REACH LEARNING DISABILITY

England & Wales · Charity number 1076318

Details

Other names	SOUTHWELL CARE PROJECT
Status	Registered
Legal form	Charitable company
Company number	03724275
Registered	1999-06-29
Register	View on the Charity Commission register

Contact

Address	Prebend Passage Southwell Notts NG25 0JH
Phone	07980825072
Email	steve.shatwell@reachuk.org
Website	www.reachuk.org

Activities

Objects: TO PROVIDE SUPPORT AND SERVICES FOR PEOPLE WITH LEARNING DISABILITIES (INCLUDING THOSE WITHOUT A FORMAL DIAGNOSIS, THOSE WITH AUTISM, BRAIN DAMAGE AND/OR WHOSE SENSORY AND COMMUNICATION IMPAIRMENTS PRESENT A SIMILAR BARRIER TO QUALITY OF LIFE AS LIVING WITH A LEARNING DISABILITY) AND THEIR FAMILIES AND CARERS WITHIN A 50 MILES RADIUS OF SOUTHWELL, NOTTINGHAMSHIRE."

Activities: The charity supports people with learning disabilities to achieve a good life in their community by providing care support, day service and accommodation services.

Downloaded from opencharities.uk/ew/1076318

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Accommodation/housing, Economic/community Development/employment
- **Who:** People With Disabilities

Geography

- **Area of benefit:** SOUTHWELL NORTH NOTTINGHAMSHIRE
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,945,523	£3,813,976	£2,876,657	130
2024-03-31	£3,571,880	£3,350,844	£2,745,110	112
2023-03-31	£3,338,815	£2,678,135	£2,524,074	97
2022-03-31	£3,083,112	£2,539,180	£1,863,394	102
2021-03-31	£2,915,688	£2,265,408	£1,319,462	98

Trustees

Name	Role	Appointed
Rachel Lannon	Chair	2017-06-28
JOHN PEACOCK		2023-11-06
JULIE PAYNE		2014-10-27
Mark Bramble		2022-08-08
Norman Adrian Hartley		2018-07-30
Paul Evans		2019-10-25
Richard David Whall		2025-05-12
Robert Gardner		2019-01-28

Downloaded from opencharities.uk/ew/1076318

REACH LEARNING DISABILITY

England & Wales - Charity number 1076318

Accounts

reach
learning disability



ANNUAL REPORT & ACCOUNTS

2024-25

SUPPORTING PEOPLE WITH LEARNING DISABILITIES IN NOTTINGHAMSHIRE



CONTENTS

1. About Reach 3

Who We Are & What We Do 4
Chair's Report 5
Chief Executive's Report 6
About the People We Support 7 - 8
Structure, Governance & Management 9 - 12
Leadership Team 13 - 16
Our 2024-29 Strategy 17 - 18
Fundraising Statement 19 - 21
Partner Story 22

2. Impact Report 23

The Difference We Make – A Snapshot 24 - 26
Reach in Numbers 27
Isobel's Story 28

3. Day Services & Courses 29

Day Services & Courses 30 - 32
Pat's Story 33

4. Projects & Participation 35

A Good Life in the Community 36 - 38
Support for Family Carers 39
Volunteering & Voice – All Part of Change 41 - 42
Voice & Participation 43 - 44

5. Accommodation Solutions 45

Accommodation Solutions 46

6. Reach Learning Disability Care CIC 47

Reach Care Overview & Update 48 - 49
Sarah & Jenny's Story 50

7. Financial Review & Accounts 51

Financial Review 52
Report of the Independent Auditors 53
Annual Accounts 54

8. Acknowledgements 70

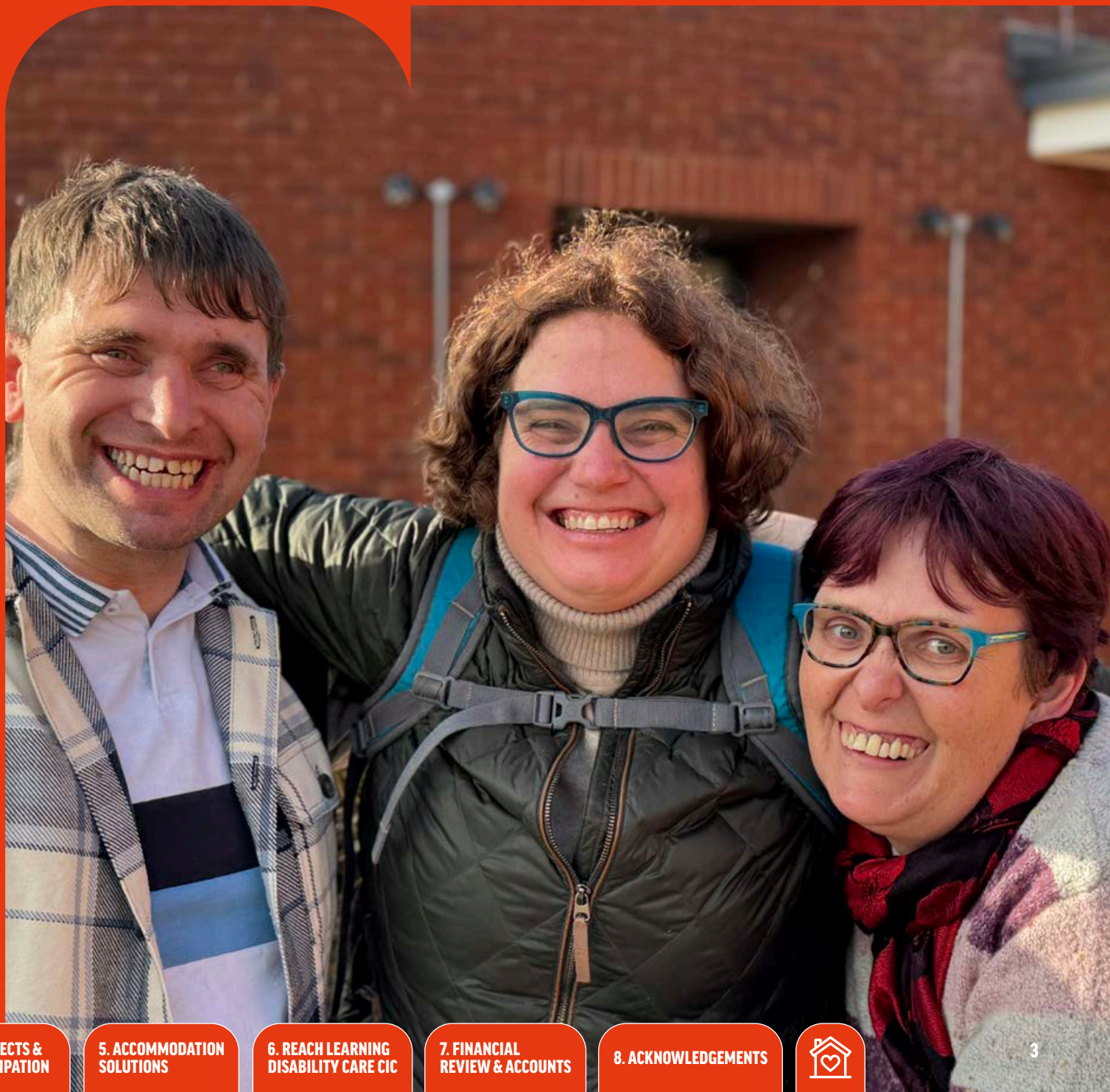
Thanks to Our Supporters & Friends 71 - 73

