Information and Advice service drop-in at Ernest English House with additional Hospital outreach service. This service has a key focus on welfare and benefits advice for income maximisation combined with support around the wider social determinates that impact people's lives. (Mental Health needs, Housing, Energy, Food access, Legal access, Employment Support, Financial management, etc.)

Improving Lives Plymouth

Trustees' Report

1.2 ILP Well-being College. Including Age Positive, Active for All, Long-Term Conditions Self-Management (LCSM) and Well-Being Hub advisors.

Our emerging offer aimed at supporting people with long term physical and/or mental health conditions. Building on our foundational Long-Term Conditions course this service has an evolving range of workshops, courses, peer support and physical activities underpinned by the ILP Lifestyle Medicine approach. The College is for everybody aged 18 plus, although it does include specific services for older people, young adults, parents and families, women, men, veterans, carers, those with sensory impairments, people experiencing mental health issues, people with learning difficulties, people with physical difficulties and people with autism as well.

1.3 Caring for Carers

Carers statutory assessments (aged 18 plus), peer support services, groups/activities, policy development and administrating the personal carers grants and the house-hold support funds (with Advice Plymouth). Also, a specialist Young Adult Carers service for those in 'transition 2 adulthood'. (aged 17-25 Years)

1.4 Sensory Solutions

A specialist 'resource and support centre' for people with visual and hearing impairments. Supplying specialist equipment, repairs, drop-in services, courses, advocacy and activities to help people who have a sensory impairment.

1.5. Better Futures

Originally established by ILP in 1975. An activities day service for people with mild to moderate learning disabilities aimed at promoting positive and healthy lifestyles with integration into wider society.

1.6 Veterans and Family Hub

An information, advice and support service for any veteran and their close family members. The new Hub was established through a co-production approach with local veterans in 2019. However, ILP has been delivering targeted support to Veterans and their families since the first world war and in 2018 amended our constitution to reflect that we are also an armed forces community charity.

1.7 Changing Futures

A leading city-wide programme of trauma informed co-production, peer research and appreciative enquiry aimed at influencing policy and service design for people with complex needs. Providing 'sheltered employment opportunities' for Peer Researchers. Plus developing volunteer recruitment and employment recruitment pathways into health, care vcse and private sectors.

1.8 Devon Mental Health Alliance

A partnership between ILP, 4 further VCSE agencies, the Devon ICB (integrated Care Board – NHS), LiveWell South-West CIC and the Devon Mental Health Partnership Trust (DPT). Providing system leadership and innovative service delivery across mental health services for those with Severe and Enduring Mental Health issues. ILP takes a lead on Co-production for the Alliance and a lead for community development in Plymouth and West including the Plymouth Mental Health Network.

1.9 Plymouth Well Being Hubs Network

ILP was a founding partner of the 5 original Well-being Hubs in Plymouth during 2018-19 and then the Well-Being Hubs Network in 2022 working with Plymouth City Council Public Health Team. The Network has now grown to a partnership of 10 hubs and 8 organisations.

The Network aims to create an integrated web of health and well-being Hubs that provide a walk-in and or telephone service Monday to Friday between 9am and 5pm, for members of the public to discuss any aspect of their health, well-being and the wider social determinates that impact health. To be supported to access services at any of the hubs or the wider VCSE across the city. The network is also developing strategic alignments with LiveWell, University Hospitals Plymouth, Primary Care, Community Pharmacy and Plymouth Community Homes.

ILP currently chairs the Network Executive group and employs the Well-Being Hubs Programme Lead who is responsible for co-ordination of the network and curating a broad offer of services between the partners and talking a lead on the annual Hubs Network business plan.

1.10 Well-Being Hub Buildings and Service Offer

Refurbishing and redeveloping both ILP Well Being Hubs at 156 Mannamead Road and Ernest English House respectively. Maximising capacity to deliver services by both ILP and partner agencies. Also exploring the development of 'satellite' Hubs based in Mutley Plain and the City Pannier market areas to increase accessibility, capacity and visibility with the wider public and targeted groups at risk of health inequality outcomes.

1.11 Volunteer Centre

Building on the established ILP volunteer team (approx. 50 volunteers across all projects) to redevelop the original ILP Volunteer Centre (1974-2018) and the ILP Volunteer quality accreditation. Recruiting volunteers for all ILP services and partner agencies on request.

Improving Lives Plymouth

Trustees' Report

2. Communicating public messaging about healthy lifestyles:

We will provide information, advice and research to help people improve their own health and well-being. Utilising digital and social media, broadcast media, public events, partnership meetings and press releases. Utilising a mix of broad messaging and targeted messages for key groups.

Raising the profile and impact of ILP to ensure our local communities and partner agencies both understand our work, access our services, support our activity and receive important messages and interventions through an effective digital marketing strategy.

3. Workforce development and Well-being:

We will make ILP the best place to work, volunteer and learn in Plymouth, where motivated teams can provide exceptional support to local people.

We will ensure structured roles with formalised progression routes, a transparent and competitive pay-grading system, with core competencies linked to a values behavioural framework, training plans, supervision and appraisals are in place for the whole of our workforce.

We will ensure that our employment practices reflect our Health and Well-being principles to provide a healthy workplace. For example, this will include Trauma informed reflective practice opportunities, staff menopause and carers peer support groups. Plus, how we develop trauma informed recruitment pathways for staff and volunteers to specifically create opportunities for people who have recent lived experience of relevant health issues and/or complex needs. We will regularly review our Employee Assistance Programme in consultation with staff.

We will develop a volunteer engagement and management strategy, to ensure the centrality of volunteers to the services we deliver, and their wellbeing is appropriately recognised and supported. Ensuring volunteers create greater diversity to reflect the communities we serve, to enhance our capacity and develop a potential employment pool to meet workforce challenges. We will consider the Investors in Volunteer quality assurance award or similar.

4. System Leadership:

To provide 'thought leadership' across local health and care systems by becoming a centre for innovation and partnerships for preventative services that improve health and well-being. ILP will strive to become the 'go to' trusted partner.

We will continue to play a leading role in the Plymouth Wellbeing Hub Alliance, The Plymouth Mental Health Network, Devon Mental Health Alliance, Plymouth Trauma Informed Network, The Changing Futures Programme and participate across key forums, such as Devon Mental Health Provider Collaborative Executive Board, Plymouth LCP Delivery Board, Plymouth Carers Strategic Partnership Board, Plymouth Cost of Living taskforce, and the Plymouth Health and Well Being Steering Group.

We will actively seek out to join or initiate new partnerships, alliances and forums where we can play a leading role.

5. Sustainable Infrastructure:

Building a strong and sustainable business support infrastructure that can be used to deliver and lead partnership-based services.

Diversify our income streams through increased enterprise activity, fundraising, and individual donations, resulting in over 20% of our income being generated from these three sources. Including the development of a digital web based fundraising platform.

Review our estate infrastructure to ensure it meets the needs of people accessing services and that we maximise accessibility and use for ILP, our local communities and partner agencies. Also to reinforce our long-term fiscal and services sustainability and maximise social value by enabling partners to use our estate infrastructure.

Develop a new overarching Quality approach that covers Governance, Business Administration, I.T. Data and Management Information, Finance, Fundraising and People,

Review our Information Governance policy and the use of different Management Information Systems, ensuring we meet the Cyber Essentials Plus certification standards that will allow us to fully engage in partnership work across statutory and NHS associated bodies.

Embed robust management, finance and legal frameworks to support our partnership and Alliance activity that enables ILP to lead and manage finance flows as a lead partner with the appropriate system to award grants, manage sub-contracted services, sub-lease, purchase or rent buildings and fundraise.

Our Achievements 2023/24

At any one-time ILP employs approximately 75 - 80 staff members and between 50 and 80 volunteers delivering a wide range of information, advice and support services to meet peoples health and well-being needs.

We secured the externally accredited Cyber Essentials Security Plus accreditation to enhance our digital and cyber security.

Improving Lives Plymouth

Trustees' Report

We have worked with our local Well-being Hub partners and the Plymouth Public Health team to expand from 5 Hubs to 11 hubs across the city. This now includes both ILP buildings at Mannamead and City Centre now being designated as Well-Being Hubs. With future plans for our City Centre Hub to also become a Family Hub.

ILP co-chaired an NHS sponsored 100-day challenge event in late 2023 to develop innovative ways of supporting people in the community with Long Term Conditions accessing Hospital Outpatients Departments, LiveWell Community services and Primary Care to bespoke access health and well-being support through the wider voluntary and community sector.

We developed a new Well-being College offer underpinned by a 'Lifestyle medicine' approach and commissioned the development of a new Well-being College web-site to improve access and information for our services from members of the public and professional agencies.

Social Impact Statement

In 2023/24 ILP provided support to over 20,000 local people through information, advice, emotional and practical support.

We delivered over 4,000 support sessions for over 100 members of our community who have a mild to moderate learning disability.

Active for All supports and promotes inclusive physical activity in adults with disabilities and long-term health conditions including mental health and autism

Over 600 people experiencing a severe mental health issue, a learning disability, autism or physical disability attended over 550 sessions of psychological and trauma informed activity sessions, including boccia, football, walking, basketball, gardening, golf, tennis, cycling, swimming and much more besides.

Information and Advice support was provided to approx. 10,000 people, and we helped obtain over £6 million in welfare benefits in partnership with Citizens Advice Plymouth.

We have over 7,500 unpaid carers registered with ILP and we undertook over 600 new statutory carers assessments in the year and awarded over £250,000 in personal grants and household support funds.

We supported over 200 people to access our Long-Term Conditions Self-Management - My Health, My Way course. This course empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life.

Our Plymouth Veterans and Family Hub supported over 1,000 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. An interim social return on investment report has indicated that for every £1 spent on the Veterans Hub it saves the public purse in excess of £8. With a cost benefit analysis ratio of over 2.25 :1 with both figures reflecting high value by DLUHC (Department Levelling Up, Housing and Communities).

We estimate we have received in excess of 4,500 hours of voluntary support over the year.

We awarded over £5,000 for innovation grants to local community groups aimed at improving outcomes for people with severe and enduring mental health issues through our membership in the Devon Mental health Alliance.

We established and facilitated the new Plymouth Mental Health Collective. A trauma informed, co-developed self-managing community group of people, professionals and organisations to better understand the needs of people with mental health issues and to improve the response of the local system to meet peoples needs. The collective regularly attracts between 70-80 people every quarter and develops its own agenda, direction and development.

Financial Review

Total income for the year was £2,393,402 (2023: £2,301,159) and total expenditure was £2,366,833 (2023: £2,133,231). There was gain on the value of investments of £24,625 (2023: loss £15,295), which all had led to a net movement in funds of £51,194 (2023: £152,633).

Income has been mostly earned through the charitable activities of the charity, with Note 7 showing most of this is due to grants and contracts, a large value of which is from local authorities. Note 6 shows how income is received by activity, with increases to most activities income in the period.

Expenditure has increased in this period mostly in-line with rises in income, with expenditure per activity, note 10, showing increases as expected. The trustees use a discretionary management service with a risk classification of 'cautious with risk' with Brewin Dolphin as investment advisors. At the year-end the market value of the portfolio has increased by £24,625 to £391,652 following a decrease last year of £15,295. This largely follows global fluctuations in markets given external conditions. Income has also been earned from investments of £7,105 (2023: £9,955).

The net movement in funds was £51,194 (2023: £152,633), with net funds at the year-end being £1,510,221 (£1,459,027), this is largely represented by the fixed assets as seen in the funds note 25.

Improving Lives Plymouth

Trustees' Report

Fund-raising Standards Information

Improving Lives Plymouth is registered with the independent national Fundraising Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

Plans for Future Periods

Our plans for the short and medium term have been impacted, as many charities and organisations, by rising inflation, real term reductions in government funding for organisations delivering preventative community health and well-being services, national government taxation changes, climate change, greater competition for fundraising, increasing social needs exacerbated since the covid pandemic, a NHS and Adult Social Care system that is under significant duress and a Plymouth wide issue around large scale work-force shortfalls for new applications to join ILP and the wider health and care sector.

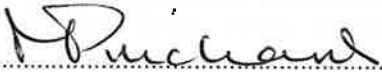
We have therefore developed a new strategy and business plan for 2025-28. In particular, ILP will develop new strategies and services that support people with both acute and long-term health conditions that supports greater self-agency and we will work in more innovative alliances and partnerships with multiple community organisations, charities and statutory agencies to improve health outcomes for all. To underpin this activity, we are investing more resources to support our core business support infrastructure to achieve transformative change through a new values and behaviour framework and have identified 5 key principles to guide our approach.


Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 2nd December 2024 and signed on behalf of the board of trustees by:

Chair of Trustees.....  Date 2 Dec 2024
(Jeremy Prichard)

Trustees (Finance Lead).....  Date 2 Dec 2024
(Emily Steed)

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charity') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity'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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were 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. 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.

In connection with our audit of the financial statements, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

Opinion on other matter prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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 3), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management, and inspection of the charity's regulatory correspondence. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The company is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other companies legislation. The company is also subject to laws and other regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies legislation.
- 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. In any audit, there remains 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Improving Lives Plymouth

Independent Auditor's Report to the Members of Improving Lives Plymouth

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Adam Croney (Senior Statutory Auditor)

For and on behalf of
Westcotts (SW) LLP

Date:.....

Improving Lives Plymouth

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	5	17,806	2,369	20,175	11,088
Charitable activities	6	1,935,377	430,745	2,366,122	2,280,116
Investment income	8	7,105	-	7,105	9,955
Total income		1,960,288	433,114	2,393,402	2,301,159
Expenditure on:					
Raising funds	9	(21,890)	-	(21,890)	(17,666)
Charitable activities	10	(1,939,777)	(405,166)	(2,344,943)	(2,115,565)
Total expenditure		(1,961,667)	(405,166)	(2,366,833)	(2,133,231)
Gains/(losses) on investment assets	13	24,625	-	24,625	(15,295)
Net income		23,246	27,948	51,194	152,633
Transfers between funds		35,539	(35,539)	-	-
Net movement in funds		58,785	(7,591)	51,194	152,633
Reconciliation of funds					
Total funds brought forward		1,451,436	7,591	1,459,027	1,306,394
Total funds carried forward	25	1,510,221	-	1,510,221	1,459,027

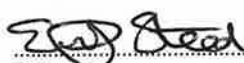
The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

Improving Lives Plymouth

(Registration number: 02610208)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	18	858,036	841,113
Investments	19	391,652	367,027
		<u>1,249,688</u>	<u>1,208,140</u>
Current assets			
Stocks	20	3,699	3,333
Debtors	21	55,623	227,797
Cash at bank and in hand		664,244	634,455
		<u>723,566</u>	<u>865,585</u>
Creditors: Amounts falling due within one year	22	<u>(429,699)</u>	<u>(568,031)</u>
Net current assets		<u>293,867</u>	<u>297,554</u>
Total assets less current liabilities		1,543,555	1,505,694
Creditors: Amounts falling due after more than one year	24	<u>(33,334)</u>	<u>(46,667)</u>
Net assets		<u>1,510,221</u>	<u>1,459,027</u>
Funds of the charity:			
Restricted Funds		-	7,591
Unrestricted income funds			
Designated Funds		591,652	567,027
General Funds		918,569	884,409
		<u>1,510,221</u>	<u>1,451,436</u>
Total unrestricted funds		<u>1,510,221</u>	<u>1,451,436</u>
Total funds	25	<u>1,510,221</u>	<u>1,459,027</u>

The financial statements on pages 12 to 29 were approved by the trustees, and authorised for issue on.....and signed on their behalf by:


E Steed
Trustee


JM Prichard
Trustee

Improving Lives Plymouth

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income		51,194	152,633
Adjustments to cash flows from non-cash items			
Depreciation	18	16,021	18,372
Investment income	8	(7,105)	(9,955)
Interest payable		7,120	5,728
Net losses/(gains) on investments		(24,625)	15,295
		42,605	182,073
Working capital adjustments			
(Increase)/decrease in stocks	20	(366)	480
Decrease/(increase) in debtors	21	153,450	(159,499)
(Decrease)/increase in creditors	22	(119,608)	168,808
Investment cash		7,398	(5,951)
Interest paid		(7,120)	(5,728)
Net cash flows from operating activities		76,359	180,183
Cash flows from investing activities			
Acquisitions of tangible assets	18	(32,944)	-
Acquisitions of investments	19	(42,209)	(46,291)
Proceeds from sale of investments	19	34,811	50,567
Dividend, interest and rents from investments	8	7,105	9,955
Net cash flows from investing activities		(33,237)	14,231
Cash flows from financing activities			
Repayment of other borrowings	28	(13,333)	(13,333)
Net increase in cash and cash equivalents		29,789	181,081
Cash and cash equivalents at 1 April		634,455	453,374
Cash and cash equivalents at 31 March		664,244	634,455

All of the cash flows are derived from continuing operations during the above two periods.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ernest English House, Buckwell Street, Plymouth, PL1 2DA.

The nature of the charity's operation and principle activities are:

- a) To assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) To promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who currently or have previously served in the armed forces and their dependants, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) To promote, encourage and foster any objects which may be for common good of the community within Plymouth and the surrounding area; and
- d) To encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

2 Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3 Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

Judgements and Key sources of estimation uncertainty

Critical judgements in applying the Charity's accounting policies.

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

i) Deferred Income

Income is recognised in the statement of financial activities when the following criteria are met: the charity is entitled to the income, it is considered probable that the income will be received, and the income can be reliably measured. Where terms and conditions (Including performance related conditions) have not been met or uncertainty exists as to whether the charity can meet the terms and conditions otherwise within its control, the income is not recognised but deferred as a liability until it is probable that the terms and conditions imposed can be met.

Key accounting estimates and assumptions

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

i) Deferred Income

The charity is commissioned to deliver projects and services which often straddle the financial year end. Annually, the charity reviews the terms and conditions to assess whether the criteria for recognising the income have been met. Where some of the conditions have been met, the charity estimates the proportion of income to which the charity is entitled and the balance of income received in advance is deferred as a liability on the Balance Sheet. This requires estimation of the delivery of any performance related conditions or compliance with certain terms attached to the income.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- 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 from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised when requirements of contracts are met such that charity is entitled to the funds on a case by case basis. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating Leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible fixed assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation and amortisation

Expenditure less than £1k is not capitalised except for assets gifted in kind where the value of equipment is deemed to be more than £1k.

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Asset Class	Depreciation method and rate
Long Leasehold Property	Amortised over life of lease
Fixtures and Fittings	4 years to 15 years straight line
Freehold Property	Not Depreciated

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Pensions

The charity operates a group personal pension scheme on behalf of its employees. This is a defined contribution scheme. The costs are charged to the income and expenditure account and statement of financial activities as they fall due.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

4 Limited by guarantee

The company is limited by guarantee of members and does not have a share capital. The liability of members is limited to £1.