Our cover photo features Pat and Lorraine on a Reach holiday. You can read more about Pat's story on page 33.



1

ABOUT REACH



WHO WE ARE & WHAT WE DO

Reach Learning Disability ('Reach') enables people with learning disabilities in Nottinghamshire, and their family carers, to achieve a good life in the community.

Founded in 1999 as Southwell Care Project by parents concerned about the lack of local services, we now support 250 people with learning disabilities each week across the county.

DAY SERVICES

We offer engaging opportunities for lifelong learning and self-development at five centres: Reach Mansfield, Reach Newark, Reach Southwell, and our two horticultural centres – Flower Pod Southwell and Flower Pod Newark. Activities include 70 weekly courses, evening socials, supported holidays, and day trips.

PROJECTS & PARTICIPATION – A GOOD LIFE IN THE COMMUNITY

With grant funding, we deliver high-impact activities to transform lives, for example:

- **All Part of Change** – amplifying voices and strengthening volunteering to build cohesive communities and tackle barriers to health and inclusion.
- **Building Brighter Futures** – helping families and individuals plan for quality care and housing, boost household income, and find peer-led solutions. See page 39 for more information about our support for family carers.

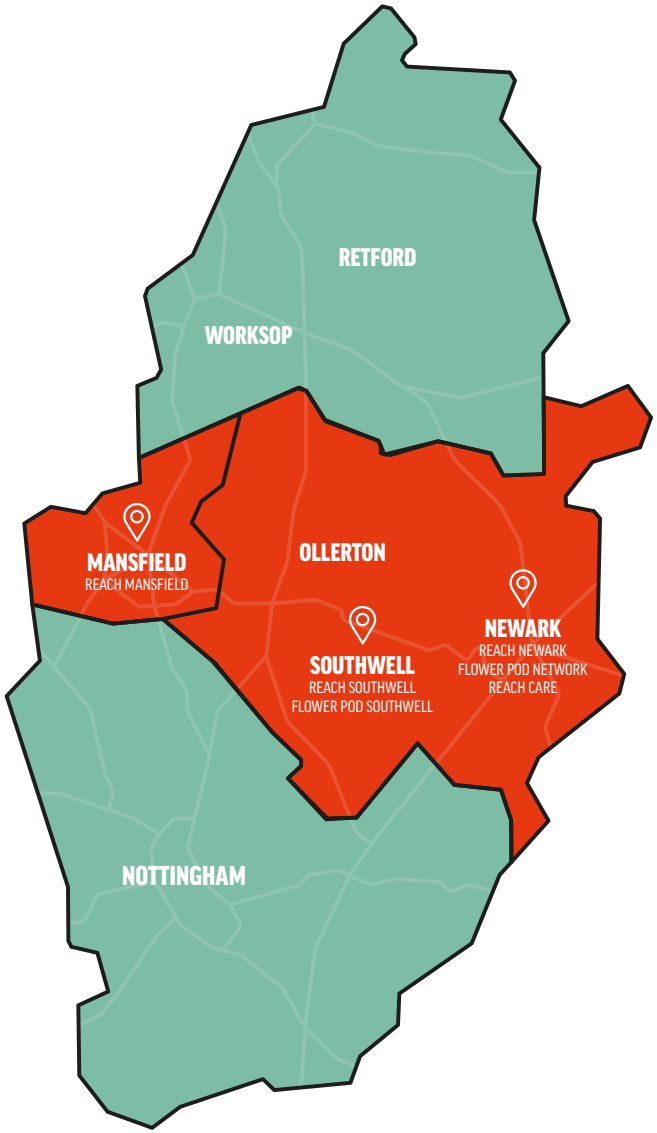
ACCOMMODATION SOLUTIONS

In 2023, we opened our first purpose-built supported living home for 12 people in Southwell and now own two bungalows in Newark for four tenants.

REACH LEARNING DISABILITY CARE CIC ('REACH CARE')

Since 2011, Reach Care has provided high-quality one-to-one care. Rated Outstanding by the Care Quality Commission (CQC) since 2018, Reach Care supports over 40 individuals a week in supported living settings, family homes, and the community. Reach Care is separately managed by a Board of Directors.

Inspected and rated Outstanding ☆ CareQuality Commission



WHERE WE WORK

All of our services are available to people with learning disabilities and their families across Nottinghamshire. Through projects, co-production and partnerships, our impact is felt county-wide and beyond.

CHAIR'S REPORT

In 2024-25, our relationship with our local communities has once again been critical to realising our vision and securing our future. Our progress towards this vision of a community where people with learning disabilities can participate and lead rich, rewarding lives is highlighted in the stories you will read throughout this Annual Report.

In our Strategy for Sustainable Social Change, we set out to achieve steady growth in Reach Care and supported living accommodations – our more sustainable services. In 2024-25, we purchased another bungalow in Newark, whilst Reach Care successfully increased the care support we delivered by 6,000 hours. This growth helps support the critical work of our day services and the special projects which change lives.

We pride ourselves on being an organisation where the Board and the Senior Leadership Team work well together. We recognise that as we grow, we must remain agile and be quick to react to the external environment. We have again proven that we make decisions effectively and quickly when faced with unexpected threats or opportunities, as demonstrated by our swift response to secure the purchase of our Day Centre and Head Office building in Southwell recently.

Fundraising for the organisation is the responsibility of us all. To this end our Chief Executive, Steve Shatwell and I undertook personal fundraising endeavours. As with everything he does, Steve pushed himself to achieve the extra-ordinary. His epic 10k swim around the Isles of Scilly put my 100k bike ride into perspective. We are thankful to many other staff members and volunteers who have undertaken fundraising ventures of their own.

We remain ambitious to expand to support the growing population of people with learning disabilities in our county, and we must manage that growth in an increasingly complex regulatory landscape. We will rise to these challenges and will do so whilst continuing to deliver high quality, person-centred services to people with learning disabilities.

I would like to extend my thanks to Pati Colman for 15 years of dedicated service as a Trustee. Her compassion and commitment are deeply appreciated, particularly in recent years for her support of our Voice & Participation Group. She will be greatly missed, and I wish her all the best.

I thank all my fellow Trustees for another year of unwavering support, and Steve Shatwell, who continues to lead with passion, commitment and dedication. I would especially like to thank Catherine Shatwell, who retired in March after 17 years of volunteering and working for Reach. Catherine has made an exceptional contribution to the lives of the individuals and families she has supported through the toughest of times. I know she will continue to be an important member of the Reach family, even in retirement.

As ever, I wish to offer my thanks to our dedicated staff and volunteers for their hard work, commitment and passion.

R Lannon

Rachel Lannon
Chair



CHIEF EXECUTIVE'S REPORT

2024–25 was a year of both opportunity and challenge.

In June 2024, we bought our second bungalow in Newark, now home to Sarah and Jenny. After years of waiting, they are finally in a place they love. You will find their story on page 50 of this report.

The year marked the completion of our All Part of Life project, which helped us grow volunteering and support more adults with learning disabilities to volunteer in Reach and the community. We are delighted that The National Lottery Community Fund is backing our next phase – All Part of Change – to develop this work over five years. This will include further enabling adults with learning disabilities and carers to have their voice heard and participate more fully in community life. See page 41 for more information.

During the year we also sadly lost two very special people to Reach. Dave Frearson, one of my first appointments when we set up Reach Care in 2012, took a leap of faith joining a start-up. He became Reach through and through, always upholding our values and supporting everything we did. Trevor Gatie, Trustee and Treasurer for 10 years, gave me unwavering support in our early days and was someone I leaned on in uncertain times. Both became dear friends and made lasting contributions to this wonderful organisation. We will miss them deeply.

Towards the end of 2024 an opportunity arose to buy the building we lease for our Southwell Day Centre and Head Office. We launched our 'Amazing Days' appeal in April 2025, raising £100,000 from our local community which, combined with generous grants from Trusts and Foundations, achieved our £250,000 fundraising target. Together with an affordable loan, we were able to realise our dream of owning our Day Centre and office building outright, safeguarding it for future generations.

I am very proud that, despite forecasting a £73,602 deficit, we ended the year with a small unrestricted surplus of £16,496. This turnaround reflects our strong financial management, diverse income generation and careful cost control. Our Finance Director's report on page 52 provides more detail.

The increase in Employer National Insurance contributions added pressure to an already stretched sector. Like many local authorities, our commissioners could not meet the extra costs, which will mean further strain on staff salaries in 2025-26. We continue to advocate for fairer pay in social care.

We also planned a major restructure of our Reach Care CIC during the year, introducing new roles to strengthen our skilled management team and prepare for future growth. These changes will help ensure our staff have clear career paths within our organisation.

Undoubtedly, challenges and opportunities will continue to present, but with our skilled, experienced and flexible team of colleagues, volunteers and supporters, I am confident Reach will keep growing and supporting more people with learning disabilities across Nottinghamshire.

My deepest thanks to everyone who helps Reach make a difference every day.



Steve Shatwell
Chief Executive



ABOUT THE PEOPLE WE SUPPORT

WHAT IS A LEARNING DISABILITY?

"A learning disability is a reduced intellectual ability, usually identified soon after birth or in the early years, and will last a person's whole life. Many people with a learning disability, such as people with Down syndrome, may find everyday activities challenging – for example household tasks, socialising or managing money. Other people with a learning disability need to be fully supported in all areas of their life, including communicating, personal care, and staying safe.

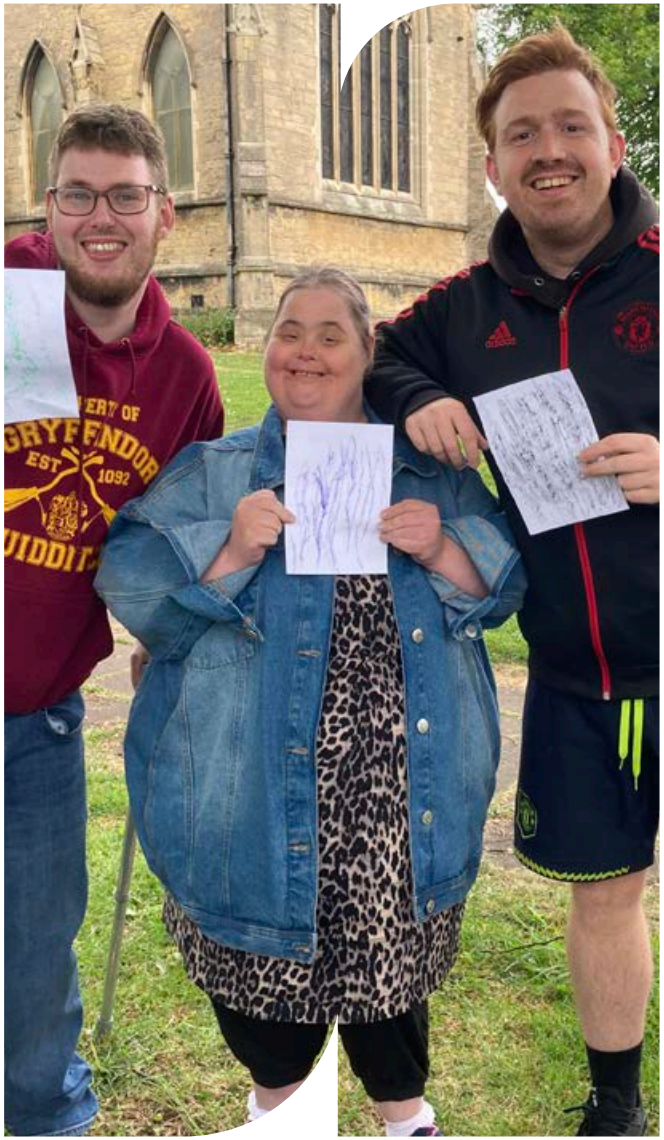
They are likely to take longer to learn and need support to develop new skills, understand information or interact with other people.

People with a learning disability may also have a learning difficulty (such as dyslexia) or be neurodivergent (such as having ADHD or being autistic).