5 Income from donations and legacies

	Unrestricted funds	Restricted funds	Total
	General	funds	2024
	£	£	£
Donations	<u>17,806</u>	<u>2,369</u>	<u>20,175</u>
	<u>17,806</u>	<u>2,369</u>	<u>20,175</u>

	Unrestricted funds	Restricted funds	Total
	General	funds	2023
	£	£	£
Donations	<u>9,766</u>	<u>1,322</u>	<u>11,088</u>
	<u>9,766</u>	<u>1,322</u>	<u>11,088</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

6 Charitable income by activity

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hut	Total Funds
	£	£	£	£	£	£
Rent income	77,830	-	-	-	-	77,830
Grants and contracts	123,326	448,455	888,876	639,637	115,513	2,215,807
Other income	1,763	2,787	47,319	3,850	16,766	72,485
	<u>202,919</u>	<u>451,242</u>	<u>936,195</u>	<u>643,487</u>	<u>132,279</u>	<u>2,366,122</u>

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hut	Total Funds
	£	£	£	£	£	£
Rent income	68,529	-	-	-	30	68,559
Grants and contracts	212,509	471,566	668,896	561,932	237,110	2,152,013
Other income	440	39,155	847	9,431	9,671	59,544
	<u>281,478</u>	<u>510,721</u>	<u>669,743</u>	<u>571,363</u>	<u>246,811</u>	<u>2,280,116</u>

7 Charitable income from restriction

	Unrestricted funds	Restricted funds	Total funds
	General £	£	£
Rent Income	77,830	-	77,830
Grants and Contracts	1,785,096	430,711	2,215,807
Other Income	72,451	34	72,485
	<u>1,935,377</u>	<u>430,745</u>	<u>2,366,122</u>

	Unrestricted funds	Restricted funds	Total
	General £	£	2023 £
Rent Income	68,529	30	68,559
Grants and Contracts	1,583,792	568,221	2,152,013
Other Income	49,872	9,672	59,544
	<u>1,702,193</u>	<u>577,923</u>	<u>2,280,116</u>

8 Investment income

	Unrestricted Fund	Total	Total
	General £	2024 £	2023 £
Income from listed investments	7,105	7,105	9,955
	<u>7,105</u>	<u>7,105</u>	<u>9,955</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

9 Cost of raising donations

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Cost of raising funds	21,890	-	21,890
	Unrestricted funds General £	Restricted funds £	Total 2023 £
Cost of raising funds	146	17,520	17,666

10 Expenditure on charitable activities by Fund type

	Unrestricted funds General £	Restricted funds £	Total 2024 £
Core	1,506	-	1,506
Information and advice	344,300	35,959	380,259
Disability and Long Term Health Conditions	669,771	110,000	779,771
Caring For Carers	282,343	237,919	520,262
Plymouth Veterans and Family Hub	87,798	21,288	109,086
Support Cost	554,059	-	554,059
	<u>1,939,777</u>	<u>405,166</u>	<u>2,344,943</u>
	Unrestricted funds General £	Restricted funds £	Total 2023 £
Core	8,055	-	8,055
Information and advice	340,977	-	340,977
Disability and Long Term Health Conditions	448,550	-	448,550
Caring For Carers	325,600	323,848	649,448
Plymouth Veterans and Family Hub	-	183,506	183,506
Support Cost	430,658	54,371	485,029
	<u>1,553,840</u>	<u>561,725</u>	<u>2,115,565</u>

11 Expenditure on charitable activity by activity type

	Activity undertaken directly £	Activity support costs £	2024 £	2023 £
General	100,506	75,203	175,709	109,631
Information and advice	344,300	124,287	468,587	430,722
Disability and Long Term Health Conditions	680,771	178,471	859,242	574,809
Caring for Carers	520,262	122,694	642,956	723,748
Plymouth Veterans and Family Hub	109,086	24,189	133,275	227,171
Governance costs	-	65,174	65,174	49,484
	<u>1,754,925</u>	<u>590,018</u>	<u>2,344,943</u>	<u>2,115,565</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

12 Analysis of support costs

	Total 2024 £	Total 2023 £
Premises	121,894	100,139
General office	58,956	98,550
Staff costs	284,894	212,756
Finance costs	7,120	5,728
Governance costs	65,174	49,484
Depreciation	16,021	18,372
	<u>554,059</u>	<u>485,029</u>

13 Net (losses)/gains on investments

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Gains/(losses) on listed investments	<u>24,625</u>	<u>24,625</u>	<u>(15,295)</u>	<u>(15,295)</u>

14 Net income

Net income is stated after charging/(crediting):

	2024 £	2023 £
Audit fees	9,500	9,000
Depreciation of fixed assets	16,021	18,372
Gains/(Losses) on Listed investments	<u>24,625</u>	<u>(15,295)</u>

15 Auditors' remuneration

	2024 £	2023 £
Audit of the financial statements	8,100	7,800
Other services	1,400	1,200
	<u>9,500</u>	<u>9,000</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

16 Staff costs

	2024	2023
	£	£
Staff costs during the year were:		
Wages and salaries	1,423,889	1,232,298
Social security costs	98,856	86,804
Pension costs	62,861	53,951
	<u>1,585,606</u>	<u>1,373,053</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2024		2023	
	No.	FTE.	No.	FTE.
Information and Advice	16	13	13	11
Disability and Long Term Health Conditions	33	24	28	19
Caring for Carers	12	10	11	9
Plymouth Veterans & Family hub	4	3	5	4
Support	11	8	10	8
	<u>76</u>	<u>58</u>	<u>67</u>	<u>52</u>

No employee received emoluments of more than £60,000 during the year (2023: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £190,187 (2023:£164,951).

17 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

18 Tangible fixed assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	Total £
Cost				
At 1 April 2023	650,333	352,291	148,678	1,151,302
Additions	-	-	32,944	32,944
At 31 March 2024	<u>650,333</u>	<u>352,291</u>	<u>181,622</u>	<u>1,184,246</u>
Depreciation				
At 1 April 2023	-	183,592	126,597	310,189
Charge for the year	-	8,864	7,157	16,021
At 31 March 2024	-	<u>192,456</u>	<u>133,754</u>	<u>326,210</u>
Net book value				
At 31 March 2024	<u>650,333</u>	<u>159,835</u>	<u>47,868</u>	<u>858,036</u>
At 31 March 2023	<u>650,333</u>	<u>168,699</u>	<u>22,081</u>	<u>841,113</u>

Tangible fixed assets with a net book value of £858,036 (2023: £841,113) are used as security for liabilities of the charity.

The charity has a long leasehold interest for the use of the Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

19 Investments

	Listed investments £
Cost or Valuation	
At 1 April 2023	367,027
Revaluation	17,227
Additions	42,209
Disposals	(34,811)
At 31 March 2024	<u>391,652</u>
Net book value	
At 31 March 2024	<u>391,652</u>
At 31 March 2023	<u>367,027</u>

All investments shown above are held at valuation.

20 Stocks

	2024 £	2023 £
Raw material and consumables	<u>3,699</u>	<u>3,333</u>

21 Debtors

	2024 £	2023 £
Trade debtors	27,058	68,562
Prepayments and accrued income	27,365	158,037
Other debtors	1,200	1,198
	<u>55,623</u>	<u>227,797</u>

22 Creditors: amounts falling due within one year

	2024 £	2023 £
Bank loans	13,333	13,333
Trade creditors	15,547	2,957
Other taxation and social security	21,840	-
Other creditors	9,013	6,125
Accruals and deferred income	369,966	545,616
	<u>429,699</u>	<u>568,031</u>

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

23 Deferred income

	2024	2023
	£	£
At 1 April 2023	511,980	300,297
Amount released to income	(511,980)	(300,297)
Amount deferred in year	347,925	511,980
Deferred income at year end	<u>347,925</u>	<u>511,980</u>

24 Creditors: amounts falling due after one year

	2024	2023
	£	£
Bank loans	<u>33,334</u>	<u>46,667</u>

Creditors amounts falling due after more than one year includes the following liabilities, on which security has been given by the charity:

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

25 Analysis of charitable funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
Unrestricted funds						
<i>General</i>						
General Funds	103,296	1,960,288	(1,945,646)	(10,738)	-	107,200
Fixed Asset Fund	781,113	-	(16,021)	46,277	-	811,369
	884,409	1,960,288	(1,961,667)	35,539	-	918,569
<i>Designated</i>						
Revenue Reserve	200,000	-	-	-	-	200,000
Investment Valuation fund	367,027	-	-	-	24,625	391,652
	567,027	-	-	-	24,625	591,652
Total unrestricted funds	1,451,436	1,960,288	(1,961,667)	35,539	24,625	1,510,221
Restricted funds						
Carers Fund	-	195,475	(175,475)	(20,000)	-	-
Veterans and Family Hub	7,591	-	(7,591)	-	-	-
Carers Trust	-	80,353	(64,814)	(15,539)	-	-
PCC - Household Support Fund	-	110,000	(110,000)	-	-	-
Helping Hands	-	11,327	(11,327)	-	-	-
Rough Sleepers	-	35,959	(35,959)	-	-	-
Total restricted funds	7,591	433,114	(405,166)	(35,539)	-	-
Total funds	1,459,027	2,393,402	(2,366,833)	-	24,625	1,510,221

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
Unrestricted funds						
<i>General</i>						
General Funds	245,265	1,721,914	(1,553,986)	(309,897)	-	103,296
Fixed Asset Fund	786,152	-	-	(5,039)	-	781,113
Revaluation Reserve	67,386	-	-	(67,386)	-	-
	<u>1,098,803</u>	<u>1,721,914</u>	<u>(1,553,986)</u>	<u>(382,322)</u>	<u>-</u>	<u>884,409</u>
<i>Designated</i>						
Revenue Reserve	200,000	-	-	-	-	200,000
Investment Valuation fund	-	-	-	382,322	(15,295)	367,027
	<u>200,000</u>	<u>-</u>	<u>-</u>	<u>382,322</u>	<u>(15,295)</u>	<u>567,027</u>
Total unrestricted funds	<u>1,298,803</u>	<u>1,721,914</u>	<u>(1,553,986)</u>	<u>-</u>	<u>(15,295)</u>	<u>1,451,436</u>
Restricted						
Carers Fund	-	235,694	(235,694)	-	-	-
Veterans and Family Hub	7,591	197,384	(197,384)	-	-	7,591
Carers Trust	-	45,917	(45,917)	-	-	-
Royal Nay and Royal Marines Helping Hands	-	50,750	(50,750)	-	-	-
PCC - Household Support Fund	-	49,500	(49,500)	-	-	-
	<u>7,591</u>	<u>579,245</u>	<u>(579,245)</u>	<u>-</u>	<u>-</u>	<u>7,591</u>
Total restricted funds	<u>7,591</u>	<u>579,245</u>	<u>(579,245)</u>	<u>-</u>	<u>-</u>	<u>7,591</u>
Total funds	<u>1,306,394</u>	<u>2,301,159</u>	<u>(2,133,231)</u>	<u>-</u>	<u>(15,295)</u>	<u>1,459,027</u>

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

Description of funds

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in tangible fixed assets less the mortgage, which enable the charity to deliver services.

The Revaluation Reserve represented the difference between the year-end market value of the investment portfolio and the original cost of those investments. During the year it was decided the total value of the investment portfolio should be separated from the general funds, and so the Investment Valuation Fund has replaced this.

The Investment Valuation Fund represents the total value of the investments held under fixed asset investments in the statement of financial position. This is now held separately as the charity intends to hold these funds and utilise income made towards charitable goals.

The Revenue Reserve is a designated fund which represents the reserves policy of the charity to hold three to four months of core running costs.

The Carers Fund is income from Plymouth City Council (PCC) to be distributed to carers over the age of 18 in the city of Plymouth, to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

The carers trust fund is other income received to assist carers in Plymouth which is restricted for this purpose but does not fall into the above classification.

The Plymouth Veterans and Family Hub fund is from funding to work with local health service partners to help veterans get the support they are entitled to under the military covenant.

The PCC household support fund is made up of amounts received which is restricted for assistance to struggling households within Plymouth.

The Royal Navy and Royal Marines Helping Hands fund is made up of restricted grants and contracts to support veterans in the Plymouth area.

26 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds at 31 March 2024
	General £	£	£
Tangible fixed assets	858,036	-	858,036
Fixed asset investments	391,652	-	391,652
Current assets	627,185	115,105	742,290
Current liabilities	(379,411)	(69,012)	(448,423)
Creditors over 1 year	(33,334)	-	(33,334)
Total net assets	1,464,128	46,093	1,510,221
	Unrestricted funds	Restricted funds	Total funds at 31 March 2023
	General £	£	£
Tangible fixed assets	841,113	-	841,113
Fixed asset investments	367,027	-	367,027
Current assets	718,099	147,486	865,585
Current liabilities	(428,136)	(139,895)	(568,031)
Creditors over 1 year	(46,667)	-	(46,667)
Total net assets	1,451,436	7,591	1,459,027

Improving Lives Plymouth

Notes to the Financial Statements for the Year Ended 31 March 2024

27 Interest in freehold property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and no legal interest in any revenue it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the Charities SORP (FRS 102). Henceforth this asset was valued at a cost of £nil in these financial statements.

28 Analysis of changes in net debt

	At 1 April 2023	Financing cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	634,455	29,789	664,244
Debt due within one year	(13,333)	-	(13,333)
Debt due after more than one year	(46,667)	13,333	(33,334)
Net debt	<u>574,455</u>	<u>43,122</u>	<u>617,577</u>

29 Operating lease commitments

The total value of future minimum lease payments was as follows:

	2024	2023
	£	£
Within one year	6,563	6,563
In two to five years	16,495	22,657
In over five years	12,000	12,400
	<u>35,058</u>	<u>41,620</u>

30 Related party transactions

There were no related party transactions in the year (2023: Nil).

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Accounts

COMPANY REGISTRATION NUMBER: 02610208
CHARITY REGISTRATION NUMBER: 1066776

**Improving Lives Plymouth
Company Limited by Guarantee
Financial Statements
31 March 2023**

WESTCOTTS (SW) LLP

Chartered accountants & statutory auditor
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Improving Lives Plymouth

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

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Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name Improving Lives Plymouth

Charity registration number 1066776

Company registration number 02610208

Principal office and Head Quarters

Ernest English House
Buckwell Street
Plymouth
PL1 2DA

Mannamead Wellbeing Hub
156 Mannamead Road
Hartley
Plymouth
Devon
PL3 5QL

The trustees

S Keaty
E Latham
T Lea
J Prichard
E Steed
S Waite (Appointed 25 July 2022)
S Rodgers (Resigned 5 September 2022)

CEO & Company secretary Robert Smith

Auditor Westcotts (SW) LLP
Chartered accountants & statutory auditor
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Bankers Handelsbanken Plc
Ground Floor, Salt Quay House
4 Norther East Quay
Sutton Harbour
Plymouth
PL4 0BN

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

Structure, Governance, and management

Governance

Improving Lives Plymouth is a Registered charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

The area of benefit is Plymouth.

The Board of Trustees comprises company directors and honorary officers. The trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is also the Company Secretary. The board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular board meetings are held throughout the year to monitor and review the work of the charity. Once a year the trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All trustees have an induction programme which involves them visiting the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, Business Plan, Annual Risk Assessment Plan, and other key documents and policies. The Charity Commission document 'The Essential Trustee CC3' is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

Risk Assessment

The trustees have undertaken a rigorous assessment of the major risks to which Improving Lives Plymouth is exposed using guidelines developed by the Charity Commission.

Key areas have been identified and an action plan has been developed. The trustees have established a system to review and update this on an annual basis to ensure that these risks are mitigated.

Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge, and experience it needs to govern, lead, and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made based on the skills, knowledge, and experience the board needs and with full consideration of the benefits, including service user representation. We target recruitment to achieve both a balance of skills and representation.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the 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 in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and 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.

Objectives and Activities

Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause.
 - b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community.
 - c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
 - d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.
-

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Our 5-Year Strategic Plan

Our Vision

People in our communities have the resilience, confidence, and support they need, to lead happier and healthier lives.

Our Mission

To be an accessible charity at the heart of our community, supporting and inspiring people to improve their health and wellbeing. We do this by delivering high quality services, codesigned with people who have disabilities and long-term health conditions, their carers, and those in difficulty.

Our Purpose

We will work with you, to ensure you get the information, advice and support you need, at times in your life when you need us.

Our Values

- We treat everyone with dignity and respect.
- We are non-judgemental and respond to people's needs.
- We are empathetic, sensitive and compassionate.
- We have honesty and integrity in all that we do
- We are committed to continuous improvement, through learning and listening.

Our Strategic Priorities

- Continue to develop a well-respected and accessible charity.
- Codesign our activities and developments with our stakeholders, service users and partners
- Run a sustainable charity with the necessary financial, building and human resources.
- Maintain effective and integrated governance.

How we will deliver our Strategic Priorities

Continue to develop a well-respected and accessible charity

We will do this by:

- Living our values
 - Continuing to review and update our strategy and business plan, undertaking development work in 2023 to launch a new plan for 24-25 onward.
 - Continue to improve our communications plans, using our website, social media and local media outlets.
 - Ensure our messaging reflects we are a charity that is integral to the life of the city.
-

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

- Continuously improve and work in line with charity best practice and charity commission guidance.
- Risk assessing all our work and developments, including safeguarding and working to best practice standards.
- Codesign our activities and developments with our stakeholders, service users and partners.
- Taking an active part in all aspects of Adult Social Care and Health planning across the city by seeking to influence policy and the development of new services through service user feedback and involvement in strategic forums across the VCSE (Voluntary Community and Social Enterprise Sector), PCC (Plymouth City Council), the LCP (Local Care Partnership), the Devon ICB (Integrated Care Board) and the emerging Devon ICS (Integrated Care System).
- Continually reviewing the purpose of our Mannamead Well-Being Hub to reflect multi agency working and integrated service delivery arrangements to better meet the needs of people in the area and across the wider city. To continue co-location arrangements with other agencies including Devon Mind.
- Continue our commitment to service delivery in the evenings via the location of the Crisis Café mental health services, the Devon Mental Health Alliance follow on support groups and the Veterans and Family Hub warm spaces and peer support groups.
- Developing services based at the Ernest English House building in the city centre to complement the Mannamead Well Being Hub. Embracing further co-location opportunities with a range of organisations and services to achieve Well Being Hub status. Including Devon Mind, Shelter, Citizens Advice, Operation Courage, Plymouth Energy Community, Plymouth Autism and Support Service.
- Developing our capacity to support people with Severe and enduring Mental Health Issues (SMI) through our membership of the Devon Mental Health Alliance in partnership with the One Devon NHS Mental Health Provider Collaborative
- Reviewing how we support the needs of Young Adults throughout our service design with a particular focus on Young Adult Carers.
- Continuing to develop the Plymouth Veterans and Family Hub by creating a sustainable business model with a mixed income portfolio and a clearly defined core service model based on evidenced needs and service user feedback gathered over the last 3 years.
- Run a sustainable charity with the necessary financial, building and human resources.
- We will continue to develop our fundraising strategy to grow our income; over the next two years this will include the revenue and capital required to grow and develop the Veterans and Family Hub, Young Adult Carers and Plymouth Community Assist.
- We will look to grow our financial reserves to give a sustainable funding base for the charity.
- Continue improvements at Ernest English House with regard to its overall presentation, to accommodate a wider range of services with improved utilisation of rooms and a new system for receiving visitors at reception accessing the different 'drop-in' services that is trauma informed.
- Review our Digital strategy to ensure ILP operates safely with appropriate back up plans combined with more effective, efficient and accessible ways of engaging with our service users, partners and wider stakeholders.
- Ensure our staff and volunteer recruitment attracts skilled and experienced people, and provide support and training to enable them to deliver great services.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Ensuring Our Work Delivers Our Aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we aim to help. The review also helps us ensure our aim, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities and consider the main activities undertaken to further the charity's purposes for the public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set and as they are laid out in the Improving Lives Plymouth Strategic Plan and Operational Plans.

Activities and Developments

The main focus of the year will be for the CEO to review the strategy, business plan and all areas of organisational activity pending the adoption of a new strategic review for implementation from 2024 onwards that acknowledges the major challenges created by the Covid pandemic, cost of living crisis and the emerging health and social care pressures across the city and wider Devon. To ensure the long-term sustainability of ILP as an organisation and to effectively meet the needs of the people we support.

Improving Lives Plymouth has a number of longstanding services, which continue to thrive and develop.

They are:

- Sensory Solutions – a resource centre at the Mannamead Well Being Hub supporting people with low vision and/or impaired hearing combined with tailored personalised self-development courses.
- Advice Plymouth – a partnership between ILP and Citizens Advice Plymouth to provide accredited Information and Advice services across the city including the drop-in service at Ernest English House.
- Long-Term Conditions Self-Management – courses for people with chronic health issues affecting their lives.
- Better Futures – a day-centre for adults with learning difficulties based at Mannamead.
- Active for All – a wide range of physical activities for people with mental health needs, autism, learning difficulties and those with physical disabilities.
- Caring for Carers – A service undertaking statutory assessments for all Adult Carers aged over 18 years across Plymouth combined with support groups, advocacy, counselling, information and advice services.
- Plymouth Veterans and Family Hub - A peer support service combined with a wide range of positive activities, information, signposting and advice services.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

In 2022/3 we continued with the new range of projects started in 21/22 funded through contracts, grants and fundraising activity. These included the following.

- Age Positive (peer support for over 65s to support ageing well).
- Armed Forces Community Social Prescribing
- Well-Being Hub Alliance development with 4 local VCSE partners and PCC to create an integrated service across the city.
- Plymouth Community Assist – A new complimentary front door to Adult Social Care and in partnership with Plymouth City Council and LiveWell South-West CIC.
- Changing Futures – a Plymouth wide project supporting people with lived experience of complex needs to undertake peer research to inform system wide changes to policy and practice across statutory and voluntary agencies.
- Devon Mental Health Alliance – a Devon wide Alliance of 6 charities working in a strategic partnership with the Devon Mental Health Provider Collaborative supporting people with Sever and Enduring Mental Health issues.

Each service area has its own annual plan that describes the targets and outcomes they are seeking to achieve for their service users. These are performance managed by the board each quarter.

For further information go to our website: www.improvinglivesplymouth.org.uk

Our Achievements 2022/23

We are a long-established local charity (1907) with an excellent track record, we deliver health and well-being services to meet the needs of people in Plymouth and the surrounding area. Working from our two hubs, one in the city centre and the other based in Mannamead. At any one time we employ approximately 60 staff members and 80 volunteers delivering information and advice services to people with disabilities, their carers, and those who have long-term health conditions, or are in need.

We put people at the centre of what we do and build on our strength's, knowledge and experience, gained over many years. We worked with over 21,000 residents last year.

Post Covid we have continued working through a hybrid working methodology of home working, office-based working and community working backed up through digital services and telephony. We continued to upgrade our I.T./Digital and communication systems and have started work on gaining Cyber Security accreditation.

With 4 local charities we have co-designed and delivered a network of 5 neighbourhood well-being hubs in partnership with Plymouth City Council, connecting the local community to information and activities that support their health and emotional wellbeing. This is now called the Plymouth Well-Being Hub Alliance. The Alliance is governed through a memorandum of understanding based on Alliance principles and will seek to employ a Programme Manager in 23/24.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Social Impact Statement

In 2022/23 ILP provided support to over 20,000 local people through information, advice, emotional and practical support.