Although a learning disability is permanent, many people can develop new skills throughout their lives. And, of course, societies and communities can change to be more inclusive. With the right support and an inclusive community, people with a learning disability can thrive."

Mencap website - 2025

Someone with a learning disability may also have a physical disability.



The number of adults with learning disabilities in Nottinghamshire is projected to grow from 15,227 in 2017 to 16,660 by 2035. In 2025, nearly 5,000 of these individuals are over 65.

For many of the people we support (clients), the risk of poor outcomes is compounded by a complex mix of personal, socio-economic and health inequalities. Our desk research shows that nationally:

- 42% of deaths among people with learning disabilities were deemed "avoidable," compared to 22% in the general population in 2022.
- The prevalence of diabetes among people with learning disabilities is believed to be around 10% - nearly double the rate of the general population.
- People with learning disabilities are seven times more likely to experience chronic loneliness than non-disabled individuals, which can have serious long-term health implications.

Through evaluations of our projects and courses, alongside our 2023 'Reach for our Future' survey we found that:

- Financial exclusion affects many of the people we support. Some people are extremely economically disadvantaged – 30% of Reach clients live in the top 10% and 20% most deprived areas in the country.
- People in Southwell face additional challenges linked to rural isolation, including limited public transport.

ABOUT THE PEOPLE WE SUPPORT

- 75% of Reach family carers said that their primary concern is the future care and support of their family member with a learning disability.
- Many adults with learning disabilities live at home with parents who are in their seventies and eighties, often without receiving any services or support.
- There is an even higher risk of type 2 diabetes within the communities we serve.
- Isolation and poor health are exacerbated by having to move away from their local community due to limited options for day services, care support, and quality accommodation.
- Many of the people we support lead very sedentary lifestyles, and make poor dietary choices.
- In addition to a learning disability, about 40% of the people we support are autistic, and around 40% have physical disabilities.

The people we support tell us they would like us to do more of what we do, and build in new opportunities for challenge, adventure, learning and socialising, to be supported to lead more independent lives, and to be able to be recognised as active, equal citizens.

We are committed to finding innovative ways to enable people with learning disabilities and their family carers to achieve a better quality of life. Our 2024-29 Strategy outlines how we will do this – please see page 17.

Sources for the above information can be found at reachuk.org/research-sources.



STRUCTURE, GOVERNANCE & MANAGEMENT

COMPANY PARTICULARS

PRINCIPAL AND REGISTERED OFFICE ADDRESS

Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

AUDITOR

Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield Nottinghamshire, NG18 1BL

SOLICITORS

Actons Solicitors, 4-8 Regent Street, Nottingham, NG1 5BQ

REGISTERED COMPANY NUMBER

3724275

CHARITY NUMBER

1076318

WEBSITE

www.reachuk.org

PURPOSES & AIMS

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

STRUCTURE

On 1st April 2014, the Charity's name was officially changed from Southwell Care Project to Reach Learning Disability. The Charity is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the Charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).



HEAD OFFICE & DELIVERY PREMISES

Offices
Reach Learning Disability's Head Office is Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.

Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021).

The Charity's day service delivery premises are located at:

Reach Newark
Hawtonville Community Centre, St Mary's Gardens, Newark, NG24 4JQ

Flower Pod Newark
Operates at a site next to Eton Court, Newark, NG24 4JB

Reach Mansfield
St John's Church Hall, St John's Street, Mansfield, NG18 1QH

Reach Southwell
Prebend Passage, Southwell, NG25 0JH

Flower Pod Southwell
Home Farm, Brackenhurst Lane, Southwell, NG25 0QL


OLE MISS

STRUCTURE, GOVERNANCE & MANAGEMENT



SUPPORTED LIVING ACCOMMODATION

The Charity holds the freehold title of land and properties on Halloughton Road in Southwell, over which Hillary's Finance hold a mortgaged security charge.

The Charity holds the freehold title of a three-bedroom bungalow in Newark, over which CAF Bank hold a mortgaged security charge.

The Charity holds the freehold title of a three-bedroom bungalow in Newark, over which Hillary's Finance hold a mortgaged security charge.

DELIVERING PUBLIC BENEFIT

The Trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance. Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.

RISK MANAGEMENT

The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the Charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational, strategic and business risks which the Charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the Senior Leadership Team and annually by the Council of Management.

All changes to the Risk Register are approved by Trustees. The organisation completes individual operational risk assessments in all areas of its work including provision of services, special projects and fundraising activities. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

RESERVES

It is the Charity's policy to maintain unrestricted free reserves at a level which provides funds both to cover three months' operating expenditure of the charity and to mitigate against financial risks in its commercial trading operations. The level of reserves is reviewed regularly, considering strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.

GOVERNANCE

The Company is administered by its Council of Management (the Council), the members of which are Trustees for the purposes of Charity Law and Directors for the purposes of Company Law. The Trustees delegate the day-to-day management of the Charity to the Chief Executive and Senior Leadership Team (see page 15 for further information). The Senior Leadership Team (SLT) report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy. Designated Trustees and SLT members carry out additional strategic planning, succession planning and audit reviews. A Trustee participates in Voice and Participation Group sessions (see page 43 for more information). Organisational aims and objectives are reviewed regularly by Trustees and the SLT, incorporating feedback from the people we support, staff, family carers, volunteers and professional contacts, and are subject to continuous informal review throughout the year.

The Board has 85% attendance at Council meetings. The Charity ensures the membership of the Council comprises a good mix of the skills required to steer the organisation together with an adequate

STRUCTURE, GOVERNANCE & MANAGEMENT

representation of family carers. Two of the Charity's Trustees have been on the Council for more than nine years.

The Council of Management seeks to ensure that the needs of people with learning disabilities are appropriately reflected through the diversity and competencies of the Trustee body. The Council considers that an appropriate spread of characteristics and skills are currently represented within the trustee body. The Council recruited one new Trustee this year who was elected at the May 2025 Board meeting. All members of the Council provide a list of their skills upon appointment, which are utilised appropriately to support the achievement of the charitable objectives. The recruitment process is overseen by the Chair of Trustees and the SLT. All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to the Charity's work including safeguarding and fundraising. Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year.

REMUNERATION

The Chief Executive's salary is reviewed annually by the Chair who makes proposals for the Council to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations' (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also considered. The positioning of senior management remuneration is delegated to the Chief Executive and reported to the Council annually.



DIRECTORS' RESPONSIBILITIES

Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period.

In preparing those financial statements, the Council is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council is responsible for keeping proper accounting records which disclose at any time the financial position of the Company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Council is also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

Signed on behalf of the Council.