Better Futures is a day centre for adults with learning disabilities and enables individuals to develop skills to live independently, through one-to-one support, group activities, life-skills, healthy living workshops and community activities. We support people to make healthy and safe choices. We ran over 4,000 support sessions for over 100 members with a learning disability.

Active for All supports and promotes inclusive physical activity in adults with disabilities and long-term health conditions including mental health and autism. 584 service users attended 560 sessions, including boccia, football, walking, basketball, gardening, golf, tennis, cycling and much more besides. Services were delivered in a mix of face to face and limited on-line provision. The walking groups proved more popular than usual with increased demand from people with mental health needs created by the effects of the pandemic.

Sensory Solutions makes a positive difference to the health and wellbeing of people with sensory loss, through the provision of specialist support, information, and advice. We helped 4,102 people, their families, and professionals.

Information and Advice was provided to 9,511 people, and we again helped obtain over £2 million in welfare benefits for those who needed it most. We run the Advice Plymouth Drop-In and Casework services in partnership with Citizens Advice Plymouth.

Caring for Carers We understand how difficult looking after someone can be, so we are here to help. We have 7,107 unpaid carers registered with us. We undertook over 600 assessments in the year under review and secured over £200,000 in personal budget. The service has successfully transferred through on-line assessments and telephone support post Covid which has made the service more efficient and effective based on feedback from people accessing our services. We still maintain a regular schedule of groups, activities and workshops for Carers throughout the city.

Long-Term Conditions Self-Management - My Health, My Way. This course empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life. We delivered 12 x 4 week courses, (one every month) supporting over 100 people and started a new follow-on peer support group.

Plymouth Veterans and Family Hub supported over 1,500 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. An interim social return on investment report has indicated that for every £1 spent on the Veterans Hub it saves the public purse in excess of £6.

Volunteering

This is at the core for much of our work. Many service users progress to become volunteer peer support workers and employed staff. We maintained a group of 80 volunteers who were trained and accredited to work with ILP across all of our projects. We estimate we have received in excess of 4,000 hours of voluntary hours over the year.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Financial Review

Total income for the year was £2,301,159 (2022:£1,734,746) and total expenditure was £2,133,231 (2022:£1,596,124). There was loss on the value of investments of £15,295 (2022: gain £19,083), which all had led to a net movement in funds of £152,633 (2022: £157,705).

Income has been mostly earned through the charitable activities of the charity, with Note 7 showing most of this is due to grants and contracts, a large value of which is from local authorities. Note 6 shows how income is received by activity, with increases to most activities income in the period.

Expenditure has increased in this period mostly in-line with rises in income, with expenditure per activity, note 10, showing increases as expected.

The trustees use a discretionary management service with a risk classification of 'cautious with risk' with Brewin Dolphin as investment advisors. At the year-end the market value of the portfolio has decreased by £13,620 to £367,027 following an increase last year of £19,083. This largely follows global fluctuations in markets given external conditions. Income has also been earned from investments of £9,955 (2022: £10,849).

The net movement in funds was £152,633 (2022: £157,705), with net funds at the year end being £1,459,027 (£1,306,394), this is largely represented by the fixed assets as seen in the funds note 25.

Fund-raising Standards Information

Improving Lives Plymouth is registered with the independent national Fundraising Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

Plans for Future Periods

Our plans for the short and medium term have been impacted, as many charities and organisations, by rising inflation and increasing social needs. We expect to make permanent changes in how we develop our services to accommodate hybrid working arrangements (home/office/video conferencing), to embrace closer strategic partnership working with related charities across Plymouth and Devon. To explore the development of a new digital strategy, a fundraising strategy and a workforce plan all combined with redeveloping our core finance and business support functions to provide greater resilience and a platform for future sustainable growth. Ensuring we are secure to meet future shocks and that we embrace an adaptive strategic approach in an increasingly complex world.

Improving Lives Plymouth

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

All indications are that there will be significant negative Health, Social Care, Economic and Mental Health challenges on the UK population due to the impact of Covid and wider societal changes created by Brexit, the cost-of-living crisis and Climate Change. The demands on Adult Social Care are higher in Plymouth than the national average with further deficit budgets predicted by the Local Authority. There are significant changes planned by Government to the wider Health and Social care system which will impact on ILP as we are largely a commissioned based charity. In particular, ILP will continue to develop strategies that can support the wider mental health needs alongside the physical health, social care and learning disabilities of our current client base and the wider population. Plus, we will explore how we can support other vulnerable groups across the wider Devon where appropriate.

With continuing remote and home working arrangements we will explore how we can maximise the building facilities at our Mannamead and Ernest English House offices to provide a wider set of Health, Mental Health and Social Care services to support our local populations through colocation arrangements and extended opening hours where possible. Also to generate an additional income stream.

The charity has proved itself to be resilient, creative, and person centred, through a very difficult period. We anticipate that our plans for 23/24 and beyond will have to embrace learnings from the previous 12 months and adapt to a more uncertain environment with particular challenges created by in excess of 10% annual inflation on core costs.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 11 December 2023 and signed on behalf of the board of trustees by:

We will support our new Senior Management Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities

J Prichard
Trustee



E Steed
Trustee



Improving Lives Plymouth

Company Limited by Guarantee

Independent Auditor's Report to the Members of Improving Lives Plymouth

Year ended 31 March 2023

Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charity'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;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charity SORP

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 charity 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 charity'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.

Improving Lives Plymouth

Company Limited by Guarantee

Independent Auditor's Report to the Members of Improving Lives Plymouth

(continued)

Year ended 31 March 2023

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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 the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in 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 returns adequate for our audit have not been received from branches not visited by us; 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, the trustees (who are also the directors 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Improving Lives Plymouth

Company Limited by Guarantee

Independent Auditor's Report to the Members of Improving Lives Plymouth

(continued)

Year ended 31 March 2023

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 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 identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management, and inspection of the charity's regulatory correspondence. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The company is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other companies legislation. The company is also laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies legislation.
- 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. In any audit, there remains 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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

Improving Lives Plymouth

Company Limited by Guarantee

Independent Auditor's Report to the Members of Improving Lives Plymouth

(continued)

Year ended 31 March 2023

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Westcotts (SW) LLP

Adam Croney (Senior Statutory Auditor)

For and on behalf of
Westcotts (SW) LLP
Chartered accountants & statutory auditor
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

13 December 2023

Improving Lives Plymouth

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	6	9,766	1,322	11,088	21,381
Charitable activities	7	1,702,193	577,923	2,280,116	1,702,516
Investment income	8	9,955	–	9,955	10,849
Total income		<u>1,721,914</u>	<u>579,245</u>	<u>2,301,159</u>	<u>1,734,746</u>
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	146	17,520	17,666	24,108
Expenditure on charitable activities	10,11	1,553,840	561,725	2,115,565	1,572,016
Total expenditure		<u>1,553,986</u>	<u>579,245</u>	<u>2,133,231</u>	<u>1,596,124</u>
Net losses/(gains) on investments	13	15,295	–	15,295	(19,083)
Net income and net movement in funds		<u>152,633</u>	<u>–</u>	<u>152,633</u>	<u>157,705</u>
Reconciliation of funds					
Total funds brought forward		1,298,803	7,591	1,306,394	1,148,689
Total funds carried forward		<u>1,451,436</u>	<u>7,591</u>	<u>1,459,027</u>	<u>1,306,394</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 18 to 33 form part of these financial statements.

**Improving Lives Plymouth
Company Limited by Guarantee
Statement of Financial Position**

31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	18	841,113	859,485
Investments	19	367,027	380,647
		<u>1,208,140</u>	<u>1,240,132</u>
Current assets			
Stocks	20	3,333	3,813
Debtors	21	227,797	68,298
Cash at bank and in hand		634,455	453,374
		<u>865,585</u>	<u>525,485</u>
Creditors: amounts falling due within one year	22	<u>568,031</u>	<u>399,223</u>
Net current assets		<u>297,554</u>	<u>126,262</u>
Total assets less current liabilities		<u>1,505,694</u>	<u>1,366,394</u>
Creditors: amounts falling due after more than one year	23	<u>46,667</u>	<u>60,000</u>
Net assets		<u>1,459,027</u>	<u>1,306,394</u>
Funds of the charity			
Restricted funds		7,591	7,591
Unrestricted funds:			
Revaluation reserve		–	67,386
Designated funds		567,027	200,000
Other unrestricted funds		884,409	1,031,417
Total unrestricted funds		<u>1,451,436</u>	<u>1,298,803</u>
Total charity funds	25	<u>1,459,027</u>	<u>1,306,394</u>

These financial statements were approved by the board of trustees and authorised for issue on 11 December 2023, and are signed on behalf of the board by:

J Prichard
Trustee

E Steed
Trustee




Improving Lives Plymouth The notes on pages 18 to 33 form part of these financial statements.

Company Limited by Guarantee

Statement of Financial Position

Improving Lives Plymouth

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net income	152,633	157,705
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	18,372	19,714
Net losses/(gains) on investments	15,295	(19,083)
Income from investments	(9,955)	(10,849)
Interest payable and similar charges	5,728	3,234
<i>Changes in:</i>		
Stocks	480	(3,813)
Investment cash	(5,951)	(2,211)
Trade and other debtors	(159,499)	(60,719)
Trade and other creditors	168,808	124,150
Cash generated from operations	185,911	211,898
Interest paid	(5,728)	(3,234)
Net cash from operating activities	<u>180,183</u>	<u>208,664</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	9,955	10,849
Purchase of tangible assets	–	(1,378)
Purchases of other investments	(46,291)	(45,162)
Proceeds from sale of other investments	50,567	47,373
Net cash (used in)/from investing activities	<u>14,231</u>	<u>11,682</u>
Cash flows from financing activities		
Proceeds from borrowings	(13,333)	(13,334)
Net cash (used in)/from financing activities	<u>(13,333)</u>	<u>(13,334)</u>
Net increase in cash and cash equivalents	181,081	207,012
Cash and cash equivalents at beginning of year	<u>453,374</u>	<u>246,362</u>
Cash and cash equivalents at end of year	<u>634,455</u>	<u>453,374</u>

The notes on pages 18 to 33 form part of these financial statements.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ernest English House, Buckwell Street, Plymouth, PL1 2DA.

The nature of the charity's operation and principle activities are:

- a) To assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) To promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who currently or have previously served in the armed forces and their dependants, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) To promote, encourage and foster any objects which may be for common good of the community within Plymouth and the surrounding area; and
- d) To encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Judgements and key sources of estimation uncertainty

Critical judgements in applying the Charity's accounting policies.

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

i) Deferred Income

Income is recognised in the statement of financial activities when the following criteria are met: the charity is entitled to the income, it is considered probable that the income will be received, and the income can be reliably measured. Where terms and conditions (Including performance related conditions) have not been met or uncertainty exists as to whether the charity can meet the terms and conditions otherwise within its control, the income is not recognised but deferred as a liability until it is probable that the terms and conditions imposed can be met.

Key accounting estimates and assumptions

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

i) Deferred Income

The charity is commissioned to deliver projects and services which often straddle the financial year end. Annually, the charity reviews the terms and conditions to assess whether the criteria for recognising the income have been met. Where some of the conditions have been met, the charity estimates the proportion of income to which the charity is entitled and the balance of income received in advance is deferred as a liability on the Balance Sheet. This requires estimation of the delivery of any performance related conditions or compliance with certain terms attached to the income.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- 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 from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised when requirements of contracts are met such that charity is entitled to the funds on a case by case basis. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	Amortised over life of lease
Fixtures and fittings	-	4 years to 15 years straight line
Computer Equipment	-	3 years straight line

Expenditure less than £1k is not capitalised except for assets gifted in kind where the value of equipment is deemed to be more than £1k.

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Pensions

The charity operates a group personal pension scheme on behalf of its employees. This is a defined contribution scheme. The costs are charged to the income and expenditure account and statement of financial activities as they fall due.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

4. Limited by guarantee

The company is limited by guarantee of members and does not have a share capital. The liability of members is limited to £1.

5. Donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Donations			
Donations	9,766	1,322	11,088
	<u>9,766</u>	<u>1,322</u>	<u>11,088</u>
	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Donations			
Donations	11,381	–	11,381
Legacies			
Legacy	10,000	–	10,000
	<u>21,381</u>	<u>–</u>	<u>21,381</u>

6. Charitable income by activity

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2023
	£	£	£	£	£	£
Rent Income	68,529	–	–	–	30	68,559
Grants and Contracts	212,509	471,566	668,896	561,932	237,110	2,152,013
Other Income	440	39,155	847	9,431	9,671	59,544
	<u>281,478</u>	<u>510,721</u>	<u>669,743</u>	<u>571,363</u>	<u>246,811</u>	<u>2,280,116</u>

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2022
	£	£	£	£	£	£
Rent Income	48,123	–	–	–	–	48,123
Personal Budget Services	–	–	11,254	–	–	11,254
Sale of Goods	–	–	3,584	–	–	3,584
Grants and Contracts	38,826	293,442	445,021	603,229	247,153	1,627,671
Other Income	88	464	6,599	4,733	–	11,884

Improving Lives Plymouth	<u>87,037</u>	<u>293,906</u>	<u>466,458</u>	<u>607,962</u>	<u>247,153</u>	<u>1,702,516</u>
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Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

7. Charitable income from restriction

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Rent Income	68,529	30	68,559
Personal Budget Services	—	—	—
Sale of Goods	—	—	—
Grants and Contracts	1,583,792	568,221	2,152,013
Other Income	49,872	9,672	59,544
	<u>1,702,193</u>	<u>577,923</u>	<u>2,280,116</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Rent Income	48,123	—	48,123
Personal Budget Services	11,254	—	11,254
Sale of Goods	3,584	—	3,584
Grants and Contracts	1,158,909	468,762	1,627,671
Other Income	11,884	—	11,884
	<u>1,233,754</u>	<u>468,762</u>	<u>1,702,516</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Income from listed investments	<u>9,955</u>	<u>9,955</u>	<u>10,849</u>	<u>10,849</u>

9. Costs of raising donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Costs of raising funds	<u>146</u>	<u>17,520</u>	<u>17,666</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Costs of raising funds	<u>14,014</u>	<u>10,094</u>	<u>24,108</u>

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Core	8,055	–	8,055
Information and Advice	340,977	–	340,977
Disability and Long Term Health Conditions	448,550	–	448,550
Caring for Carers	325,600	323,848	649,448
Plymouth Veterans and Family Hub	–	183,506	183,506
Support costs	430,658	54,371	485,029
	<u>1,553,840</u>	<u>561,725</u>	<u>2,115,565</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Information and Advice	201,831	–	201,831
Disability and Long Term Health Conditions	297,205	7,250	304,455
Caring for Carers	260,617	233,359	493,976
Plymouth Veterans and Family Hub	22,773	145,963	168,736
Support costs	319,252	83,766	403,018
	<u>1,101,678</u>	<u>470,338</u>	<u>1,572,016</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2023 £	Total fund 2022 £
General	8,055	101,576	109,631	8,616
Information and Advice	340,977	89,745	430,722	313,280
Disability and Long Term Health Conditions	448,550	126,259	574,809	449,040
Caring for Carers	649,448	74,300	723,748	542,458
Plymouth Veterans and Family Hub	183,506	43,665	227,171	252,502
Governance costs	–	49,484	49,484	6,120
	<u>1,630,536</u>	<u>485,029</u>	<u>2,115,565</u>	<u>1,572,016</u>

Personal Independence Payments (PIPs) were made during the year amounting to £235,923 (2022: £232,985), this is included within the costs for caring for carers.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

12. Analysis of support costs

	General £	Total 2023 £	Total 2022 £
Premises	100,139	100,139	57,739
General office	98,550	98,550	115,968
Human resources	212,756	212,756	199,953
Finance costs	5,728	5,728	3,234
Governance costs	49,484	49,484	6,120
Travel training and volunteers	–	–	290
Depreciation	18,372	18,372	19,714
	<u>485,029</u>	<u>485,029</u>	<u>403,018</u>

13. Net (losses)/gains on investments

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Gains/(losses) on listed investments	<u>(15,295)</u>	<u>(15,295)</u>	<u>19,083</u>	<u>19,083</u>

14. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	18,372	19,714
Gains/(losses) on listed investments	(15,295)	19,083
Auditors Remuneration	<u>7,800</u>	<u>6,120</u>

15. Auditors remuneration

	2023 £	2022 £
Fees payable for the audit of the financial statements	<u>7,800</u>	<u>6,120</u>

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	1,232,298	923,185
Social Security	86,804	57,960
Pensions	53,951	38,935
	<u>1,373,053</u>	<u>1,020,080</u>

The average head count of employees during the year was 67 (2022: 55). The average number of full-time equivalent employees during the year is analysed as follows:

	2023		2022	
	No.	FTE.	No.	FTE.
Information and Advice	13	11	12	8
Disability and Long Term Health Conditions	28	19	16	11
Caring for Carers	11	9	10	8
Plymouth Veterans & Family hub	5	4	7	6
Support	10	8	10	8
	<u>67</u>	<u>52</u>	<u>55</u>	<u>41</u>

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £164,951 (2022:£139,899).

17. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

18. Tangible fixed assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	Total £
Cost				
At 1 April 2022 and 31 March 2023	<u>650,333</u>	<u>352,291</u>	<u>148,678</u>	<u>1,151,302</u>
Depreciation				
At 1 April 2022	–	174,728	117,089	291,817
Charge for the year	–	8,864	9,508	18,372
At 31 March 2023	<u>–</u>	<u>183,592</u>	<u>126,597</u>	<u>310,189</u>
Carrying amount				
At 31 March 2023	<u>650,333</u>	<u>168,699</u>	<u>22,081</u>	<u>841,113</u>
At 31 March 2022	<u>650,333</u>	<u>177,563</u>	<u>31,589</u>	<u>859,485</u>

Tangible fixed assets with a net book value of £841,113 (2022: £859,485) are used as security for liabilities of the charity.

The charity has a long leasehold interest for the use of the Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

19. Investments

	Other investments £
Cost or valuation	
At 1 April 2022	380,647
Additions	46,291
Disposals	(50,567)
Fair value movements	(15,295)
Other movements	5,951
At 31 March 2023	<u>367,027</u>
Impairment	
At 1 April 2022 and 31 March 2023	<u>–</u>
Carrying amount	
At 31 March 2023	<u>367,027</u>
At 31 March 2022	<u>380,647</u>

All investments shown above are held at valuation.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

20. Stocks	2023	2022
	£	£
Raw materials and consumables	<u>3,333</u>	<u>3,813</u>

21. Debtors	2023	2022
	£	£
Trade debtors	68,562	–
Prepayments and accrued income	158,037	68,298
Other debtors	<u>1,198</u>	<u>–</u>
	<u>227,797</u>	<u>68,298</u>

22. Creditors: amounts falling due within one year	2023	2022
	£	£
Bank loans and overdrafts	13,333	13,333
Trade creditors	2,957	24,100
Accruals and deferred income	545,616	318,099
Social security and other taxes	–	15,870
Other creditors	955	27,821
Carers' Personal Budgets - Held Cash	<u>5,170</u>	<u>–</u>
	<u>568,031</u>	<u>399,223</u>

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

23. Creditors: amounts falling due after more than one year	2023	2022
	£	£
Bank loans and overdrafts	<u>46,667</u>	<u>60,000</u>

Included within creditors: amounts falling due after more than one year is an amount of £Nil (2022: £6,667) in respect of liabilities payable or repayable by instalments which fall due for payment after more than five years from the reporting date.

The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.

24. Deferred income	2023	2022
	£	£
At 1 April 2022	300,297	146,759
Amount released to income	(300,297)	(146,759)
Amount deferred in year	<u>511,980</u>	<u>300,297</u>
At 31 March 2023	<u>511,980</u>	<u>300,297</u>

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

25. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
General funds	245,265	1,721,914	(1,553,986)	(309,897)	–	103,296
Fixed Asset Fund	786,152	–	–	(5,039)	–	781,113
Revaluation reserve	67,386	–	–	(67,386)	–	–
Designated Fund - Revenue Reserve	200,000	–	–	–	–	200,000
Investment Valuation Fund	–	–	–	382,322	(15,295)	367,027
	<u>1,298,803</u>	<u>1,721,914</u>	<u>(1,553,986)</u>	<u>–</u>	<u>(15,295)</u>	<u>1,451,436</u>

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
General funds	94,229	1,265,984	(1,115,692)	(18,339)	19,083	245,265
Fixed Asset Fund	791,154	–	–	(5,002)	–	786,152
Revaluation reserve	63,306	–	–	4,080	–	67,386
Designated Fund - Revenue Reserve	200,000	–	–	–	–	200,000
	<u>1,148,689</u>	<u>1,265,984</u>	<u>(1,115,692)</u>	<u>(19,261)</u>	<u>19,083</u>	<u>1,298,803</u>

Restricted funds

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
Carers Fund Plymouth	–	235,694	(235,694)	–	–	–
Veterans and Family Hub	7,591	197,384	(197,384)	–	–	7,591
Carers Trust	–	45,917	(45,917)	–	–	–
PCC - Household Support Fund	–	49,500	(49,500)	–	–	–
Royal Navy and Royal Marines Helping Hands	–	50,750	(50,750)	–	–	–
	<u>7,591</u>	<u>579,245</u>	<u>(579,245)</u>	<u>–</u>	<u>–</u>	<u>7,591</u>

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

25. Analysis of charitable funds *(continued)*

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
Carers Fund	–	233,359	(233,359)	–	–	–
National Lottery Community Fund Plymouth	–	7,250	(7,250)	–	–	–
Veterans and Family Hub	–	228,153	(239,823)	19,261	–	7,591
	–	468,762	(480,432)	19,261	–	7,591

Description of funds

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in tangible fixed assets less the mortgage, which enable the charity to deliver services.