R Lannon.

Rachel Lannon
Chair

LEADERSHIP TEAM: TRUSTEES

TRUSTEES



RACHEL LANNON

Chair of Trustees
Reach Care Director

Independent Corporate Business Consultant and Trainer with extensive experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at the Eastman Kodak Company. Former Justice of the Peace.



NICK TURNER

Deputy Chair of Trustees
Audit Committee

Retired local businessman. Member of Southwell & District Lions Club. Property and Maintenance Co-ordinator at Southwell Minster. Late brother-in-law, Andrew, had Down syndrome.



BOB GARDNER

Head of Audit Committee

Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.



JOHN PEACOCK

Reach Care Director
Audit Committee

Retired Partner of intellectual property law firm Potter Clarkson, where he specialised in trade mark law. Previous positions include 'in-house' at BT and the branding consultancy Interbrand. Sits as a Magistrate in Nottingham and Mansfield.

LEADERSHIP TEAM: TRUSTEES

TRUSTEES



JULIE PAYNE

Founder member of Westgate Group. 20-year foster carer. Former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability. Adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.



PAUL EVANS

Director of Youth & Education at St John Ambulance. Strong background in voluntary sector leadership, education, youth services, homelessness and mental health. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.



RICHARD WHALL

Appointed 12th May 2025

Operational and general management in food, pharmaceutical and cosmetics working for Boots, Premier Foods, Princes and Novartis. Led the establishment of the National Pandemic Laboratory during the Covid-19 pandemic. Held various trustee roles and loves to use his know-how and energy to help those facing difficult life challenges.



PATI COLMAN

Voice & Participation Group Volunteer
Resigned 10th November 2025

Former Complaints Manager, Adult Social Care. Chair of the Westgate Group for people with disabilities and their families.



MARK BRAMBLE

Served in electronics and telecommunications in the Royal Air Force in the UK and overseas. Corporate IT experience with Perot Systems, Powergen, Eon, HP and Boots. Many decades' experience of voluntary work for charities and civic organisations. Father of a son with learning disabilities.



ADRIAN HARTLEY

Reach Care Director
Voice & Participation Group Volunteer

Father of a son with complex needs. 'Expert by Experience' working with CQC Inspectors. Co-chair of Carers Space Notts, a carers forum in Nottinghamshire. Member of the Learning Disabilities and Autism Physical Health Steering Group Nottingham and Nottinghamshire Integrated Care System (ICS) (LeDeR). Member of the Supporting People Well Steering Group (a sub-group of CQC Supported Living Coalition).

LEADERSHIP TEAM: PAID OFFICERS

PAID OFFICERS – SENIOR LEADERSHIP TEAM



STEVE SHATWELL

Chief Executive
Reach Care Director

Responsible for the development and delivery of the strategy, and managing the overall operations of the Charity. More than 20 years' experience in the financial services sector. Brother and family carer to Richard, who had Down syndrome. Proud to have led the organisation for 18 years, extending our reach to over 250 individuals and their families.



JULIA SANDHU MCIOF (DIP)

Fundraising Director

Leads the Fundraising and Communications team. Prior to joining Reach in 2012, worked in diverse fundraising roles, including for two national learning disability charities. Track record includes securing major grants for best practice projects that tackle causes of exclusion.



LEADERSHIP TEAM: PAID OFFICERS

PAID OFFICERS – SENIOR LEADERSHIP TEAM



SHARON CARD

Finance Director

Leads the organisation-wide budgeting and cashflow management, supports strategic planning through financial modelling, and delivers management accounts and forecasts. Brings 17 years of project management experience in blue-chip companies, contributing to major initiatives including our Southwell accommodation build.



DANI NOQUET

Reach Care Registered Care Manager/Client Services Director

Ensures that the care and support delivered by Reach Care is high quality and person-centred. Legal obligation to ensure services are delivered safely as set out by the Care Quality Commission (CQC). Registered Care Manager since 2017. Diploma for Practice Leader in Positive Behaviour Support. Proud to have been invited to join the Senior Leadership Team in July 2025.



OUR 2024-29 STRATEGY FOR SUSTAINABLE SOCIAL CHANGE

Our 2024-29 Strategy has been developed with input from people with learning disabilities, families, volunteers and staff. Views have been gathered through evaluation of activities, forums and discussions, and from our December 2023 'Reach for our Future' survey. Our ambition is to achieve carefully managed growth, without compromising on quality.

OUR VISION

A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

OUR MISSION

We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment of our team.

OUR VALUES

- Everything we do should inspire **trust** and confidence
- We all need to feel **safe**, encouraged and valued
- Everyone has the right to **aspire**
- Understanding **individual needs** takes time and care
- We all have the right to share in the **life of the community**
- The voices of people with learning disabilities and their families **must** be heard
- Our commitment to **high standards** must underpin all that we do.

BARRIERS TO A BETTER QUALITY OF LIFE

- High risk of avoidable poor health
- Loneliness and social isolation
- Poverty
- Misunderstanding and discrimination
- Lack of quality support and accommodation – many living with older family carers with no support
- Low skills and confidence
- Limited opportunities for independence.

OUR OFFER TO IMPROVE QUALITY OF LIFE

- Five day centres with 70+ weekly courses
- Social events, holidays, and day trips
- Tailored support for family carers
- Projects to tackle barriers to inclusion, partnership with people with learning disabilities and carers
- Accommodation solutions and planning help
- CQC-rated 'Outstanding' one-to-one care support.

DIFFERENCE MADE BY 2029

- More people with learning disabilities will lead happier, healthier, more independent lives
- More family carers will feel less anxious about the future
- Enhanced quality of delivery through input from people with lived experience, and improved infrastructure
- Increased organisational capacity and sustainability.

You can read more about the difference we make in our Impact Report on page 23.

AMBITIONS FOR GROWTH AND IMPACT

- Doing what we do best and more of it
- Expand day service sessions and course diversity
- Increase socials, holidays, and day trips
- Expand support for family carers
- Increase co-production and participatory initiatives
- Roll out Positive Behaviour Support approaches
- Form new partnerships to support our strategy
- Increase weekly care support hours
- Further develop sustainable income streams.



CRITICAL TO OUR SUCCESS

- Diversified income streams and fundraising efforts
- Strong community connections and partnerships
- Knowledgeable, trained, motivated staff
- Clear communication of our impact
- New investment in capacity to deliver new supported living options and best practices
- Accessible, cost-efficient, and energy-efficient premises
- Sustainable organisational infrastructure (such as digital systems and staff wellbeing, resilience and development)
- Policies that reflect regulatory change, align with our organisational culture and strategic priorities (such as Equality, Diversity & Inclusion, Information Management and Environment).

WHAT DOES SUCCESS LOOK LIKE?

- High satisfaction levels in stakeholder evaluations. Quantitative and qualitative data shows quality of life improvements.
- High attendance and engagement in services
- High scoring tenders, applications, quality audits and/or positive feedback on funded project reports
- Outstanding rating from the Care Quality Commission (Reach Care)
- Recognition for quality supported living environments
- Strategies shaped by those with lived experience
- Awards for service delivery and innovation. Trusted Standard Level 1 certification
- Recognition as a top employer in adult social care. Investors in People Platinum Award
- Increased income and engagement through fundraising and communication activities.



FUNDRAISING STATEMENT

OVERVIEW

In 2024/25, it cost the charity £3,813,976 to deliver vital services to people with learning disabilities. £3,607,398 of this came from charitable activities, including personal budgets, commissioning, property rental, contracts, and business grants. The remainder was raised through grants and donations.

Our fundraising and communications are led by a full-time Fundraising Director, supported by two part-time Fundraising Officers. We also engage freelance specialists for specific projects as needed.

Examples of Achievements

- In the final quarter, we responded swiftly to the emerging need to raise funds for the purchase of our Southwell property, home to our Southwell day services and head office.
- Secured our second five-year grant from The National Lottery Community Fund to expand volunteering and voice work across the organisation (see page 41 - 42)
- Honoured to be chosen by Southwell & District Lions Club as the beneficiary of their Carols for Everyone concert at Southwell Minster
- Chief Executive Steve Shatwell and Transitions Co-ordinator Beverley Rayner completed the demanding Tresco Swim, raising £5,000
- Our busy Christmas fundraising week saw us raise over £66,000 for the Let's Move project, tackling the high risk of avoidable poor health among adults with learning disabilities. New supporters included Goosedale Events Venue, who raised £13,600 through their 2024 Diwali event with matched funding
- Continued to benefit from our long-standing relationship with the Viking Challenge organisers
- Targeted engagement at district and county levels helped expand our networks and raise awareness of the people we support
- An increase in regular givers following our 25th Anniversary Service shows that our efforts to increase income from individual donors continue to gather momentum. During the year we received one legacy of £5,000
- Submitted successful tenders for Multi Provider Framework Agreement for Care, Support and Enablement and Inspire Learning adult education courses
- 25th Anniversary Service at Southwell Minster in May 2024 was a resounding success, strengthening relationships with both long-standing and new supporters
- Featured again on BBC Radio, BBC East Midlands, and other local broadcasters. We also thank local newspaper editors for their continued support through regular coverage.

Challenges

- The fundraising landscape remains exceptionally challenging. Diversifying voluntary income continues to be central to our strategy.
- We work to show supporters how their contributions empower us to deliver transformative, grassroots impact – reaching some of the 'easiest to ignore' people in society.
- With commissioning changes linked to the new East Midlands Combined County Authority on the horizon, building partnerships and networks is essential to raise awareness of the needs and rights of people with learning disabilities and their families.
- Commissioned services income is allocated to delivery, leaving limited scope for capacity building, innovation (such as our Voice & Participation group), volunteer support, coordinating activities like holidays and socials, or maintaining vital family carers support. That's why voluntary income remains central to achieving our mission.

WHY WE FUNDRAISE

Fundraising enables us to:

- Bridge the £500,000 shortfall between commissioned income and the real cost of our services
- Empower people with learning disabilities, families, and partners to tackle barriers, challenge stigma, and influence services and decisions
- Maintain and improve our five centres and ensure our infrastructure is fit for purpose
- Provide wellbeing activities like holidays, socials, and day trips
- Support people with little or no funding or access to entitlements

FUNDRAISING STATEMENT





- Reach more adults and carers across Nottinghamshire, including older individuals and families struggling alone, often unknown to services
- Stay resilient as needs change in a tough social care and economic climate
- Build networks and partnerships that extend our reach and impact.

Fundraising Regulation and Monitoring

We actively monitor changes in fundraising, tax, and data protection law – including HMRC's revised guidance on tainted donations and the new Data (Use and Access) Act 2025 – and update our policies, training, and systems to ensure continued compliance, transparency, and public trust in all our fundraising activities. Our approach includes:

- Registration with the Fundraising Regulator, payment of the Fundraising Levy, and full adherence to the Fundraising Code of Practice
- Compliance with data protection regulations, supported by a specialist database to manage supporter data securely
- Clear supporter privacy notices available online, in print, and from the Fundraising Team, with tailored versions for specific activities
- A policy of never selling or swapping supporter data
- Clear guidance for supporters on how to update communication preferences at any time
- Regular updates on fundraising performance at quarterly Board meetings and on request
- Inductions, meetings, email updates, and training for Trustees, staff, and volunteers on fundraising policies and procedures
- Ongoing training and professional development for fundraising staff, based on supervision and appraisal
- An Ethical Fundraising Policy that includes our approach to protecting vulnerable people, including Reach clients who want to participate in fundraising
- A Fundraising Complaints Policy outlining how to raise concerns – with no complaints received in 2024/25
- Safeguards in place with partners and commercial participators, including proportionate service level agreements or contracts
- Monitoring and responding to changes in legislation and regulatory guidance, including data protection and fundraising standards, and transparency around appeals.

LOOKING AHEAD TO 2025/26

We aim to:

- Secure revenue and small capital grants to meet our budget and support our organisational strategy
- Introduce a new three-year grant-maker strategy to improve the efficacy of applications and grants secured, shaped by those with lived experience of learning disability

FUNDRAISING STATEMENT

- Submit high-scoring tenders to commissioning bodies
- Grow unrestricted income, focusing on individual giving while sustaining strong community and corporate networks, and building on connections made through recent appeals
- Undertake a cross-organisation communications audit to prepare for our first full communications strategy that boosts engagement and demonstrates impact
- Update fundraising and communications policies, procedures and training to reflect changes in the Fundraising Regulations and other relevant legislation
- Develop a new individual supporter journey to improve engagement and retention across all giving capacities, increasing regular gifts, major gifts, celebration, in memoriam and legacy giving
- Continue building a skilled and professional team.

We are a fundraising organisation rather than an organisation with fundraisers. Staff, Trustees, volunteers, people with learning disabilities, families, local and national grantmakers, community groups, and businesses all contribute – through grants, donations, events, volunteering, or sharing personal impact stories. We are grateful to everyone who has supported us in the past year, including those who helped us swiftly launch our 'Amazing Days' appeal in response to the once in a lifetime opportunity to purchase our Southwell property.