The Revaluation Reserve represented the difference between the year-end market value of the investment portfolio and the original cost of those investments. During the year it was decided the total value of the investment portfolio should be separated from the general funds, and so the Investment Valuation Fund has replaced this.

The Investment Valuation Fund represents the total value of the investments held under fixed asset investments in the statement of financial position. This is now held separately as the charity intends to hold these funds and utilise income made towards charitable goals.

The Revenue Reserve is a designated fund which represents the reserves policy of the charity to hold three to four months of core running costs.

The Carers Fund is income from Plymouth City Council (PCC) to be distributed to carers over the age of 18 in the city of Plymouth, to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

The carers trust fund is other income received to assist carers in Plymouth which is restricted for this purpose but does not fall into the above classification.

The Plymouth Veterans and Family Hub fund is from funding to work with local health service partners to help veterans get the support they are entitled to under the military covenant.

The PCC household support fund is made up of amounts received which is restricted for assistance to struggling households within Plymouth.

The Royal Navy and Royal Marines Helping Hands fund is made up of restricted grants and contracts to support veterans in the Plymouth area.

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

26. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	841,113	–	841,113
Investments	367,027	–	367,027
Current assets	718,099	147,486	865,585
Creditors less than 1 year	(428,136)	(139,895)	(568,031)
Creditors greater than 1 year	(46,667)	–	(46,667)
Net assets	1,451,436	7,591	1,459,027

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	859,485	–	859,485
Investments	380,647	–	380,647
Current assets	449,923	75,562	525,485
Creditors less than 1 year	(331,252)	(67,971)	(399,223)
Creditors greater than 1 year	(60,000)	–	(60,000)
Net assets	1,298,803	7,591	1,306,394

27. Interest in freehold property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and no legal interest in any revenue it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the Charities SORP (FRS 102). Henceforth this asset was valued at a cost of £nil in these financial statements.

28. Analysis of changes in net debt

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	453,374	181,081	634,455
Debt due within one year	(13,333)	–	(13,333)
Debt due after one year	(60,000)	13,333	(46,667)
	380,041	194,414	574,455

Improving Lives Plymouth

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

29. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2023	2022
	£	£
Not later than 1 year	6,563	6,703
Later than 1 year and not later than 5 years	22,657	7,903
Later than 5 years	12,400	12,800
	<u>41,620</u>	<u>27,406</u>

30. Related parties

There were no related party transactions in the year (2022: £nil).

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Accounts

IMPROVING LIVES PLYMOUTH
(Company Limited by Guarantee)

**TRUSTEES' ANNUAL REPORT
AND
FINANCIAL STATEMENTS**

For the year ended 31 March 2022

Registered company number 02610208
Registered charity number 1066776

IMPROVING LIVES PLYMOUTH

REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT (including Directors' Report)

The Trustees, who are also the Directors of the charity for the purposes of the Companies Act, present their Annual Report and the audited Financial Statements for the year ended 31 March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) (second edition - October 2019) in preparing the annual report and financial statements of the charity.

1. Reference and Administrative Details

1.1 Improving Lives Plymouth – Company No. 02610208

The company was incorporated in England and Wales on 13 May 1991 and is limited by guarantee. The registered office is Ernest English House, Buckwell Street, Plymouth, Devon, PL1 2DA. The company name changed from Plymouth Guild to Improving Lives Plymouth on 8 April 2017.

Improving Lives Plymouth is a registered Charity (Registration No. 1066776).

1.2 Addresses

Registered Office and Headquarters:	Ernest English House Buckwell Street Plymouth Devon PL1 2DA
	Mannamead Wellbeing Hub 156 Mannamead Road Hartley Plymouth Devon PL3 5QL

1.3 Board of Trustees and Key Management Personnel

The directors of the charitable company are its trustees for the purposes of charity law.

The following served as Board members during and after the year:

J Prichard	(Chairman)	
M Lincoln	(Treasurer)	(Resigned 27 May 2022)
K Bourke		(Resigned 27 May 2022)
S Keaty		
E Latham		
T Lea		
S Rodgers		(Resigned 5 September 2022)
E Steed		
S Waite		(Appointed 31 August 2022)

The Chief Executive Officer is Robert Smith.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

1.4 Professional Advisers

Auditor: Northcott Trumfield Chartered Accountants
Devonshire Villa
52 Stuart Road
Stoke
Plymouth PL3 4EE

Bankers: Handelsbanken Plc
Ground Floor, Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth PL4 0BN

Investment Advisors: Brewin Dolphin Limited
Ashleigh Court
Ashleigh Way
Langage Business Park
Plymouth PL7 5JX

1.5 Charity Website: www.improvinglivesplymouth.org.uk

2. Structure, Governance and Management

2.1 Governance

Improving Lives Plymouth is a Registered Charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

- The area of benefit is Plymouth and the surrounding area.
- Membership comprises:
 - i. The number of Members must always be the same as the number of Trustees.
 - ii. An individual may not be a Member unless he or she is a Trustee.
 - iii. Each Trustee is to be a Member.
 - iv. Membership is personal and not transferable.
- The Board shall comprise of at least seven Trustees when complete and shall not be subject to any maximum number.

The Trustee Board comprises company directors and honorary officers. The Trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is the Company Secretary. The Board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular Board meetings are held throughout the year to monitor and review the work of the charity. Once a year, usually in January, the Trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All Trustees have an induction programme which involves them visiting all the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, the Business Plan, the Annual Risk Assessment Plan, all other key documents and policies. The Charity Commission document The Essential Trustee CC3 is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

2.2 Risk Assessment

The Trustees have undertaken a rigorous assessment of the major risks to which Improving Lives Plymouth is exposed using guidelines developed by the Charity Commission.

Key areas have been identified and an action plan has been developed. The Trustees have established a system to review and update this on an annual basis to ensure that these risks are mitigated.

2.3 Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge and experience it needs to govern, lead and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made, based on the skills, knowledge and experience the board needs and with full consideration of the benefits of diversity, including service user representation. We target recruitment to achieve both a balance of skills and representation.

2.4 Trustees' Responsibilities Statement

Company and charity law requires the Trustees to prepare the Trustees' Report and the financial statements for each financial year in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the 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 of the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees have overall responsibility for ensuring that the charity has appropriate system of controls, financial and otherwise. They are also responsible for keeping adequate accounting records which 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.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3. Objectives and Activities

3.1 Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
- d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

3.2 Our 5-Year Strategic Plan

Our Vision

People in our communities have the resilience, confidence, and support they need, to lead happier and healthier lives.

Our Mission

To be an accessible charity at the heart of our community, supporting and inspiring people to improve their health and wellbeing. We do this by delivering high quality services, codesigned with people who have disabilities and long-term health conditions, their carers, and those in difficulty.

Our Purpose

We will work with you, to ensure you get the information, advice and support you need, at times in your life when you need us.

Our Values

- We treat everyone with dignity and respect
- We are non-judgemental and respond to people's needs
- We are empathetic, sensitive and compassionate
- We have honesty and integrity in all that we do
- We are committed to continuous improvement, through learning and listening

Our Strategic Priorities

- Continue to develop a well-respected and accessible charity
- Codesign our activities and developments with our stakeholders, service users and partners
- Run a sustainable charity with the necessary financial, building and human resources
- Maintain effective and integrated governance

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3.2 Our 5-Year Strategic Plan continued

How we will deliver our Strategic Priorities

Continue to develop a well-respected and accessible charity

We will do this by:

- Living our values
- Reviewing and updating our strategy and business plan in light of the impacts created by the Covid pandemic
- Reviewing our communications plans, using our website, social media and local media outlets
- Ensure our messaging reflects we are a charity that is integral to the life of the city
- Demonstrating the impact we are having in the city on a regular basis and producing an annual impact report
- Continuously improve and work in line with charity best practice and charity commission guidance.
- Risk assessing all our work and developments, including safeguarding and working to best practice standards

Codesign our activities and developments with our stakeholders, service users and partners.

- Taking an active part in all aspects of Adult Social Care and Health planning across the city by seeking to influence policy and the development of new services through service user feedback and involvement in strategic forums across the VCSE (Voluntary Community and Social Enterprise Sector), PCC (Plymouth City Council), the LCP (Local Care Partnership), the Devon ICB (Integrated Care Board) and the emerging Devon ICS (Integrated Care System).
- Reviewing the purpose of our Mannamead Well-Being Hub to reflect multi agency working and integrated service delivery arrangements to better meet the needs of people in the area and across the wider city. To include the exploration of co-location arrangements with other agencies.
- Considering the option of service delivery in the evenings and at weekends to improve accessibility.
- Developing services based at the Ernest English House building in the city centre to complement the Mannamead Well Being Hub. Embracing further co-location opportunities with a range of organisations and services to achieve Well Being Hub status.
- Reviewing how we deliver services in the aftermath of the Covid pandemic to embrace hybrid working and service delivery arrangements.
- Developing our capacity to support people with Mental Health needs through partnership collaboration across Plymouth and wider parts of Devon.
- Reviewing how we support the needs of Young Adults throughout our service design with a particular focus on Young Adult Carers.
- Continuing to develop the Plymouth Veterans and Family Hub by creating a sustainable business model with a mixed income portfolio and a clearly defined core service model based on evidenced needs and service user feedback gathered over the last 3 years.

Run a sustainable charity with the necessary financial, building and human resources

- We will continue to develop our fundraising strategy to grow our income; over the next two years this will include the revenue and capital required to grow and develop the Veterans and Family Hub.
- We will look to grow our financial reserves to give a sustainable funding base for the charity.
- Continue improvements at Ernest English House with regard to its overall presentation, to accommodate a wider range of services with improved utilisation of rooms and a new system for receiving visitors at reception accessing the different 'drop-in' services.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3.2 Our 5-Year Strategic Plan continued

How we will deliver our Strategic Priorities continued

- Review our Digital strategy to ensure ILP operates safely with appropriate back up plans combined with more effective, efficient and accessible ways of engaging with our service users, partners and wider stakeholders.
- Ensure our staff and volunteer recruitment attracts skilled and experienced people, and provide support and training to enable them to deliver great services.

3.3 Ensuring Our Work Delivers Our Aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we aim to help. The review also helps us ensure our aim, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities and consider the main activities undertaken to further the charity's purposes for the public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set and as they are laid out in the Improving Lives Plymouth Strategic Plan and Operational Plans.

3.4 Activities and Developments

The main focus of the year will be for the CEO to review the strategy, business plan and all areas of organisational activity. To make interim recommendations pending a formal strategic review later in 22/23 with a remit to fully review the existing strategy and business plan that acknowledges the major challenges created by the Covid pandemic, cost of living crisis and the emerging health and social care pressures across the city and wider Devon. To ensure the long-term sustainability of ILP as an organisation and to effectively meet the needs of the people we support.

Improving Lives Plymouth has a number of longstanding services, which continue to thrive and develop.

They are:

- Sensory Solutions – a resource centre at the Mannamead Well Being Hub supporting people with low vision and/or impaired hearing combined with tailored personalised self-development courses.
- Advice Plymouth – a partnership between ILP and Citizens Advice Plymouth to provide accredited Information and Advice services across the city including the drop-in service at Ernest English House.
- Long-Term Conditions Self-Management – courses for people with chronic health issues affecting their lives.
- Better Futures – a day-centre for adults with learning difficulties based at Mannamead.
- Active for All – a wide range of physical activities for people with mental health needs, autism, learning difficulties and those with physical disabilities.
- Caring for Carers – A service undertaking statutory assessments for all Adult Carers aged over 18 years across Plymouth combined with support groups, advocacy, counselling, information and advice services.
- Plymouth Veterans and Family Hub - A peer support service combined with a wide range of positive activities, information, signposting and advice services.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3.4 Activities and Developments continued

In 2021/2 we started to develop new range of projects funded through contracts, grants and fundraising activity. These include the following.

- Age Positive (peer support for over 65s to support ageing well).
- Armed Forces Community Social Prescribing
- Well-Being Hub development with 4 local VCSE partners to create an integrated service across the city
- Plymouth Community Assist – A new complimentary front door to Adult Social Care and in partnership with Plymouth City Council and LiveWell SouthWest CIC.
- Changing Futures – a Plymouth wide project supporting people with lived experience of complex needs to undertake peer research to inform system wide changes to policy and practice across statutory and voluntary agencies.

Each service area has its own annual plan that describes the targets and outcomes they are seeking to achieve for their service users. These are performance managed by the board each quarter.

For further information go to our website: www.improvinglivesplymouth.org.uk

4. Our Achievements 2021/22

We are a long-established charity (started in 1907) with an excellent track record, we deliver health and social care services to meet the needs of people in Plymouth and the surrounding area. Working from our two hubs, one in the city centre and the other based in Mannamead. At any time we employ approximately 60 staff members and 80 volunteers delivering information and advice services to people with disabilities, their carers, and those who have long-term health conditions, or are in need. With 4 local charities and CICs we have co-designed and delivered a network of 5 neighbourhood well-being hubs in partnership with Plymouth City Council, connecting the local community to information and activities that support their health and emotional wellbeing.

We put people at the centre of what we do and build on our strength's, knowledge and experience, gained over many years. We worked with over 20,000 residents last year.

We successfully managed to continue supporting our clients throughout all the Covid restrictions. We achieved this through a hybrid working methodology of home working, restricted office/physical working arrangements, mask wearing, social distancing, regular testing, greater hygiene regimes and a mix of telephone and digital services. This meant all of our services continued throughout all of the lockdown periods amended to take these changes into account. We upgraded our I.T./Digital and communication systems plus refurbished several of our toilets and shared building areas through Covid grants to ensure greater hygiene and reducing transmissions for safe working. Overall, our annual income increased when many organisations struggled. Many of these adaptations will be maintained on a permanent basis moving forward as they are both more efficient and effective.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

4. Our achievements 2022 continued

Social Impact Statement

In 2021-22 ILP provided support to over 20,000 local people through information, advice, emotional and practical support.

Better Futures is a day centre for adults with learning disabilities and enables individuals to develop skills to live independently, through one-to-one support, group activities, life-skills, healthy living workshops and community activities. We support people to make healthy and safe choices. We ran over 4,000 support sessions for over 100 members with a learning disability.

Active for All supports and promotes inclusive physical activity in adults with disabilities and long-term health conditions including mental health and autism. 584 service users attended 560 sessions, including boccia, football, walking, basketball, gardening, golf, tennis, cycling and much more besides. Services were delivered in a mix of face to face and limited on-line provision. The walking groups proved more popular than usual with increased demand from people with mental health needs created by the effects of the pandemic.

Sensory Solutions makes a positive difference to the health and wellbeing of people with sensory loss, through the provision of specialist support, information, and advice. We helped 3,825 people, their families, and professionals. Most of this support was provided on a remote basis.

Information and Advice was provided to 8,450 people, and we helped obtain over £2 million in welfare benefits for those who needed it most. We run the Advice Plymouth Drop-In and Casework services in partnership with Citizens Advice Plymouth.

Caring for Carers We understand how difficult looking after someone can be, so we are here to help. We have 6,970 unpaid carers registered with us. We undertook over 600 assessments in the year under review and secured over £200,000 in personal budget. The service successfully transferred through on-line assessments and telephone support but with significantly less face-to-face support groups than normal through Covid.

Long-Term Conditions Self-Management course - My Health, My Way, empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life. Last year we delivered 12 courses, supporting 96 people. The number of courses was restricted overall due to Covid.

Plymouth Veterans and Family Hub supported over 800 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. The majority of work continued on-line and through telephone support throughout the Covid lockdowns.

Volunteering

This is at the core for much of our work. Many service users progress to become volunteer peer support workers and employed staff. We had 80 volunteers who were trained and accredited to work with ILP across all of our projects. Although their availability was restricted through Covid we estimate they still contributed over 1,000 hours of direct support.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

5. Financial Review

Total income for the year was £1,734,746 and total expenditure was £1,596,124 giving a net income and movement of funds of £138,622 before movement on investments. The income of the charity is primarily from contracts for health and wellbeing services with Plymouth City Council, NEW Devon CCG (Clinical Commissioning Group), National Lottery Community Fund, Armed Forces Covenant Fund Trust Funding and Royal Marines Royal Navy Charity as disclosed at note 3 and how this was used is explained at note 6. The restricted expenditure includes 1,374 small Personal Independence Payments to carers totalling £233,359.

The Trustees use a discretionary management service with a risk classification of 'cautious with risk' with Brewin Dolphin as investment advisors. At the year end the market value of the portfolio had increased by £19,083 to £380,647 and this reflects the general movement of the global market in the period of the Covid-19 pandemic.

Therefore, the net upward movement on funds for the year was £157,705 and net funds were £1,306,394 which is largely represented by the charity's fixed assets.

The charity has adapted the way of delivering services throughout the Covid-19 pandemic where the majority of employees were required to work from home. Contracted services will continue to be delivered going forward. The directors do not consider the assets of the charity significantly impaired at the year-end as a result of the pandemic. The directors believe the charity is a going concern after reviewing future income and expenditure models as explained in 7.4 below.

The Trustees aim to hold three to four months of the current level of resources expended. The charity Funds are stated at note 24. Following the investment in the infrastructure of the freehold property free reserves have decreased and the Trustees have put in place annual targets to increase the level of reserves in the future. It is felt that this level of reserves is appropriate as a minimum, it provides a safety net to ensure that services could continue, and a breathing space is provided, should funding be reduced significantly.

6. Fund-raising Standards Information

Improving Lives Plymouth is registered with the independent national Fundraising Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

7. Plans for Future Periods

- 7.1 Our plans for the short and medium term have been impacted, as many charities and organisations, by the Covid-19 virus, lockdown and social restrictions. With the appointment of our new CEO on March 21st, 2021, we have started to undertake a fundamental review of our strategy and business plan to ensure it is fit to meet the new realities of a post-covid world with the added complications of an increase in the cost of living. We expect to make permanent changes in how we develop our services to accommodate hybrid working arrangements (home/office/video conferencing), to embrace closer strategic partnership working with related charities across Plymouth and Devon. To explore the development of a new digital strategy, a fundraising strategy and a workforce plan all combined with redeveloping our core finance and business support functions to provide greater resilience and a platform for future sustainable growth. Ensuring we are secure to meet future shocks and that we embrace an adaptive strategic approach in an increasingly complex world.
- 7.2 All indications are that there will be significant negative Health, Social Care, Economic and Mental Health challenges on the UK population due to the impact of Covid and wider societal changes created by Brexit, the cost of living crisis and Climate Change. The demands on Adult Social Care are higher in Plymouth than the national average with further deficit budgets predicted by the Local Authority. There are significant changes planned by Government to the wider Health and Social care system which will impact on ILP as we are largely a commissioned based charity. In particular, ILP will continue to develop strategies that can support the wider mental health needs alongside the physical health, social care and learning disabilities of our current client base and the wider population. Plus, we will explore how we can support other vulnerable groups across the wider Devon where appropriate.
- 7.3 With more remote and home working arrangements we will explore how we can maximise the building facilities at our Mannamead and Ernest English House offices to provide a wider set of Health, Mental Health and Social Care services to support our local populations through colocation arrangements and extended opening hours where possible.
- 7.4 We are now slowly moving into a new phase of a post Covid world with a heightened concern to assess risk and keep our activities safe for all.
- 7.5 The charity has proved itself to be resilient, creative, and person centred, through a very difficult period. We anticipate that our plans for 22/23 and beyond will have to embrace learnings from the previous 12 months and adapt to a more uncertain environment.
- 7.6 We will support our new CEO with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities.

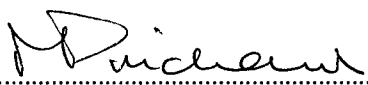
8. Statement of Disclosure of Information to Auditors

We, the directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

- there is no relevant audit information of which the company's auditor is unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Signed on behalf of the
Trustee Board

J Prichard


.....

(Chairman)

E Steed


.....

Date approved by the Trustee Board: 12 December 2022

IMPROVING LIVES PLYMOUTH

Independent Auditors' Report to the Members of Improving Lives Plymouth

Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charitable company') for the year ended 31 March 2022 which comprise Statement of Financial Activities, Statement of Financial Position, Statement of Cashflows 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 2022, 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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 course of 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.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (continued)

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report incorporating the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the 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 directors' 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 returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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 3, 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 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:

Based on our understanding of the charity and the sector in which it operates, we identified that the principal laws and regulations that directly affect the financial statements to be relevant charities' and companies' acts in the UK and Ireland and the Charities SORP (FRS 102) (second edition - October 2019). We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (continued)

In addition the charity is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: employment law, safeguarding vulnerable groups and data protection legislation. The charity has implemented procedures to mitigate non-compliance with those laws and regulations, including fraud, which we test and review. We believe the audit engagement team is competent to identify areas of non-compliance with laws and regulations.

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.

Audit procedures performed by the engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and the various charity regulators;
- reviewing the charity's data breach register;
- challenging assumptions made by management in their significant accounting estimates in particular in relation to the deferred income, and
- in addressing the risk of fraud through management override of controls; reviewing the appropriateness of journal entries and other adjustments, in particular any journals posted by the finance department.

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

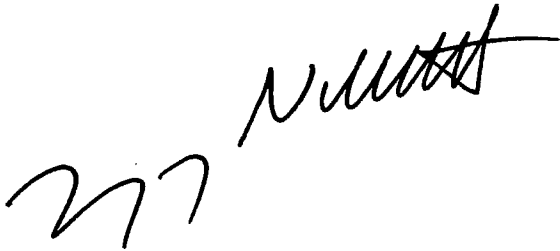
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (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.



**Guy Northcott (Senior Statutory Auditor)
For and on behalf of Northcott Trumfield
Chartered Accountants and
Statutory Auditor**

Date: 12 December 2022

**Devonshire Villa
52 Stuart Road
Stoke
Plymouth
PL3 4EE**

IMPROVING LIVES PLYMOUTH

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account) YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	2022 Restricted Funds £	Total £	2021 Total £
Income and endowments from:					
Donations and legacies	2	21,381	-	21,381	34,087
Charitable activities	3	1,233,754	468,762	1,702,516	1,577,892
Other trading activities	4	-	-	-	3,120
Investment income	5	10,849	-	10,849	11,801
Total income and endowments		<u>1,265,984</u>	<u>468,762</u>	<u>1,734,746</u>	<u>1,626,900</u>
Expenditure on:					
Raising funds	6	14,014	10,094	24,108	35,596
Charitable activities	6	1,101,678	470,338	1,572,016	1,572,995
Total expenditure		<u>1,115,692</u>	<u>480,432</u>	<u>1,596,124</u>	<u>1,608,591</u>
Net income/(expenditure) and net movement in funds before gains and losses on investments		150,292	(11,670)	138,622	18,309
Net gains/(losses) on investments	14	19,083	-	19,083	58,207
Net income/(expenditure)		<u>169,375</u>	<u>(11,670)</u>	<u>157,705</u>	<u>76,516</u>
Transfers between funds		(19,261)	19,261	-	-
Other recognised gains/(losses)		-	-	-	-
Net movement in funds	24	<u>150,114</u>	<u>7,591</u>	<u>157,705</u>	<u>76,516</u>
Reconciliation of funds:					
Total funds brought forward	24	1,148,689	-	1,148,689	1,072,173
Total funds carried forward	24	<u>1,298,803</u>	<u>7,591</u>	<u>1,306,394</u>	<u>1,148,689</u>

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

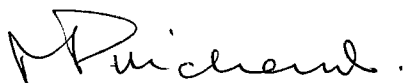
IMPROVING LIVES PLYMOUTH

STATEMENT OF FINANCIAL POSITION YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible	13	859,485	877,821
Investments	14	<u>380,647</u>	<u>361,564</u>
		<u>1,240,132</u>	<u>1,239,385</u>
Current assets			
Stocks	15	3,813	3,770
Debtors	16	68,298	7,579
Investments	17	-	-
Cash at bank and in hand	17	<u>453,374</u>	<u>246,362</u>
		<u>525,485</u>	<u>257,711</u>
Creditors			
Amounts falling due within one year	18	<u>(399,223)</u>	<u>(275,073)</u>
Net current assets/(liabilities)			
		126,262	(17,362)
Total assets less current liabilities			
		<u>1,366,394</u>	<u>1,222,023</u>
Creditors			
Amounts falling due after more than one year	19	(60,000)	(73,334)
Net assets			
	26	<u>1,306,394</u>	<u>1,148,689</u>
Charity funds			
Revaluation reserve	24	67,386	63,306
Unrestricted funds	24	1,031,417	885,383
Designated funds	24	200,000	200,000
Restricted funds	24	7,591	-
		<u>1,306,394</u>	<u>1,148,689</u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime. These financial statements were approved and authorised for issue by the Board of Trustees on 12 December 2022 and were signed on their behalf by:

J Prichard



E Steed



Company No. 02610208

The notes on pages 18 to 35 form part of these accounts.

IMPROVING LIVES PLYMOUTH

STATEMENT OF CASH FLOWS AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flow from operating activities	21	211,898	161,147
Interest paid	7	<u>(3,234)</u>	<u>(3,186)</u>
Net cash flow from operating activities		208,664	157,961
Cash flow from investing activities			
Payments to acquire tangible fixed assets	13	(1,378)	(6,315)
Payments to acquire investments	14	(45,162)	(45,691)
Receipts from sale of investments	14	47,373	47,562
Dividends receivable	5	10,849	11,790
Interest receivable	5	-	11
Net cash flow from investing activities		<u>11,682</u>	<u>7,357</u>
Cash flow from financing activities			
Repayment of borrowing	19	<u>(13,334)</u>	<u>(13,333)</u>
Net increase/(decrease) in cash and cash equivalents		207,012	151,985
Cash and cash equivalents at start of April 2021	17	246,362	94,377
Cash and cash equivalents at end of March 2022	17	<u>453,474</u>	<u>246,362</u>
Cash and cash equivalents consist of:			
Current accounts and cash in hand	17	<u>453,474</u>	<u>246,362</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Summary of significant accounting policies

(a) General information and basis of preparation

Improving Lives Plymouth is a private company limited by guarantee registered in England in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
- c) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) (second version - October 2019), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

(c) **Income recognition**

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charity where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Incoming resources are only deferred when the income is for a future period and/or has imposed conditions which must be satisfied prior to the charity having entitlement to the income.

(d) **Expenditure recognition**

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Charitable expenditure and administration costs comprise direct expenditure including direct staff costs attributable to the activity.

Support costs include central costs and have been allocated to activity cost categories on a basis consistent with use of resources. Governance costs are identified as costs associated with statutory constitutional requirements.

Grants payable are charged in the year when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as an intention, but not accrued as expenditure.

(e) **Fixed assets and depreciation**

Freehold properties: No depreciation is charged on these properties as the lives of the properties are considered to be so long and the residual values based on cost or subsequent revaluation to be high enough to ensure there is no significant annual depreciation. Freehold land is not depreciated. Annual review takes place to establish any permanent diminution in values of fixed assets.

Depreciation is provided to write off the cost of tangible fixed assets in equal instalments over their estimated useful economic life. The estimated useful lives are as follows:

Long leasehold land and buildings	Amortised over life of lease
Fixtures, fittings and furniture	4 years to 15 years
Computer equipment	3 years

Expenditure less than £1,000 is not capitalised except for assets gifted in kind where the value of the equipment is deemed to be more than £1,000.

(f) **Investments**

Investments held as fixed assets are recognised initially at fair value which is normally the transaction price excluding transaction costs. Investments are held primarily for an investment return.

Subsequently they are measured at fair value with changes recognised in net gains/losses on investments in the SOFA if the shares are publically traded or their fair value can be otherwise measured reliably.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

(g) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost is the cost of purchase and is calculated on a first in first out formula.

(h) Operating leases

Operating lease rentals are charged to the income and expenditure account and the statement of financial activities as they fall due.

(i) Pensions

The charity operates a Group Personal Pension Scheme on behalf of its employees. This is a defined contribution scheme. These costs are charged to the income and expenditure account and the statement of financial activities as they fall due.

(j) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(l) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

(m) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

(n) Key accounting judgements and sources of estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable in the circumstances.

Critical judgements in applying the Charity's accounting policies

i) Deferred income (notes 3 and 18)

Income is recognised in the statement of financial activities when the following criteria has been met: the charity is entitled to the income, it is considered probable that the income will be received and the income can be reliably measured. Where terms and conditions (including performance related conditions) have not been met or uncertainty exists as to whether the charity can meet the terms or conditions otherwise within its control, the income is not recognised but deferred as a liability until it is probable that the terms or conditions imposed can be met.

Key accounting estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

i) Deferred income (notes 3 and 18)

The charity is commissioned to deliver projects and services which often straddle the financial year end. Annually, the charity reviews the terms and conditions to assess whether the criteria for recognising the income have been met. Where some of the conditions have been met, the charity estimates the proportion of income to which the charity is entitled and the balance of income received in advance is deferred as a liability on the Balance Sheet. This requires estimation of the delivery of any performance related conditions or compliance with certain terms attached to the income.

2. Donations and gifts

	Unrestricted General £	Restricted General £	2022 Total £	2021 Total £
Legacy	10,000	-	10,000	-
Wolferstans LLP	3,000	-	3,000	-
Gifts and donations	8,381	-	8,381	11,087
Devon Community Foundation DCRR	-	-	-	7,500
Hampton House	-	-	-	2,500
Devon Masonic Charitable Fund	-	-	-	8,000
Medlock Charity	-	-	-	5,000
	<u>21,381</u>	<u>-</u>	<u>21,381</u>	<u>34,087</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

3. Income from charitable activities

2022	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	2022 Total	2021 Total
Unrestricted							
(a) Contracts and grants	£	£	£	£	£	£	£
Plymouth City Council	-	-	359,212	315,518	-	674,730	589,499
Plymouth City Council Covid-19	-	-	-	-	-	-	39,500
NEW Devon CCG	-	-	43,790	-	-	43,790	43,790
Citizens Advice Plymouth	-	290,842	-	-	-	290,842	284,333
Hospitals NHS Trust	-	2,600	19,500	-	-	22,100	22,100
Livewell South West	-	-	2,000	-	-	2,000	5,000
Bernard Sunley	5,000	-	-	-	-	5,000	-
Garfield Weston Foundation	9,375	-	-	-	-	9,375	15,625
Carers Trust	-	-	-	47,477	-	47,477	-
IFC Grant	22,451	-	-	5,300	-	27,751	20,000
Devon Community Fund	-	-	-	-	4,000	4,000	-
The Hobson Charity	-	-	-	-	5,000	5,000	-
Army Benevolent Fund	-	-	-	-	10,000	10,000	15,000
Other	2,000	-	13,269	1,575	-	16,844	10,962
	<u>38,826</u>	<u>293,442</u>	<u>437,771</u>	<u>369,870</u>	<u>19,000</u>	<u>1,158,909</u>	<u>1,045,809</u>
(b) Other income sources							
Personal Budget Services	-	-	11,254	-	-	11,254	7,711
Other	88	464	6,599	4,733	-	11,884	5,799
Sale of goods	-	-	3,584	-	-	3,584	2,164
	<u>88</u>	<u>464</u>	<u>21,437</u>	<u>4,733</u>	<u>-</u>	<u>26,722</u>	<u>15,674</u>
(c) Rent	48,123	-	-	-	-	48,123	54,345
	<u>87,037</u>	<u>293,906</u>	<u>459,208</u>	<u>374,603</u>	<u>19,000</u>	<u>1,233,754</u>	<u>1,115,828</u>
Restricted							
(a) Contracts and grants							
Plymouth City Council	-	-	-	233,359	-	233,359	232,895
Royal Navy Royal Marines Welfare	-	-	-	-	56,533	56,533	66,219
Armed Forces Covenant Fund	-	-	-	-	93,286	93,286	124,617
Royal Navy Royal Marines Charity supported by Greenwich Hospital	-	-	-	-	40,000	40,000	-
Aged Veterans Fund Funding	-	-	-	-	31,667	31,667	8,333
Royal Air Force Benevolent Fund	-	-	-	-	6,667	6,667	-
National Lottery Community Fund	-	-	7,250	-	-	7,250	30,000
Total restricted by activity	<u>-</u>	<u>-</u>	<u>7,250</u>	<u>233,359</u>	<u>228,153</u>	<u>468,762</u>	<u>462,064</u>
Total						<u>1,702,516</u>	<u>1,577,892</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

3. Income from charitable activities (cont'd)

2021	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	2021 Total	2020 Total
Unrestricted							
(a) Contracts and grants	£	£	£	£	£	£	£
Plymouth City Council	25,036	-	283,413	281,050	-	589,499	579,012
Plymouth City Council Covid-19	25,000	-	-	14,500	-	39,500	-
NEW Devon CCG	-	-	43,790	-	-	43,790	107,601
Citizens Advice Plymouth	-	284,333	-	-	-	284,333	218,520
Hospitals NHS Trust	-	2,600	19,500	-	-	22,100	22,100
Livewell South West	-	-	5,000	-	-	5,000	5,000
South West Water	-	-	-	-	-	-	9,000
Garfield Weston Foundation	15,625	-	-	-	-	15,625	1,500
Devon and Cornwall Police	-	-	-	-	-	-	19,688
IFC Grant	10,000	-	5,000	5,000	-	20,000	3,000
Army Benevolent Fund	-	-	-	-	15,000	15,000	4,000
Other	-	-	3,954	3,675	3,333	10,962	-
	<u>75,661</u>	<u>286,933</u>	<u>360,657</u>	<u>304,225</u>	<u>18,333</u>	<u>1,045,809</u>	<u>969,421</u>
(b) Other income sources							
Personal Budget Services	-	-	7,711	-	-	7,711	10,619
Other	-	464	3,842	703	790	5,799	28,503
Sale of goods	-	-	2,164	-	-	2,164	6,794
	<u>-</u>	<u>464</u>	<u>13,717</u>	<u>703</u>	<u>790</u>	<u>15,674</u>	<u>45,916</u>
(c) Rent	54,345	-	-	-	-	54,345	53,868
	<u>130,006</u>	<u>287,397</u>	<u>374,374</u>	<u>304,928</u>	<u>19,123</u>	<u>1,115,828</u>	<u>1,069,205</u>
Restricted							
(a) Contracts and grants							
Plymouth City Council	-	-	-	232,895	-	232,895	254,289
Royal Navy Royal Marines Welfare	32,886	-	-	-	33,333	66,219	34,576
Armed Forces Covenant Fund	-	-	-	-	124,617	124,617	19,895
Royal Navy Royal Marines Charity supported by Greenwich Hospital	-	-	-	-	-	-	6,667
Aged Veterans Fund Funding	-	-	-	-	8,333	8,333	30,787
National Lottery Community Fund Coronavirus Community Support Fund	30,000	-	-	-	-	30,000	-
Total restricted by activity	<u>62,886</u>	<u>-</u>	<u>-</u>	<u>232,895</u>	<u>166,283</u>	<u>462,064</u>	<u>346,214</u>
Total						<u>1,577,892</u>	<u>1,415,419</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

4. Other trading activities

	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	2022 Total	2021 Total
	£	£	£	£	£	£	£
Fundraising and other	-	-	-	-	-	-	3,120

5. Income from investments

	2022 £	2021 £
Income from quoted investments	10,849	11,790
Other interest receivable	-	11
	<u>10,849</u>	<u>11,801</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

6. (a) Analysis of expenditure on charitable activities

2022	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	Carers Payments	2022 Total	2021 Total
	£	£	£	£	£	£	£	£
Unrestricted:								
Human resources	-	196,640	282,790	195,442	17,773	-	692,645	594,327
Administration	-	578	1,412	1,203	-	-	3,193	1,488
Travel training and volunteers	-	1,122	3,873	505	-	-	5,500	8,269
Project activities	-	3,491	6,853	63,467	5,000	-	78,811	57,820
Cost of goods sold	-	-	2,277	-	-	-	2,277	4,862
Support costs (note 7)	8,616	106,423	136,620	45,722	-	-	297,381	337,533
Depreciation (note 13)	-	5,026	7,965	2,760	-	-	15,751	17,804
Impairment of asset	-	-	-	-	-	-	-	43,353
Governance (note 8)	6,120	-	-	-	-	-	6,120	5,160
	<u>14,736</u>	<u>313,280</u>	<u>441,790</u>	<u>309,099</u>	<u>22,773</u>	<u>-</u>	<u>1,101,678</u>	<u>1,144,799</u>
Restricted:								
Human resources	-	-	7,250	-	120,232	-	127,482	100,933
Administration	-	-	-	-	405	-	405	1,829
Travel training and volunteers	-	-	-	-	2,520	-	2,520	944
Project activities	-	-	-	-	22,806	233,359	256,165	246,331
Support costs	-	-	-	-	79,803	-	79,803	78,159
Depreciation	-	-	-	-	3,963	-	3,963	-
	<u>-</u>	<u>-</u>	<u>7,250</u>	<u>-</u>	<u>229,729</u>	<u>233,359</u>	<u>470,338</u>	<u>428,196</u>
Total							<u>1,572,016</u>	<u>1,572,995</u>
Personal Independence Payments (PIPs) payable							Carers Fund £	Carers Fund £
Payments to 1,374 individuals (2021 : 1,390)							<u>233,359</u>	<u>232,985</u>

Support costs for the Carers Funds are included within unrestricted support costs of Disability and Carers Services.

(b) Analysis of raising funds expenditure

	Un-Restricted £	Plymouth Veterans and Family Hub £	2022 £	2021 £
Fundraiser contractor	10,070	10,090	20,160	32,850
Investment management	2,250	2	2,252	1,960
Other	1,694	2	1,696	786
	<u>14,014</u>	<u>10,094</u>	<u>24,108</u>	<u>35,596</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

6. (a) Analysis of expenditure on charitable activities (cont'd)

2021	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	Carers Payments	2021 Total	2020 Total
	£	£	£	£	£	£	£	£
Unrestricted:								
Human resources	20,999	193,778	267,021	173,664	-	-	655,462	594,327
Administration	-	574	1,347	1,667	-	-	3,588	1,488
Travel training and volunteers	-	746	2,644	409	-	-	3,799	8,269
Project activities	82	2,118	11,787	60,070	2,384	-	76,441	57,820
Cost of goods sold	-	-	1,659	-	-	-	1,659	4,862
Contract delivery partners	-	-	-	-	-	-	-	81,636
Support costs (note 7)	40,684	92,826	141,247	45,117	17,659	-	337,533	312,906
Depreciation (note 13)	805	5,230	8,751	3,018	-	-	17,804	16,371
Impairment of asset	43,353	-	-	-	-	-	43,353	-
Governance (note 8)	5,160	-	-	-	-	-	5,160	5,160
	<u>111,083</u>	<u>295,272</u>	<u>434,456</u>	<u>283,945</u>	<u>20,043</u>	<u>-</u>	<u>1,144,799</u>	<u>1,082,839</u>
Restricted:								
Human resources	25,867	-	-	-	75,066	-	100,933	75,704
Administration	840	-	-	-	989	-	1,829	1,311
Travel training and volunteers	144	-	-	-	800	-	944	2,806
Project activities	-	-	-	-	13,436	232,895	246,331	235,625
Support costs	36,035	-	-	-	42,124	-	78,159	38,765
	<u>62,886</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>132,415</u>	<u>232,895</u>	<u>428,196</u>	<u>354,211</u>
Total							<u>1,596,124</u>	<u>1,572,995</u>
Personal Independence Payments (PIPs) payable							Carers Fund £	Carers Fund £
Payments to 1,390 individuals (2020 : 1,351)							<u>232,985</u>	<u>231,732</u>

Support costs for the Carers Funds are included within unrestricted support costs of Disability and Carers Services.

(b) Analysis of raising funds expenditure

	Un-Restricted £	Plymouth Veterans and Family Hub £	2021 £	2020 £
Fundraiser contractor	-	32,850	32,850	-
Investment management	1,960	-	1,960	2,190
Other	786	-	786	4,071
	<u>2,746</u>	<u>32,850</u>	<u>35,596</u>	<u>6,261</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

7. Allocation of support costs

	Basis of Allocation	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans And Family Hub	2021 Total	2020 Total
		£	£	£	£	£	£	£
Unrestricted:								
Human resources	(b)	-	50,988	80,781	27,993	-	159,762	151,720
Administration	(b)	1,450	18,588	25,312	7,719	-	53,069	56,678
Insurance	(b)	-	3,928	6,224	2,157	-	12,309	13,365
Premises	(a)	5,354	23,097	10,576	3,311	-	42,338	75,069
Information technology	(b)	499	4,278	6,106	2,059	-	12,942	22,821
Communications	(b)	1,313	4,647	6,196	1,989	-	14,145	14,292
Travel training and volunteers	(b)	-	73	118	41	-	232	402
Bank interest	(b)	-	824	1,307	453	-	2,584	3,186
		<u>8,616</u>	<u>106,423</u>	<u>136,620</u>	<u>45,722</u>	<u>-</u>	<u>297,381</u>	<u>337,533</u>
Restricted:								
Human resources		-	-	-	-	40,191	40,191	73,958
Administration		-	-	-	-	13,899	13,899	2,501
Insurance		-	-	-	-	3,096	3,096	600
Premises		-	-	-	-	15,401	15,401	600
Information technology		-	-	-	-	3,214	3,214	-
Communications		-	-	-	-	3,294	3,294	500
Travel training and volunteers		-	-	-	-	58	58	-
Bank interest		-	-	-	-	650	650	-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>79,803</u>	<u>79,803</u>	<u>78,159</u>

(a) Premises support costs are allocated on a basis of floor space.