JULIA SANDHU

MCIOF(Dip)

Fundraising Director

Julia.sandhu@reachuk.org

Connect with Julia on Linkedin



PARTNER STORY

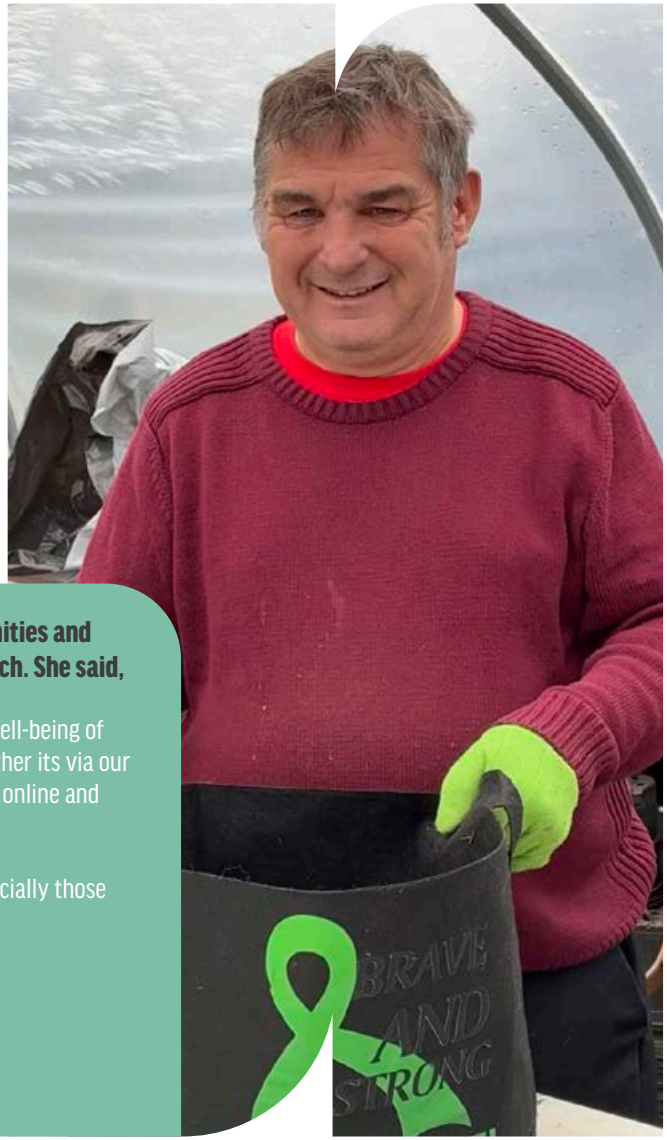
NOTTINGHAMSHIRE COUNTY COUNCIL LOCAL COMMUNITIES FUND TEAM

Nottinghamshire County Council (NCC) grants helped the charity get established when we started life as Southwell Care Project. Flexible funding from NCC community grant schemes has played a pivotal role in our development ever since.

Today, **NCC's Local Communities Fund** continues to help us adapt to the changing and growing needs of people with learning disabilities across Nottinghamshire. A four-year grant for our Future Forwards project is enabling our Centre Managers to reach new clients and families, diversify our activity timetable to reflect evolving needs, and prepare for rising demand. It has also given staff the time and space to plan strategically, share best practice, and introduce more efficient ways of working.

We also hold two smaller NCC grants: one supporting our work with family carers, and another – through the Mental Wellbeing Small Grant scheme – is enabling us to pilot Cook and Grow, a creative gardening project to address the risk of poor mental health facing a group of men with learning disabilities.

"We're incredibly grateful to Nottinghamshire County Council for their community grants schemes over the years," said Steve Shatwell, Chief Executive. "Their flexible funding has helped us build strong community networks, recruit and support volunteers, to innovate and lever in further funding."



Nottinghamshire County Council's Cabinet Member for Communities and Public Health, Councillor Dawn Justice, praised the work of Reach. She said,

"The voluntary sector does such vital work to improve the lives and well-being of our residents. This is why it's so important they get our support, whether its via our funding schemes or getting expert advice and guidance thanks to our online and in-person funding workshops.

"Organisations like Reach really do help our communities thrive - especially those people who are isolated and often hard-to-reach."

Funded by

Nottinghamshire County Council

2

IMPACT REPORT



THE DIFFERENCE WE MAKE – A SNAPSHOT

Being able to measure, understand and communicate the difference we make for people with learning disabilities is very important to us. However, this can be challenging because many people stay with us for life and will face many changes in their health, wellbeing and living environment, and goals can be different for each individual at different times of their life.

Our person centred approach means that people can continue to progress in ways that are meaningful to them.

Specifically, we are looking to measure how we deliver against our aim to support people with learning disabilities to live happier, healthier lives in their community.

So we've introduced this new 'Impact Report' within our Annual Report which includes an in-depth case study, examples of our impact across all aspects of our work, and ways we respond to feedback. We still have work to do to be able to truly measure our impact, but we have made significant progress towards this in the last year in two ways:

- Firstly, with the help of an expert volunteer, we calculate the social value of our community volunteering to be towards £400,000 annually.
- Secondly, we have planned to pilot effective ways to capture and measure the impact of our activities to address health inequalities.

Understanding our impact better helps us to identify opportunities within our work in which we could support people with learning disabilities to live happier, healthier lives in their community.

RESPONDING TO FEEDBACK

Feedback from consultation and evaluation with people who access support from Reach helps scope our activities.

THE PEOPLE WE SUPPORT SAID:

- "We would like to learn about independent travel."
- "We want to go on more nature walks and visit places."

REACH DID:

- Ensured courses to explore the community incorporate planning and travelling by public transport
- Started and strengthened our 'Out and About' sessions
- Two staff members became trained Walk Leaders
- Secured funding to support the above activities.

THE PEOPLE WE SUPPORT SAID:

- "We want to be more independent."

REACH DID:

- Strengthened holistic person-centred planning processes that support people to achieve their goals.

THE PEOPLE WE SUPPORT SAID:

- "We would like to do more woodwork and use power tools."

REACH DID:

- Delivered targeted sessions on how to safely use power tools such as using a jigsaw to cut wood picture frames
- Ran a volunteer-led project to develop a new woodworking area at Flower Pod Newark
- Incorporated woodwork into other courses and projects
- Sought funding for adaptive tools.