(b) All other costs are allocated on a weighted factor index which incorporates personnel and time usage.

8. Governance costs

	2022 £	2021 £
Auditor Remuneration	<u>6,120</u>	<u>5,160</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

9. Net income/(expenditure) for the year

	2022 £	2021 £
The net income/expenditure for the year is stated after charging:		
Governance costs:		
Auditor's remuneration - audit	4,720	3,825
- other financial services	1,400	1,335
Rentals paid under operating leases – other operating leases	9,236	9,289
Depreciation and loss on write off of assets*	19,714	61,157 *
Profit/(loss) on fair value movement of investments	19,083	58,207

* Exceptional item:- previously capitalised professional costs of £43,353 in relation to a project to substantially develop leasehold premises were written off as the project was aborted as a consequence of the Covid-19 pandemic.

10. Staff numbers and costs

The average number of employees and full time equivalents during the year (excluding trustees) by activity were:

	2022		2021	
	Number	FTE	Number	FTE
Information and Advice	12	8	13	8
Disability and Long Term Health Conditions	16	11	15	10
Caring for Carers	10	8	9	5
Plymouth Veterans & Family Hub	7	6	6	3
Support	10	8	14	8
	<u>55</u>	<u>41</u>	<u>57</u>	<u>34</u>

Staff costs in respect of these employees were as follows:

	2022 £	2021 £
Salary and wages	923,185	894,356
Social Security	57,960	52,776
Defined contribution pension	38,935	34,941
	<u>1,020,080</u>	<u>982,073</u>

No employee earned £60,000 per annum or more.

None of the trustees or persons connected with them received any emoluments or expenses during the year.

The total amount of employee benefits received by key management personnel is £139,899 (2021 : £80,537).

The charity considers its key management personnel comprise the trustees, Chief Executive and Senior Management Officers (previously Chief Executive and Assistant Chief Executive Officers).

11. Interest payable

	2022 £	2021 £
Mortgage	<u>3,234</u>	<u>3,186</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

12. Taxation

As a charity, the company has taken advantage of the exemptions from taxation available under S505 Income and Corporation Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13. Tangible fixed assets

	Freehold land and buildings	Long leasehold properties and improvements	Fixtures, fittings and computer equipment	Total
	£	£	£	£
Cost				
At beginning of year	650,333	352,291	147,300	1,149,924
Additions	-	-	1,378	1,378
Impairment	-	-	-	-
At end of year	<u>650,333</u>	<u>352,291</u>	<u>148,678</u>	<u>1,151,302</u>
Depreciation				
At beginning of year	-	165,865	106,238	272,103
Charge for year	-	8,863	10,851	19,714
Eliminated on Disposals	-	-	-	-
At end of year	<u>-</u>	<u>174,728</u>	<u>117,089</u>	<u>291,817</u>
Net book value				
At 31 March 2022	<u>650,333</u>	<u>177,563</u>	<u>31,589</u>	<u>859,485</u>
At 1 April 2021	<u>650,333</u>	<u>186,426</u>	<u>41,062</u>	<u>877,821</u>

Tangible fixed assets with a net book value of £859,485 (2021 : £877,821) have been pledged as security for liabilities of the charity.

The charity has a long leasehold interest for the use of Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

14. Fixed asset investments

	2022 £	2021 £
Market value at beginning of the year	361,564	303,357
Additions	45,162	45,691
Disposals	(47,373)	(47,562)
Net gains/(losses) on revaluation at end of period	19,083	58,207
Cash movement	2,211	1,871
Market value at end of the year	<u>380,647</u>	<u>361,564</u>
<i>Investments comprise:</i>		
UK fixed interest	47,074	51,802
UK equities	102,636	101,372
Foreign Equities	219,435	199,099
Cash	11,502	9,291
	<u>380,647</u>	<u>361,564</u>
Market value of investments significant to the portfolio (>5%):		
Fidelity UCITS ICA US QUAL	24,962	20,994
Insight Investment Fds Management UK	20,090	19,324
JP Morgan Funds Limited US Equity	44,166	37,345
SSGA SPDR S&P US Dividends	38,681	33,682
	<u>38,681</u>	<u>33,682</u>

The fair value of listed investments is determined by reference to the quoted price for identical assets in an active market at the balance sheet date.

15. Stocks

	2022 £	2021 £
Goods for resale	<u>3,813</u>	<u>3,770</u>

16. Debtors

	2022 £	2021 £
Prepayments	3,431	4,643
Accrued income	65,826	2,936
	<u>68,298</u>	<u>7,579</u>

17. Cash at bank and in hand

	2022 £	2021 £
Current accounts and cash in hand	<u>453,374</u>	<u>246,362</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

18. Creditors: Amounts falling due within one year

	2022 £	2021 £
Bank loan	13,333	13,333
Trade creditors	24,100	43,945
Other tax and social security	15,870	12,920
Other creditors	27,821	29,524
Accruals	17,802	28,592
Deferred income	300,297	146,759
	<u>399,223</u>	<u>275,073</u>
Deferred Income:		
Balance brought forward	146,759	130,516
Amount released to income	(146,759)	(130,516)
Additions during the year	300,297	146,759
	<u>300,297</u>	<u>146,759</u>

Deferred income comprises of resources received that do not meet the criteria for recognition as income at the financial year end.

The mortgage of £73,333 (2021 : £86,667) is secured by a first legal charge over the premises known as 156 Mannamead Road, Plymouth, PL3 5QL, which represents approximately 11% of the property's value in the balance sheet, together with a floating charge over all the assets of the charity.

19. Creditors: Amounts falling due outside one year

	2022 £	2021 £
Mortgage: repayable 2 to 5 years	53,333	53,328
repayable after 5 years	6,667	20,006
	<u>60,000</u>	<u>73,334</u>

Mortgage terms of repayment are £3,333 quarterly capital repayment and interest is payable at 3.1% on the principal amount with the loan maturing in August 2024.

20. Interest in Freehold Property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and has no legal interest in any revenue that it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the SORP (FRS 102)'. Henceforth this asset is valued at a cost of £nil in these financial statements.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

21. Reconciliation of net income or expenditure to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for the year	157,705	76,516
Dividends received	(10,849)	(11,790)
Interest received	-	(11)
Interest payable	3,234	3,186
Depreciation and impairment	19,714	61,157
Gain/loss on investment	(19,083)	(58,207)
(Increase)/decrease in stocks	(43)	-
(Increase)/decrease in debtors	(60,719)	20,048
Increase/(decrease) in creditors	124,150	72,119
(Increase)/decrease in investment cash	(2,211)	(1,871)
Cash flow from operating activities	<u>211,898</u>	<u>161,147</u>

22. Pensions – Defined contribution pension plans

The charity operates a defined contribution pension plan for its employees and auto-enrolment. The amount recognised as an expense in the year is £38,935 (2021 : £34,931), and £6,685 was a liability at the year end.

23. Operating leases

Total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods:

	2022 £	2021 £
Payments due:		
Not later than one year	6,703	7,837
Later than one year and not later than five years	7,903	14,206
Later than five years	12,800	13,200
	<u>27,406</u>	<u>35,243</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

24. Fund reconciliation 2022

	Balance at beginning of the year £	Income £	Expenditure £	Transfers In £	Transfers Out £	Gains/ (Losses) £	Balance at end of the year £
Unrestricted funds							
General fund	94,229	1,265,984	(1,115,692)	5,002	(23,341)	19,083	245,265
Fixed Asset fund	791,154	-	-	-	(5,002)	-	786,152
Revaluation reserve	63,306	-	-	4,080	-	-	67,386
	<u>948,689</u>	<u>1,265,984</u>	<u>(1,115,692)</u>	<u>9,082</u>	<u>(28,343)</u>	<u>19,083</u>	<u>1,098,803</u>
Designated funds							
Revenue reserve	<u>200,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>200,000</u>
Restricted funds							
Carers fund	-	233,359	(233,359)	-	-	-	-
National Lottery Community Fund: Coronavirus Community Support Fund	-	7,250	(7,250)	-	-	-	-
Plymouth Veterans and Family Hub	-	228,153	(239,823)	19,261	-	-	7,591
	<u>-</u>	<u>468,762</u>	<u>(480,432)</u>	<u>19,261</u>	<u>-</u>	<u>-</u>	<u>7,591</u>
Total funds	<u>1,148,689</u>	<u>1,734,746</u>	<u>(1,596,124)</u>	<u>28,343</u>	<u>(28,343)</u>	<u>19,083</u>	<u>1,306,394</u>

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in assets less the mortgage to enable the charity to deliver services.

The Revaluation Reserve represents the difference between the year end market value of the investment portfolio and the original cost of those investments.

Designated Funds:

The Revenue Reserve represents the reserves policy of the charity aiming to hold three to four months of running costs, represented by investments.

Restricted Funds represent income given to Improving Lives Plymouth for specific activities and are strictly restricted in their application and the details of income and expenditure are in notes 3 and 6.

The Carers fund is income from Plymouth City Council to be distributed to carers over the age of 18 in the City of Plymouth to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

Plymouth Veterans and Family Hub Fund:

The Hub works with local health service partners to help veterans get the support they are entitled to under the military covenant. Health and wellbeing training is provided with veterans to raise awareness of entitlement, growing understanding of issues facing veterans, their families and carers.

National Lottery Community Fund: Coronavirus Community Support Fund:

The fund is to support charities in financial difficulty as a result of the pandemic to maintain services.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

25. Fund reconciliation 2021

	Balance at beginning of the year £	Income £	Expenditure £	Transfers In £	Transfers Out £	Gains/ (Losses) £	Balance at end of the year £
Unrestricted funds							
General fund	36,018	1,164,836	(1,147,545)	-	(17,287)	58,207	94,229
Fixed Asset fund	832,663	-	-	-	(41,509)	-	791,154
Revaluation reserve	4,510	-	-	58,796	-	-	63,306
	<u>873,191</u>	<u>1,164,836</u>	<u>(1,147,545)</u>	<u>58,796</u>	<u>(58,796)</u>	<u>58,207</u>	<u>948,689</u>
Designated funds							
Revenue reserve	200,000	-	-	-	-	-	200,000
Restricted funds							
Carers fund	-	232,895	(232,895)	-	-	-	-
Royal Navy Royal Marines Welfare	-	32,886	(32,886)	-	-	-	-
National Lottery Community Fund: Coronavirus Community Support Fund	-	30,000	(30,000)	-	-	-	-
Plymouth Veterans and Family Hub	(1,018)	166,283	(165,265)	-	-	-	-
	<u>(1,018)</u>	<u>462,064</u>	<u>(461,046)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total funds	<u>1,072,173</u>	<u>1,626,900</u>	<u>(1,608,591)</u>	<u>58,796</u>	<u>(58,796)</u>	<u>58,207</u>	<u>1,148,689</u>

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in assets less the mortgage to enable the charity to deliver services.

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National Lottery Community Fund: Coronavirus Community Support Fund:

The fund is to support charities in financial difficulty as a result of the pandemic to maintain services.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

26. Analysis of net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Fixed assets	<u>1,040,132</u>	<u>200,000</u>	<u>-</u>	<u>1,240,132</u>
Stocks	3,813	-	-	3,813
Debtors	68,298	-	-	68,298
Cash at bank	<u>377,812</u>	<u>-</u>	<u>75,562</u>	<u>453,374</u>
Current assets	<u>449,923</u>	<u>-</u>	<u>75,562</u>	<u>525,485</u>
Creditors: Amounts falling due within one year	(331,252)	-	(67,971)	(399,223)
Net current assets/(liabilities)	<u>118,671</u>	<u>-</u>	<u>7,591</u>	<u>126,262</u>
Creditors: Amounts falling due outside one year	(60,000)	-	-	(60,000)
Total net assets	<u>1,098,803</u>	<u>200,000</u>	<u>7,591</u>	<u>1,306,394</u>

27. Related party transactions

There are no related party transactions during the year (2021 : £nil).

28. Financial instruments - Mortgage

Financial investments measured at amortised cost comprise the loan financing provided by Handelsbanken Plc a subsidiary of Svenska Handelsbanken AB (publ).

	2022 £	2021 £
Loan payable falling due within 1 year	13,333	13,333
Loan payable falling due in more than 1 year	60,000	73,334
Total	<u>73,333</u>	<u>86,667</u>

The loan financing is in the form of a secured bank mortgage with a variable interest rate. The market risk facing the charity is that interest rates can vary. Risk management is undertaken by the Finance and Investment sub-committee who are responsible and accountable to the main trustee board.

IMPROVING LIVES PLYMOUTH

England & Wales - Charity number 1066776

Accounts

IMPROVING LIVES PLYMOUTH
(Company Limited by Guarantee)

**TRUSTEES' ANNUAL REPORT
AND
FINANCIAL STATEMENTS**

For the year ended 31 March 2021

Registered company number 02610208
Registered charity number 1066776

IMPROVING LIVES PLYMOUTH

REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT (including Directors' Report)

The Trustees, who are also the Directors of the charity for the purposes of the Companies Act, present their Annual Report and the audited Financial Statements for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) (second edition - October 2019) in preparing the annual report and financial statements of the charity.

1. Reference and Administrative Details

1.1 Improving Lives Plymouth – Company No. 02610208

The company was incorporated in England and Wales on 13 May 1991 and is limited by guarantee. The registered office is Ernest English House, Buckwell Street, Plymouth, Devon, PL1 2DA. The company name changed from Plymouth Guild to Improving Lives Plymouth on 8 April 2017.

Improving Lives Plymouth is a registered Charity (Registration No. 1066776).

1.2 Addresses

Registered Office and Headquarters:	Ernest English House Buckwell Street Plymouth Devon PL1 2DA
	Mannamead Wellbeing Hub 156 Mannamead Road Hartley Plymouth Devon PL3 5QL

1.3 Board of Trustees and Key Management Personnel

The directors of the charitable company are its trustees for the purposes of charity law.

The following served as Board members during and after the year:

J Prichard	(Chairman)
M Lincoln	(Treasurer)
K Bourke	
S Keaty	
E Latham	
T Lea	
S Rodgers	
E Steed	(Appointed 15 February 2021)

The Chief Executive Officer is Robert Smith, who replaces George Plenderleith (retired 31 March 2021)

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

1.4 Professional Advisers

Auditor: Northcott Trumfield Chartered Accountants
Devonshire Villa
52 Stuart Road
Stoke
Plymouth PL3 4EE

Bankers: Handelsbanken Plc
Ground Floor, Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth PL4 0BN

Investment Advisors: Brewin Dolphin Limited
Ashleigh Court
Ashleigh Way
Langage Business Park
Plymouth PL7 5JX

1.5 Charity Website: www.improvinglivesplymouth.org.uk

2. Structure, Governance and Management

2.1 Governance

Improving Lives Plymouth is a Registered Charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

- The area of benefit is Plymouth and the surrounding area.
- Membership comprises:
 - i. The number of Members must always be the same as the number of Trustees.
 - ii. An individual may not be a Member unless he or she is a Trustee.
 - iii. Each Trustee is to be a Member.
 - iv. Membership is personal and not transferable.
- The Board shall comprise of at least seven Trustees when complete and shall not be subject to any maximum number.

The Trustee Board comprises company directors and honorary officers. The Trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is the Company Secretary. The Board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular Board meetings are held throughout the year to monitor and review the work of the charity. Once a year, usually in January, the Trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All Trustees have an induction programme which involves them visiting all the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, the Business Plan, the Annual Risk Assessment Plan, all other key documents and policies. The Charity Commission document The Essential Trustee CC3 is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

2.2 Risk Assessment

The Trustees have undertaken a rigorous assessment of the major risks to which Improving Lives Plymouth is exposed using guidelines developed by the Charity Commission.

Key areas have been identified and an action plan has been developed. The Trustees have established a system to review and update this on an annual basis to ensure that these risks are mitigated.

2.3 Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge and experience it needs to govern, lead and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made, based on the skills, knowledge and experience the board needs and with full consideration of the benefits of diversity, including service user representation. We target recruitment to achieve both a balance of skills and representation.

2.4 Trustees' Responsibilities Statement

Company and charity law requires the Trustees to prepare the Trustees' Report and the financial statements for each financial year in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the 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 of the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees have overall responsibility for ensuring that the charity has appropriate system of controls, financial and otherwise. They are also responsible for keeping adequate accounting records which 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.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3. Objectives and Activities

3.1 Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
- d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

3.2 Our 5-Year Strategic Plan

Our Vision

People in our communities have the resilience, confidence, and support they need, to lead happier and healthier lives.

Our Mission

To be an accessible charity at the heart of our community, supporting and inspiring people to improve their health and wellbeing. We do this by delivering high quality services, codesigned with people who have disabilities and long-term health conditions, their carers, and those in difficulty.

Our Purpose

We will work with you, to ensure you get the information, advice and support you need, at times in your life when you need us.

Our Values

- We treat everyone with dignity and respect
- We are non-judgemental and respond to people's needs
- We are empathetic, sensitive and compassionate
- We have honesty and integrity in all that we do
- We are committed to continuous improvement, through learning and listening

Our Strategic Priorities

- Continue to develop a well-respected and accessible charity
- Codesign our activities and developments with our stakeholders, service users and partners
- Run a sustainable charity with the necessary financial, building and human resources
- Maintain effective and integrated governance

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3.2 Our 5-Year Strategic Plan continued

How we will deliver our Strategic Priorities

Continue to develop a well-respected and accessible charity

We will do this by:

- Living our values
- Reviewing and updating our strategy and business plan in light of the impacts created by the Covid pandemic
- Reviewing our communications plans, using our website, social media and local media outlets
- Ensure our messaging reflects we are a charity that is integral to the life of the city
- Demonstrating the impact we are having in the city on a regular basis and producing an annual impact report
- Continuously improve and work to the Trusted Charity accreditation standards
- Risk accessing all our work and developments, including safeguarding and working to best practice standards

Codesign our activities and developments with our stakeholders, service users and partners.

- Taking an active part in all aspects of Adult Social Care and Health planning across the city by seeking to influence policy and the development of new services through service user feedback and involvement in strategic forums across the VCSE, Plymouth City Council, the Local Care Partnership, the Devon CCG and the emerging Devon ICS.
- Reviewing the purpose of our Mannamead Well-Being Hub to reflect multi agency working and integrated service delivery arrangements to better meet the needs of people in the area and across the wider city. To include the exploration of co-location arrangements with other agencies.
- Considering the option of service delivery in the evenings and at weekends to improve accessibility.
- Developing services based at the Ernest English House building in the city centre to complement the Mannamead Well Being Hub. Embracing further co-location opportunities with a range of organisations and services to achieve Well Being Hub status.
- Reviewing how we deliver services in the aftermath of the Covid pandemic to embrace hybrid working and service delivery arrangements.
- Developing our capacity to support people with Mental Health needs through partnership collaboration across Plymouth and wider parts of Devon.
- Reviewing how we support the needs of Young Adults throughout our service design with a particular focus on Young Adult Carers.
- Continuing to develop the Plymouth Veterans and Family Hub by creating a sustainable business model with a mixed income portfolio and a clearly defined core service model based on evidenced needs and service user feedback gathered over the last 2 years.

Run a sustainable charity with the necessary financial, building and human resources

- We will continue to develop our fundraising strategy to grow our income; over the next two years this will include the revenue and capital required to grow and develop the Veterans and Family Hub.
- We will look to grow our financial reserves to give a sustainable funding base for the charity.
- Grow our supporters in the business community through the 110 Club and other models.
- Continue improvements at Ernest English House with regard to its overall presentation, to accommodate a wider range of services with improved utilisation of rooms and a new system for receiving visitors at reception accessing the different 'drop-in' services.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

3.2 Our 5-Year Strategic Plan continued

How we will deliver our Strategic Priorities continued

- Review our Digital strategy to ensure ILP operates safely with appropriate back up plans combined with more effective, efficient and accessible ways of engaging with our service users, partners and wider stakeholders.
- Ensure our staff and volunteer recruitment attracts skilled and experienced people, and provide support and training to enable them to deliver great services.

3.3 Ensuring Our Work Delivers Our Aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities and consider the main activities undertaken to further the charity's purposes for the public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set and as they are laid out in the Improving Lives Plymouth Strategic Plan and Operational Plans.

3.4 Activities and Developments

The main focus of the year will be to successfully induct the new CEO with a remit to fully review the existing strategy and business plan. This in light of the Covid pandemic and the emerging health and social care needs across Plymouth and Devon to ensure the long-term sustainability of ILP as an organisation and to effectively meet the needs of the people we support.

Improving Lives Plymouth has a number of longstanding services, which continue to thrive and develop.

They are:

- Sensory Solutions – a resource centre at the Mannamead Well Being Hub supporting people with low vision and/or impaired hearing combined with tailored personalised self-development courses.
- Advice Plymouth – a partnership between ILP and Citizens Advice Plymouth to provide accredited Information and Advice services across the city including the drop-in service at Ernest English House.
- Long-Term Conditions Self-Management – courses for people with chronic health issues effecting their lives.
- Better Futures – a day-centre for adults with learning difficulties based at Mannamead.
- Active for All – a wide range of physical activities for people with mental health needs, autism, learning difficulties and those with physical disabilities.
- Caring for Carers – A service undertaking statutory assessments for all Adult Carers aged over 18 years across Plymouth combined with support groups, advocacy, counselling, information and advice services.
- Plymouth Veterans and Family Hub - A peer support service combined with a wide range of positive activities, information, signposting and advice services.

Each service area has its own annual plan that describes the targets and outcomes they are seeking to achieve for their service users. These are performance managed by the board each quarter.

For further information go to our website: www.improvinglivesplymouth.org.uk

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

4. Our Achievements 2020/21

We are a long-established charity (started in 1907) with an excellent track record, we deliver health and social care services to meet the needs of people in Plymouth and the surrounding area. Working from our two hubs, one in the city centre and the other based in Mannamead. We employ 60 staff members and 80 volunteers delivering information and advice services to people with disabilities, their carers, and those who have long-term health conditions, or are in need. With 4 local charities and CICs we have co-designed and delivered a network of 5 neighbourhood well-being hubs, connecting the local community to information and activities that support their health and emotional wellbeing.

We put people at the centre of what we do and build on our strength's, knowledge and experience, gained over many years. We worked with over 20,000 residents last year.

We successfully managed to continue supporting our clients throughout all the Covid lockdown periods and the accompanying social restrictions. We achieved this through developing a hybrid working methodology of home working, restricted office/physical working arrangements, mask wearing, social distancing, regular testing, greater hygiene regimes and a mix of telephone and digital services. This meant all of our services continued throughout all of the lockdown periods amended to take these changes into account. We upgraded our I.T./Digital and communication systems plus refurbished several of our toilets and shared building areas through Covid grants to ensure greater hygiene and reducing transmissions for safe working. No member of staff, volunteer or service user accessing our services contracted Covid as a result whilst working for or engaging with ILP. Overall, our annual income increased when many organisations struggled. Many of these adaptations will be maintained on a permanent basis moving forward as they are both more efficient and effective.

Social Impact Statement

In 2020-21 ILP provided support to over 20,000 local people through information, advice, emotional and practical support.

Better Futures is a day centre for adults with learning disabilities and enables individuals to develop skills to live independently, through one-to-one support, group activities, life-skills, healthy living workshops and community activities. We support people to make healthy and safe choices. We ran 3,860 support sessions for 86 members with a learning disability. The service transitioned to a limited online service between April and June and opened in June for the rest of the financial year with a restricted number of people being able to attend due to social restrictions.

Active for All supports and promotes inclusive physical activity in adults with disabilities and long-term health conditions including mental health and autism. 584 service users attended 560 sessions, including boccia, football, walking, basketball, gardening, golf, tennis, cycling and much more besides. Services were delivered in a mix of face to face and limited on-line provision. The walking groups proved more popular than usual with increased demand from people with mental health needs created by the effects of the pandemic.

Sensory Solutions makes a positive difference to the health and wellbeing of people with sensory loss, through the provision of specialist support, information, and advice. We helped 3,825 people, their families, and professionals. Most of this support was provided on a remote basis and was far less intense than normal because of Covid.

Information and Advice was provided to 8,450 people, and we helped obtain £2 million in welfare benefits for those who needed it most. We run the Advice Plymouth Drop-In and Casework services in partnership with Citizens Advice Plymouth. This work transitioned to mainly telephone support through Covid as the physical drop-in service was suspended for 6 months of the year due to Covid.

Caring for Carers We understand how difficult looking after someone can be, so we are here to help. We have 6,970 unpaid carers registered with us. We undertook over 600 assessments in the year under review and secured over £20,000 in personal budget. The service successfully transferred through on-line assessments and telephone support but with significantly less face-to-face support groups than normal through Covid.

Long-Term Conditions Self-Management course - My Health, My Way, empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life. Last year we delivered 12 courses, supporting 96 people. The number of courses was restricted overall due to Covid.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

4. Our achievements 2021 continued

Plymouth Veterans and Family Hub supported over 500 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. The majority of work continued on-line and through telephone support throughout the Covid lockdowns.

Volunteering

This is at the core for much of our work. Many service users progress to become volunteer peer support workers and employed staff. We had 80 volunteers who were trained and accredited to work with ILP across all of our projects. Although their availability was restricted through Covid we estimate they still contributed over 1,000 hours of direct support.

5. Financial Review

Total income for the year was £1,626,900 and total expenditure was £1,608,591 giving a net income and movement of funds of £18,309 before movement on investments. The income of the charity is primarily from contracts for health and wellbeing services with Plymouth City Council, NEW Devon CCG, National Lottery Community Fund, Armed Forces Covenant Fund Trust Funding and Royal Marines Royal Navy Charity as disclosed at note 3 and how this was used is explained at note 5. Exceptional item:- previously capitalised professional costs of £43,353 in relation to a project to substantially develop leasehold premises were written off as the project was aborted as a consequence of the Covid-19 pandemic. The restricted expenditure includes 1,390 small Personal Independence Payments to carers totalling £232,985.

The Trustees use a discretionary management service with a risk classification of 'cautious with risk' with Brewin Dolphin as investment advisors. At the year end the market value of the portfolio had increased by £58,207 to £361,564 and this reflects the general movement of the global market in the period of the Covid-19 pandemic.

Therefore, the net upward movement on funds for the year was £76,516 and net funds were £1,148,689 which is largely represented by the charity's fixed assets.

The charity has adapted the way of delivering services throughout the Covid-19 pandemic where the majority of employees were required to work from home. Contracted services will continue to be delivered going forward. The directors do not consider the assets of the charity significantly impaired at the year-end as a result of the pandemic. The directors believe the charity is a going concern after reviewing future income and expenditure models as explained in 7.4 below.

The Trustees aim to hold three to four months of the current level of resources expended. Following the investment in the infrastructure of the freehold property free reserves have decreased and the Trustees have put in place annual targets to increase the level of reserves in the future. It is felt that this level of reserves is appropriate as a minimum, it provides a safety net to ensure that services could continue, and a breathing space is provided, should funding be reduced significantly.

6. Fund-raising Standards Information

Improving Lives Plymouth is registered with the national Independent Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

IMPROVING LIVES PLYMOUTH

TRUSTEES' ANNUAL REPORT

7. Plans for Future Periods

- 7.1 Our plans for the short and medium term have been impacted, as many charities and organisations, by the Covid-19 virus, lockdown and social restrictions. With the appointment of a new CEO on March 21st, 2021, we will undertake a fundamental review of our strategy and business plan during 2021/2 to ensure it is fit to meet the new realities of a post-covid world. We expect to make permanent changes in how we develop our services to accommodate hybrid working arrangements (home/office/video conferencing), to embrace closer strategic partnership working with related charities across Plymouth and Devon. To explore the development of a new digital strategy, a fundraising strategy and a workforce plan all combined with redeveloping our core finance and business support functions to provide greater resilience and a platform for future sustainable growth. Ensuring we are secure to meet future shocks and that we embrace an adaptive strategy approach in an increasingly complex world.
- 7.2 All indications are that there will be significant negative Health, Social Care, Economic and Mental Health challenges on the UK population due to the impact of Covid and wider societal changes created by Brexit and Climate Change. The demands on Adult Social Care are higher in Plymouth than the national average with further deficit budgets predicted by the Local Authority. There are significant changes planned by Government to the wider Health and Social care system which will impact on ILP as we are largely a commissioned based charity. In particular, ILP will develop strategies that can support the wider mental health needs alongside the physical health, social care and learning disabilities of our current client base and the wider population. Plus, we will explore how we can support other vulnerable groups across the wider Devon where appropriate.
- 7.3 With more remote and home working arrangements we will explore how we can maximise the building facilities at our Mannamead and Ernest English House offices to provide a wider set of Health, Mental Health and Social Care services to support our local populations through colocation arrangements and extended opening hours where possible.
- 7.4 We are now slowly moving into a new phase of a post Covid world with a heightened concern to assess risk and keep our activities safe for all.
- 7.5 The charity has proved itself to be resilient, creative, and person centred, through a very difficult period. We anticipate that our plans for 21/22 and beyond will have to embrace learnings from the previous 12 months and adapt to a more uncertain environment.
- 7.6 We will support our new CEO with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities.

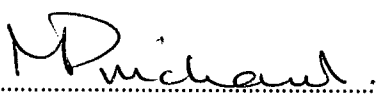
8. Statement of Disclosure of Information to Auditors

We, the directors of the company who held office at the date of approval of these Financial Statements, as set out above, each confirm so far as we are aware, that:

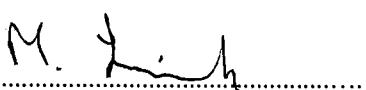
- there is no relevant audit information of which the company's auditor is unaware; and
- we have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Signed on behalf of the
Trustee Board

J Prichard

.......... (Chairman)

M Lincoln

.......... (Treasurer)

Date approved by the Trustee Board: 15 November 2021

IMPROVING LIVES PLYMOUTH

Independent Auditors' Report to the Members of Improving Lives Plymouth

Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charitable company') for the year ended 31 March 2021 which comprise Statement of Financial Activities, Statement of Financial Position, Statement of Cashflows 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 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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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 course of 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.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (continued)

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report incorporating the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the 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 directors' 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 returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' 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 3, 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 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:

Based on our understanding of the charity and the sector in which it operates, we identified that the principal laws and regulations that directly affect the financial statements to be relevant charities' and companies' acts in the UK and Ireland and the Charities SORP (FRS 102) (second edition - October 2019). We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (continued)

In addition the charity is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: employment law, safeguarding vulnerable groups and data protection legislation. The charity has implemented procedures to mitigate non-compliance with those laws and regulations, including fraud, which we test and review. We believe the audit engagement team is competent to identify areas of non-compliance with laws and regulations.

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.

Audit procedures performed by the engagement team included:

- discussions with management, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and the various charity regulators;
- reviewing the charity's data breach register;
- challenging assumptions made by management in their significant accounting estimates in particular in relation to the deferred income, and
- in addressing the risk of fraud through management override of controls; reviewing the appropriateness of journal entries and other adjustments, in particular any journals posted by the finance department.

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

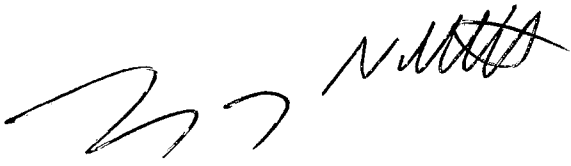
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

IMPROVING LIVES PLYMOUTH

Independent Auditor's Report to the Members of Improving Lives Plymouth (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.



**Guy Northcott (Senior Statutory Auditor)
For and on behalf of Northcott Trumfield
Chartered Accountants and
Statutory Auditor**

Date: 15 November 2021

**Devonshire Villa
52 Stuart Road
Stoke
Plymouth
PL3 4EE**

IMPROVING LIVES PLYMOUTH

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)
YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	2021 Restricted Funds £	Total £	2020 Total £
Income and endowments from:					
Donations and legacies	2	34,087	-	34,087	13,225
Charitable activities	3	1,115,828	462,064	1,577,892	1,415,419
Other trading activities	4	3,120	-	3,120	14,433
Investment income	5	11,801	-	11,801	13,758
Total income and endowments		1,164,836	462,064	1,626,900	1,456,835
Expenditure on:					
Raising funds	6	2,746	32,850	35,596	6,261
Charitable activities	6	1,144,799	428,196	1,572,995	1,437,050
Total expenditure		1,147,545	461,046	1,608,591	1,443,311
Net income/(expenditure) and net movement in funds before gains and losses on investments		17,291	1,018	18,309	13,524
Net gains/(losses) on investments	14	58,207	-	58,207	(53,258)
Net income/(expenditure)		75,498	1,018	76,516	(39,734)
Transfers between funds		-	-	-	-
Other recognised gains/(losses)		-	-	-	-
Net movement in funds	24	75,498	1,018	76,516	(39,734)
Reconciliation of funds:					
Total funds brought forward	24	1,073,191	(1,018)	1,072,173	1,111,907
Total funds carried forward	24	1,148,689	-	1,148,689	1,072,173

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

IMPROVING LIVES PLYMOUTH

STATEMENT OF FINANCIAL POSITION
YEAR ENDED 31 MARCH 2021

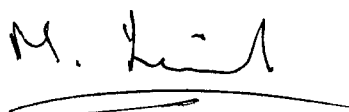
	Notes	2021 £	2020 £
Fixed assets			
Tangible	13	877,821	932,663
Investments	14	<u>361,564</u>	<u>303,357</u>
		<u>1,239,385</u>	<u>1,236,020</u>
Current assets			
Stocks	15	3,770	3,770
Debtors	16	7,579	27,627
Investments	17	-	4,222
Cash at bank and in hand	17	<u>246,362</u>	<u>90,155</u>
		<u>257,711</u>	<u>125,774</u>
Creditors			
Amounts falling due within one year	18	<u>(275,073)</u>	<u>(202,954)</u>
Net current assets/(liabilities)		<u>(17,362)</u>	<u>(77,180)</u>
Total assets less current liabilities		<u>1,222,023</u>	<u>1,158,840</u>
Creditors			
Amounts falling due after more than one year	19	(73,334)	(86,667)
Net assets	26	<u>1,148,689</u>	<u>1,072,173</u>
Charity funds			
Revaluation reserve	24	63,306	4,510
Unrestricted funds	24	885,383	868,681
Designated funds	24	200,000	200,000
Restricted funds	24	-	(1,018)
		<u>1,148,689</u>	<u>1,072,173</u>

These financial statements were approved and authorised for issue by the Board of Trustees on 15 November 2021 and were signed on their behalf by:

J Prichard



M Lincoln



Company No. 02610208

The notes on pages 17 to 33 form part of these accounts.

IMPROVING LIVES PLYMOUTH

STATEMENT OF CASH FLOWS AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flow from operating activities	21	161,147	38,888
Interest paid	7	<u>(3,186)</u>	<u>(4,224)</u>
Net cash flow from operating activities		157,961	34,664
Cash flow from investing activities			
Payments to acquire tangible fixed assets	13	(6,315)	(43,726)
Payments to acquire investments	14	(45,691)	(65,006)
Receipts from sale of investments	14	47,562	69,722
Dividends receivable	5	11,790	13,738
Interest receivable	5	11	20
Net cash flow from investing activities		<u>7,357</u>	<u>(25,252)</u>
Cash flow from financing activities			
Repayment of borrowing	19	<u>(13,333)</u>	<u>(13,333)</u>
Net increase/(decrease) in cash and cash equivalents		151,985	(3,921)
Cash and cash equivalents at start of April 2020	17	94,377	98,298
Cash and cash equivalents at end of March 2021	17	<u>246,362</u>	<u>94,377</u>
Cash and cash equivalents consist of:			
Current accounts and cash in hand		246,362	90,155
Short term deposits		-	4,222
Cash and cash equivalents at end of March 2021	17	<u>246,362</u>	<u>94,377</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. Summary of significant accounting policies

(a) General information and basis of preparation

Improving Lives Plymouth is a private company limited by guarantee registered in England in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
- c) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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) (second version - October 2019), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

(c) Income recognition

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charity where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Incoming resources are only deferred when the income is for a future period and/or has imposed conditions which must be satisfied prior to the charity having entitlement to the income.

(d) Expenditure recognition

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered. Charitable expenditure and administration costs comprise direct expenditure including direct staff costs attributable to the activity.

Support costs include central costs and have been allocated to activity cost categories on a basis consistent with use of resources. Governance costs are identified as costs associated with statutory constitutional requirements.

Grants payable are charged in the year when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as an intention, but not accrued as expenditure.

(e) Fixed assets and depreciation

Freehold properties: No depreciation is charged on these properties as the lives of the properties are considered to be so long and the residual values based on cost or subsequent revaluation to be high enough to ensure there is no significant annual depreciation. Freehold land is not depreciated. Annual review takes place to establish any permanent diminution in values of fixed assets.

Depreciation is provided to write off the cost of tangible fixed assets in equal instalments over their estimated useful economic life. The estimated useful lives are as follows:

Long leasehold land and buildings	Amortised over life of lease
Fixtures, fittings and furniture	4 years to 15 years
Computer equipment	3 years

Expenditure less than £1,000 is not capitalised except for assets gifted in kind where the value of the equipment is deemed to be more than £1,000.

(f) Investments

Investments held as fixed assets are recognised initially at fair value which is normally the transaction price excluding transaction costs. Investments are held primarily for an investment return.

Subsequently they are measured at fair value with changes recognised in net gains/losses on investments in the SOFA if the shares are publically traded or their fair value can be otherwise measured reliably.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

(g) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost is the cost of purchase and is calculated on a first in first out formula.

(h) Operating leases

Operating lease rentals are charged to the income and expenditure account and the statement of financial activities as they fall due.

(i) Pensions

The charity operates a Group Personal Pension Scheme on behalf of its employees. This is a defined contribution scheme. These costs are charged to the income and expenditure account and the statement of financial activities as they fall due.

(j) Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(k) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(l) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

(m) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. Donations and legacies

	Unrestricted General £	Restricted General £	2021 Total £	2020 Total £
Gifts and donations	11,087	-	11,087	10,725
Devon Community Foundation DCRR	7,500	-	7,500	-
Hampton House	2,500	-	2,500	2,500
Devon Masonic Charitable Fund	8,000	-	8,000	-
Medlock Charity	5,000	-	5,000	-
	<u>34,087</u>	<u>-</u>	<u>34,087</u>	<u>13,225</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. Income from charitable activities

2021	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	2021 Total	2020 Total
Unrestricted							
(a) Contracts and grants	£	£	£	£	£	£	£
Plymouth City Council	25,036	-	283,413	281,050	-	589,499	579,012
Plymouth City Council Covid-19	25,000	-	-	14,500	-	39,500	-
NEW Devon CCG	-	-	43,790	-	-	43,790	107,601
Citizens Advice Plymouth	-	284,333	-	-	-	284,333	218,520
Hospitals NHS Trust	-	2,600	19,500	-	-	22,100	22,100
Livewell South West	-	-	5,000	-	-	5,000	5,000
South West Water	-	-	-	-	-	-	9,000
Garfield Weston Foundation	15,625	-	-	-	-	15,625	1,500
Devon and Cornwall Police	-	-	-	-	-	-	19,688
IFC Grant	10,000	-	5,000	5,000	-	20,000	3,000
Army Benevolent Fund	-	-	-	-	15,000	15,000	4,000
Other	-	-	3,954	3,675	3,333	10,962	-
	<u>75,661</u>	<u>286,933</u>	<u>360,657</u>	<u>304,225</u>	<u>18,333</u>	<u>1,045,809</u>	<u>969,421</u>
(b) Other income sources							
Personal Budget Services	-	-	7,711	-	-	7,711	10,619
Other	-	464	3,842	703	790	5,799	28,503
Sale of goods	-	-	2,164	-	-	2,164	6,794
	<u>-</u>	<u>464</u>	<u>13,717</u>	<u>703</u>	<u>790</u>	<u>15,674</u>	<u>45,916</u>
(c) Rent							
	54,345	-	-	-	-	54,345	53,868
	<u>130,006</u>	<u>287,397</u>	<u>374,374</u>	<u>304,928</u>	<u>19,123</u>	<u>1,115,828</u>	<u>1,069,205</u>
Restricted							
(a) Contracts and grants							
Plymouth City Council	-	-	-	232,895	-	232,895	254,289
Royal Navy Royal Marines Welfare	32,886	-	-	-	33,333	66,219	34,576
Armed Forces Covenant Fund	-	-	-	-	124,617	124,617	19,895
Royal Navy Royal Marines Charity supported by Greenwich Hospital	-	-	-	-	-	-	6,667
Aged Veterans Fund Funding	-	-	-	-	8,333	8,333	30,787
National Lottery Community Fund Coronavirus Community Support Fund	30,000	-	-	-	-	30,000	-
Total restricted by activity	<u>62,886</u>	<u>-</u>	<u>-</u>	<u>232,895</u>	<u>166,283</u>	<u>462,064</u>	<u>346,214</u>
Total						<u>1,577,892</u>	<u>1,415,419</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. Income from charitable activities (cont'd)

2020	General	Information and Advice	Disability and Long Term Health Conditions	Plymouth Veterans and Family Hub	Caring for Carers	2020 Total	2019 Total
Unrestricted							
(a) Contracts and grants	£	£	£	£	£	£	£
Plymouth City Council	25,036	-	280,606	-	273,370	579,012	633,910
NEW Devon CCG	-	63,811	43,790	-	-	107,601	49,108
Citizens Advice Plymouth	-	218,520	-	-	-	218,520	275,032
Hospitals NHS Trust	-	2,600	19,500	-	-	22,100	21,100
Livewell South West	-	-	5,000	-	-	5,000	-
South West Water	-	-	9,000	-	-	9,000	10,000
Clare Milne Trust	-	1,500	-	-	-	1,500	12,864
Devon and Cornwall Police	19,688	-	-	-	-	19,688	14,411
British Gymnastics Foundation	-	-	3,000	-	-	3,000	-
Other	-	-	2,000	2,000	-	4,000	-
Royal Navy Royal Marines Welfare	-	-	-	-	-	-	38,241
	<u>44,724</u>	<u>286,431</u>	<u>362,896</u>	<u>2,000</u>	<u>273,370</u>	<u>969,421</u>	<u>1,054,666</u>
(b) Other income sources							
Personal Budget Services	-	-	10,619	-	-	10,619	11,991
Other	3,400	522	17,363	148	7,070	28,503	24,376
Sale of goods	-	-	6,794	-	-	6,794	6,703
	<u>3,400</u>	<u>522</u>	<u>34,776</u>	<u>148</u>	<u>7,070</u>	<u>45,916</u>	<u>43,070</u>
(c) Rent							
	53,868	-	-	-	-	53,868	51,400
	<u>101,992</u>	<u>286,953</u>	<u>397,672</u>	<u>2,148</u>	<u>280,440</u>	<u>1,069,205</u>	<u>1,149,136</u>
Restricted							
(a) Contracts and grants							
Plymouth City Council	-	-	-	22,917	231,372	254,289	233,958
Royal Navy Royal Marines Welfare	34,576	-	-	-	-	34,576	-
Armed Forces Covenant Fund Trust Funding	-	-	-	19,895	-	19,895	-
Royal Navy Royal Marines Charity supported by Greenwich Hospital	-	-	-	6,667	-	6,667	-
Aged Veterans Fund Funding	-	-	-	30,787	-	30,787	30,787
Total restricted by activity	<u>34,576</u>	<u>-</u>	<u>-</u>	<u>80,266</u>	<u>231,372</u>	<u>346,214</u>	<u>264,745</u>
Total						<u>1,415,419</u>	<u>1,413,881</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

4. Other trading activities

	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	2021 Total	2020 Total
	£	£	£	£	£	£	£
Fundraising and other	<u>3,120</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>3,120</u>	<u>14,433</u>

5. Income from investments

	2021 £	2020 £
Income from quoted investments	11,790	13,738
Other interest receivable	11	20
	<u>11,801</u>	<u>13,758</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. (a) Analysis of expenditure on charitable activities

2021	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans and Family Hub	Carers Payments	2021 Total	2020 Total
Unrestricted:	£	£	£	£	£	£	£	£
Human resources	20,999	193,778	267,021	173,664	-	-	655,462	594,327
Administration	-	574	1,347	1,667	-	-	3,588	1,488
Travel training and volunteers	-	746	2,644	409	-	-	3,799	8,269
Project activities	82	2,118	11,787	60,070	2,384	-	76,441	57,820
Cost of goods sold	-	-	1,659	-	-	-	1,659	4,862
Contract delivery partners	-	-	-	-	-	-	-	81,636
Support costs (note 7)	40,684	92,826	141,247	45,117	17,659	-	337,533	312,906
Depreciation (note 13)	805	5,230	8,751	3,018	-	-	17,804	16,371
Impairment of asset	43,353	-	-	-	-	-	43,353	-
Governance (note 8)	5,160	-	-	-	-	-	5,160	5,160
	<u>111,083</u>	<u>295,272</u>	<u>434,456</u>	<u>283,945</u>	<u>20,043</u>	<u>-</u>	<u>1,144,799</u>	<u>1,082,839</u>
Restricted:								
Human resources	25,867	-	-	-	75,066	-	100,933	75,704
Administration	840	-	-	-	989	-	1,829	1,311
Travel training and volunteers	144	-	-	-	800	-	944	2,806
Project activities	-	-	-	-	13,436	232,895	246,331	235,625
Support costs	36,035	-	-	-	42,124	-	78,159	38,765
	<u>62,886</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>132,415</u>	<u>232,895</u>	<u>428,196</u>	<u>354,211</u>
Total							<u>1,572,995</u>	<u>1,437,050</u>
Personal Independence Payments (PIPs) payable							Carers Fund £	Carers Fund £
Payments to 1,390 individuals (2020 : 1,351)							<u>232,985</u>	<u>231,732</u>

Support costs for the Carers Funds are included within unrestricted support costs of Disability and Carers Services.

(b) Analysis of raising funds expenditure

	Un-Restricted £	Plymouth Veterans and Family Hub £	2021 £	2020 £
Fundraiser contractor	-	32,850	32,850	-
Investment management	1,960	-	1,960	2,190
Other	786	-	786	4,071
	<u>2,746</u>	<u>32,850</u>	<u>35,596</u>	<u>6,261</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. (a) Analysis of expenditure on charitable activities (cont'd)

2020	General	Information and Advice	Disability and Long Term Health Conditions	Plymouth Veterans and Family Hub	Caring for Carers	2020 Total	2019 Total
	£	£	£	£	£	£	£
Unrestricted:							
Human resources	29,563	200,160	264,200	-	100,404	594,327	684,891
Administration	27	842	480	-	139	1,488	820
Travel training and volunteers	28	1,887	4,721	-	1,633	8,269	13,353
Project activities	2,600	4,207	12,585	-	38,428	57,820	69,416
Cost of goods sold	-	-	4,862	-	-	4,862	3,607
Contract delivery partners	-	-	-	-	81,636	81,636	81,742
Support costs (note 7)	45,318	65,385	152,013	-	50,190	312,906	327,669
Depreciation (note 13)	4,035	4,355	5,079	1,116	1,786	16,371	15,415
Governance (note 8)	5,160	-	-	-	-	5,160	5,400
	<u>86,731</u>	<u>276,836</u>	<u>443,940</u>	<u>1,116</u>	<u>274,216</u>	<u>1,082,839</u>	<u>1,202,313</u>
Restricted:							
Human resources	26,828	-	-	48,876	-	75,704	29,844
Administration	-	-	-	1,311	-	1,311	1,029
Travel training and volunteers	1,771	-	-	1,035	-	2,806	-
Project activities	-	-	-	4,253	231,372	235,625	233,958
Support costs	5,977	-	-	32,788	-	38,765	-
	<u>34,576</u>	<u>-</u>	<u>-</u>	<u>88,263</u>	<u>231,372</u>	<u>354,211</u>	<u>264,831</u>
Total						<u>1,437,050</u>	<u>1,467,144</u>
Personal Independence Payments (PIPs) payable						Carers Fund £	Carers Fund £
Payments to 1,351 individuals (2019 : 1,289)						<u>231,732</u>	<u>233,958</u>

Support costs for the Carers Funds are included within unrestricted support costs of Disability and Carers Services.

(b) Analysis of raising funds expenditure

	2020 £	2019 £
Human resources	-	21,466
Investment management	2,190	2,108
Other	4,071	4,634
	<u>6,261</u>	<u>28,208</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

7. Allocation of support costs

	Basis of Allocation	General	Information and Advice	Disability and Long Term Health Conditions	Caring for Carers	Plymouth Veterans And Family Hub	2021 Total	2020 Total
		£	£	£	£	£	£	£
Unrestricted:								
Human resources	(b)	6,060	39,385	65,894	22,722	17,659	151,720	194,683
Administration	(b)	6,653	14,816	26,936	8,273	-	56,678	37,164
Insurance	(b)	605	3,926	6,569	2,265	-	13,365	11,923
Premises	(a)	22,961	23,299	22,983	5,826	-	75,069	32,904
Information technology	(b)	1,237	6,460	11,315	3,809	-	22,821	13,955
Communications	(b)	3,006	3,886	5,786	1,614	-	14,292	12,492
Travel training and volunteers	(b)	18	118	198	68	-	402	5,983
Bank interest	(b)	144	936	1,566	540	-	3,186	3,802
		<u>40,684</u>	<u>92,826</u>	<u>141,247</u>	<u>45,117</u>	<u>17,659</u>	<u>337,533</u>	<u>312,906</u>
Restricted:								
Human resources		36,035	-	-	-	37,923	73,958	28,272
Administration		-	-	-	-	2,501	2,501	3,055
Insurance		-	-	-	-	600	600	1,325
Premises		-	-	-	-	600	600	2,440
Information technology		-	-	-	-	-	-	1,438
Communications		-	-	-	-	500	500	1,148
Travel training and volunteers		-	-	-	-	-	-	665
Bank interest		-	-	-	-	-	-	422
		<u>36,035</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>42,124</u>	<u>78,159</u>	<u>38,765</u>

(a) Premises support costs are allocated on a basis of floor space.

(b) All other costs are allocated on a weighted factor index which incorporates personnel and time usage.

8. Governance costs

	2021 £	2020 £
Auditor Remuneration	<u>5,160</u>	<u>5,160</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

9. Net income/(expenditure) for the year

	2021 £	2020 £
The net income/expenditure for the year is stated after charging:		
Governance costs:		
Auditor's remuneration - audit	3,825	3,825
- other financial services	1,335	1,335
Rentals paid under operating leases – other operating leases	9,289	9,483
Depreciation and loss on write off of assets*	61,157	16,371
Profit/(loss) on fair value movement of investments	58,207	(53,258)

* Exceptional item:- previously capitalised professional costs of £43,353 in relation to a project to substantially develop leasehold premises were written off as the project was aborted as a consequence of the Covid-19 pandemic.

10. Staff numbers and costs

The average number of employees and full time equivalents during the year (excluding trustees) by activity were:

	2021		2020	
	Number	FTE	Number	FTE
Information and Advice	13	8	13	8
Disability and Long Term Health Conditions	15	10	15	10
Caring for Carers	9	5	5	4
Plymouth Veterans & Family Hub	6	3	3	2
Support	14	8	18	10
	<u>57</u>	<u>34</u>	<u>54</u>	<u>34</u>

Staff costs in respect of these employees were as follows:

	2021 £	2020 £
Salary and wages	894,356	816,150
Social Security	52,776	45,436
Defined contribution pension	34,941	31,400
	<u>982,073</u>	<u>892,986</u>

No employee earned £60,000 per annum or more.

None of the trustees or persons connected with them received any emoluments or expenses during the year.

The total amount of employee benefits received by key management personnel is £80,537 (2020 : £85,314).

The charity considers its key management personnel comprise the trustees, Chief Executive and Assistant Chief Executive Officers.

11. Interest payable

	2021 £	2020 £
Mortgage	<u>3,186</u>	<u>4,224</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

12. Taxation

As a charity, the company has taken advantage of the exemptions from taxation available under S505 Income and Corporation Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13. Tangible fixed assets

	Freehold land and buildings	Long leasehold properties and improvements	Fixtures, fittings and computer equipment	Total
	£	£	£	£
Cost				
At beginning of year	650,333	395,644	140,985	1,186,962
Additions	-	-	6,315	6,315
Impairment	-	(43,353)	-	(43,353)
At end of year	<u>650,333</u>	<u>352,291</u>	<u>147,300</u>	<u>1,149,924</u>
Depreciation				
At beginning of year	-	157,002	97,297	254,299
Charge for year	-	8,863	8,941	17,804
Eliminated on Disposals	-	-	-	-
At end of year	<u>-</u>	<u>165,865</u>	<u>106,238</u>	<u>272,103</u>
Net book value				
At 31 March 2021	<u>650,333</u>	<u>186,426</u>	<u>41,062</u>	<u>877,821</u>
At 1 April 2020	<u>650,333</u>	<u>238,642</u>	<u>43,688</u>	<u>932,663</u>

Tangible fixed assets with a net book value of £877,821 (2020 : £932,663) have been pledged as security for liabilities of the charity.

The charity has a long leasehold interest for the use of Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

14. Fixed asset investments

	2021 £	2020 £
Market value at beginning of the year	303,357	356,615
Additions	45,691	65,006
Disposals	(47,562)	(69,722)
Net gains/(losses) on revaluation at end of period	58,207	(53,258)
Cash movement	1,871	4,716
Market value at end of the year	<u>361,564</u>	<u>303,357</u>
<i>Investments comprise:</i>		
UK fixed interest	51,802	50,661
UK equities	101,372	98,584
Foreign Equities	199,099	146,692
Cash	9,291	7,420
	<u>361,564</u>	<u>303,357</u>
Market value of investments significant to the portfolio (>5%):		
M & G Investment Charifund	23,043	17,963
Fidelity UCITS ICA US QUAL	20,994	-
Insight Investment Fds Management UK	19,324	20,526
Munich Funds	-	16,489
JP Morgan Funds Limited US Equity	37,345	27,772
SSGA SPDR S&P US Dividends	<u>33,682</u>	<u>16,764</u>

The fair value of listed investments is determined by reference to the quoted price for identical assets in an active market at the balance sheet date.

15. Stocks

	2021 £	2020 £
Goods for resale	<u>3,770</u>	<u>3,770</u>

16. Debtors

	2021 £	2020 £
Prepayments	4,643	3,955
Accrued income	2,936	23,672
	<u>7,579</u>	<u>27,627</u>

17. Cash at bank and in hand

	2021 £	2020 £
Held on deposit accounts	<u>-</u>	<u>4,222</u>
Current accounts and cash	<u>246,362</u>	<u>90,155</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

18. Creditors: Amounts falling due within one year

	2021 £	2020 £
Bank loan	13,333	13,333
Trade creditors	43,945	6,219
Other tax and social security	12,920	11,943
Other creditors	29,524	28,765
Accruals	28,592	12,178
Deferred income	146,759	130,516
	<u>275,073</u>	<u>202,954</u>
Deferred Income:		
Balance brought forward	130,516	63,801
Amount released to income	(130,516)	(63,801)
Additions during the year	146,759	130,516
	<u>146,759</u>	<u>130,516</u>

Deferred income comprises of resources received that do not meet the criteria for recognition as income at the financial year end.

The mortgage of £86,667 (2020 : £100,000) is secured by a first legal charge over the premises known as 156 Mannamead Road, Plymouth, PL3 5QL, which represents approximately 13% of the property's value in the balance sheet, together with a floating charge over all the assets of the charity.

19. Creditors: Amounts falling due outside one year

	2021 £	2020 £
Mortgage: repayable 2 to 5 years	53,328	53,328
repayable after 5 years	20,006	33,339
	<u>73,334</u>	<u>86,667</u>

Mortgage terms of repayment are £3,333 quarterly capital repayment and interest is payable at 3.1% on the principal amount with the loan maturing in August 2021.

20. Interest in Freehold Property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and has no legal interest in any revenue that it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the SORP (FRS 102). Henceforth this asset is valued at a cost of £nil in these financial statements.

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

21. Reconciliation of net income or expenditure to net cash flow from operating activities

	2021 £	2020 £
Net income/(expenditure) for the year	76,516	(39,734)
Dividends received	(11,790)	(13,738)
Interest received	(11)	(20)
Interest payable	3,186	4,224
Depreciation and impairment	61,157	16,371
Gain/loss on investment	(58,207)	53,258
(Increase)/decrease in stocks	-	(170)
(Increase)/decrease in debtors	20,048	(15,187)
Increase/(decrease) in creditors	72,119	38,600
(Increase)/decrease in investment cash	(1,871)	(4,716)
Cash flow from operating activities	<u>161,147</u>	<u>38,888</u>

22. Pensions – Defined contribution pension plans

The charity operates a defined contribution pension plan for its employees and auto-enrolment. The amount recognised as an expense in the year is £34,931 (2020 : £31,400), and £7,146 was a liability at the year end.

23. Operating leases

Total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods:

	2021 £	2020 £
Payments due:		
Not later than one year	7,837	8,674
Later than one year and not later than five years	14,206	21,376
Later than five years	13,200	13,600
	<u>35,243</u>	<u>43,650</u>

IMPROVING LIVES PLYMOUTH

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

24. Fund reconciliation 2021

	Balance at beginning of the year £	Income £	Expenditure £	Transfers In £	Transfers Out £	Gains/ (Losses) £	Balance at end of the year £
Unrestricted funds							
General fund	36,018	1,164,836	(1,147,545)	-	(17,287)	58,207	94,229
Fixed Asset fund	832,663	-	-	-	(41,509)	-	791,154
Revaluation reserve	4,510	-	-	58,796	-	-	63,306
	<u>873,191</u>	<u>1,164,836</u>	<u>(1,147,545)</u>	<u>58,796</u>	<u>(58,796)</u>	<u>58,207</u>	<u>948,689</u>
Designated funds							
Revenue reserve	200,000	-	-	-	-	-	200,000
Restricted funds							
Carers fund	-	232,895	(232,895)	-	-	-	-
Royal Navy Royal Marines Welfare	-	32,886	(32,886)	-	-	-	-
National Lottery Community Fund: Coronavirus Community Support Fund	-	30,000	(30,000)	-	-	-	-
Plymouth Veterans and Family Hub	(1,018)	166,283	(165,265)	-	-	-	-
	<u>(1,018)</u>	<u>462,064</u>	<u>(461,046)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total funds	<u>1,072,173</u>	<u>1,626,900</u>	<u>(1,608,591)</u>	<u>58,796</u>	<u>(58,796)</u>	<u>58,207</u>	<u>1,148,689</u>

The General Fund represents the free funds Improving Lives Plymouth which are not designated for particular purposes.

The Fixed Asset Fund represents the value of funds tied up in assets less the mortgage to enable the charity to deliver services.

The Revaluation Reserve represents the difference between the year end market value of the investment portfolio and the original cost of those investments.

Designated Funds:

The Revenue Reserve represents the reserves policy of the charity aiming to hold three to four months of running costs, represented by investments.

Restricted Funds represent income given to Improving Lives Plymouth for specific activities and are strictly restricted in their application and the details of income and expenditure are in notes 3 and 6.

The Carers fund is income from Plymouth City Council to be distributed to carers over the age of 18 in the City of Plymouth to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

Plymouth Veterans and Family Hub Fund:

The Hub works with local health service partners to help veterans get the support they are entitled to under the military covenant. Health and wellbeing training is provided with veterans to raise awareness of entitlement, growing understanding of issues facing veterans, their families and carers.

National Lottery Community Fund: Coronavirus Community Support Fund:

The fund is to support charities in financial difficulty as a result of the pandemic to maintain services.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

25. Fund reconciliation 2020

	Balance at beginning of the year £	Income £	Expenditure £	Transfers £	Gains/ (Losses) £	Balance at end of the year £
Unrestricted funds						
General fund	853,118	1,110,621	(1,089,100)	(785,363)	(53,258)	36,018
Fixed Asset fund	-	-	-	832,663	-	832,663
Revaluation reserve	53,890	-	-	(49,380)	-	4,510
	<u>907,008</u>	<u>1,110,621</u>	<u>(1,089,100)</u>	<u>(2,080)</u>	<u>(53,258)</u>	<u>873,191</u>
Designated funds						
Revenue reserve	200,000	-	-	-	-	200,000
Restricted funds						
Carers fund	-	231,372	(231,372)	-	-	-
Royal Navy Royal Marines Welfare	-	34,576	(34,576)	-	-	-
Plymouth Veterans and Family Hub	4,899	80,266	(88,263)	2,080	-	(1,018)
	<u>4,899</u>	<u>346,214</u>	<u>(354,211)</u>	<u>2,080</u>	<u>-</u>	<u>(1,018)</u>
Total funds	<u>1,111,907</u>	<u>1,456,835</u>	<u>(1,443,311)</u>	<u>-</u>	<u>(53,258)</u>	<u>1,072,173</u>

The General Fund represents the free funds Improving Lives Plymouth which are not designated for particular purposes.

The Revaluation Reserve represents the difference between the year end market value of the investment portfolio and the original cost of those investments.

Designated Funds:

The Revenue Reserve represents the reserves policy of the charity aiming to hold three to four months of running costs, represented by investments.

Restricted Funds represent income given to Improving Lives Plymouth for specific activities and are strictly restricted in their application and the details of income and expenditure are in notes 4 and 5.

The Carers fund is income from Plymouth City Council to be distributed to carers over the age of 18 in the City of Plymouth to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

Aged Veterans Fund Funding is to increase the wellbeing of veterans over the age of 65 and their families and carers.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

26. Analysis of net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Fixed assets	1,039,385	200,000	-	1,239,385
Stocks	3,770	-	-	3,770
Debtors	7,579	-	-	7,579
Cash at bank	184,306	-	62,056	246,362
Current assets	195,655	-	62,056	257,711
Creditors: Amounts falling due within one year	(213,017)	-	(62,056)	(275,073)
Net current assets/(liabilities)	(17,362)	-	-	(17,362)
Creditors: Amounts falling due outside one year	(73,334)	-	-	(73,334)
Total net assets	948,689	200,000	-	1,148,689

27. Related party transactions

There are no related party transactions during the year (2020 : £nil).

28. Financial instruments - Mortgage

Financial investments measured at amortised cost comprise the loan financing provided by Handelsbanken Plc a subsidiary of Svenska Handelsbanken AB (publ).

	2021 £	2020 £
Loan payable falling due within 1 year	13,333	13,333
Loan payable falling due in more than 1 year	73,334	86,667
Total	86,667	100,000

The loan financing is in the form of a secured bank mortgage with a variable interest rate. The market risk facing the charity is that interest rates can vary. Risk management is undertaken by the Finance and Investment sub-committee who are responsible and accountable to the main trustee board.