THE DIFFERENCE WE MAKE – A SNAPSHOT

CARERS SAID:

- "We want support for carers to continue and would like more group workshops to help plan for the future".

REACH DID:

- Appointed new Carers Manager to continue delivering this vital work
- Developed programme of activities responding to interest including workshops about Contribution to Care and Disability Related Expenditure, planning for the future and health topics
- Planned to do more outreach work to support more family carers.

VOLUNTEERS SAID:

- "We want more opportunities for face-to-face training"

REACH DID:

- Adapted Safeguarding training to face-to-face delivery
- Invited volunteers to attend training on how to support people with learning disabilities.

VOLUNTEERS SAID:

- "We'd like better communication"

REACH DID:

- Funding secured to enhance volunteer support, including dedicated staff time to improve communication and connection.

VOICE & PARTICIPATION (V&P) GROUP MEMBERS SAID:

- "We want to actively recruit more members to the group."

REACH DID:

- Funding secured
- V&P group supported to hold information sessions
- Recruited and trained 10 new group members.



THE DIFFERENCE WE MAKE – A SNAPSHOT

QUOTES

"There is no better place to meet the most amazing people – I love it!"

Anna, community volunteer

"I enjoyed learning about my health today and I didn't know about the Hospital Passport. I think I can be better at knowing about my own health!"

Health Project Participant

"Hayley (Tutor) gets us to try new things and encourages us, we make lots of our own choices which I like … we learnt about primary and secondary sources and I find I have been thinking about them when I see things either in real life or on TV".

Sara, Educational Fun Learner

"Having mastered the technique to use equipment he had not used before, Tom successfully achieved his goal to clearly and concisely explain to other clients how to safely use the mower and strimmer at Flower Pod."

Nicola, Flower Pod Southwell Centre Manager

99%

OF LEARNERS ENJOYED THEIR COURSE

100%

SAID THEY FELT THEY RECEIVED THE HELP THEY NEEDED

99%

SAID THEY FELT SAFE

89%

FELT THEY HAD INCREASED IN CONFIDENCE THROUGH THE COURSE

Data taken from self-assessments for our Inspire Learning contract, Spring Term 2024/25, based on evaluations from 164 Learners

REACH IN NUMBERS

600

PEOPLE BENEFITTED*

1074

AVERAGE WEEKLY DAY SERVICE HOURS

1686

AVERAGE WEEKLY CARE HOURS

70

WEEKLY COURSES

361

PEOPLE ENGAGED IN ACTIVITIES PROMOTING HEALTHIER LIFESTYLE CHOICES

367

PEOPLE ENGAGED IN ACTIVITIES TO DEVELOP SKILLS FOR INDEPENDENCE

268

PEOPLE WITH LEARNING DISABILITIES SUPPORTED WEEKLY

33

NEW PEOPLE ACCESSED REACH DAY SERVICES IN 2024-25

16

PEOPLE IN REACH SUPPORTED LIVING ACCOMMODATION

*includes people accessing Reach day services, volunteers, carers, people participating in best practice projects, people attending taster sessions and outreach work.

ISOBEL'S STORY

Isobel's journey with Reach began when she joined as a volunteer and member of the Voice & Participation Group. She brought with her a unique set of strengths – politeness, punctuality, a strong visual memory, and a deep respect for structure. At the same time, she faced challenges including low self-esteem, difficulty with social interactions, and a lack of confidence in unfamiliar situations.

Her first Reach project focused on internet exploitation, where she and her peers visited schools to educate others about online safety. "This helped them to understand more," Isobel explained, "as we knew first-hand what it's like to navigate the internet with learning disabilities." This early experience laid the foundation for her growing confidence and sense of purpose.

Even during the pandemic, Isobel remained engaged, continuing her work through online meetings. "We carried on through and after Covid using online meetings, increasing our understanding and reaching more people," she said. These virtual sessions helped her build resilience and expand her communication skills.

Over the past year, Isobel has transformed into a confident, articulate, and passionate advocate – not only for herself but for others with learning disabilities and autism. Her involvement in Reach has opened doors to opportunities she once found overwhelming. She now speaks proudly about her work to friends, family, and professionals, and actively contributes to training sessions, interview panels, and peer support.

Her creative talents have also flourished. Isobel has used skills learned at college to assist professionals from Crocodile (filmmakers) during filming and photography sessions. "Reach always include me and ask if I can assist," she said. "This also helps the clients at Reach because they know me and are more comfortable with me behind the camera lens." Crocodile has been so impressed that they plan to include Isobel in their team for a new project they are planning.

Reflecting on her journey, Isobel said:

"I am proud of being able to train others to do what we do in the mentoring sessions of the Voice and Participation group, and I want to carry on helping people with learning difficulties and people who work with them to understand and be better".



Isobel's confidence has grown to the point where she now allows herself to be filmed and photographed while explaining the importance of Reach's projects – something she couldn't have imagined a year ago. "It's definitely helped my self-esteem to grow," she shared.

She has also played a key role in Reach partnerships with the University of Nottingham, including being a co-applicant on a successful funding bid for the Safe Space Health Cafés project, funded by the National Institute for Health and Care Research. Isobel's role has been to help shape how health information is shared with people with learning disabilities, and included running these sessions, with other co-applicants and the university research team.

In February, Isobel joined other Voice & Participation members in London for a Providers Unite Day of Action of action, advocating for respect and recognition of social care. She's contributed to best practice initiatives with Nottinghamshire County Council and the NHS, and continues to volunteer weekly, supporting others in computer sessions at a day centre. "My confidence has grown so much I am going to teach a mini project about animation to them this summer," she said.

One standout moment came during a professional video shoot, where the facilitator offered her a future volunteering opportunity – her "dream job." Isobel's response? "I'm saving that in my Memory Core."

Isobel's parents have witnessed a remarkable transformation. "Volunteering at Reach has given Isobel the structure and social interaction she needs. Her self-confidence has grown exponentially. She is becoming a better version of herself because of it."

3

DAY SERVICES & COURSES



DAY SERVICES & COURSES



VICKIE WARD

Acting Day Service Lead

OUR FIVE DAY SERVICE CENTRES

Walk into any of our five vibrant centres and you'll find people gaining vital life skills and knowledge – while having fun and making new friends.

Together, our centres offer 70 weekly tailored courses, including sports and fitness, healthy cookery, art, gardening, photography, drama, digital skills, and more. Evening socials provide further opportunities to build friendships and independence, while performances, exhibitions, and presentations allow people to showcase their progress to carers and friends.

Our skilled staff tailor activities to suit a wide range of abilities, needs, and aspirations. Each Centre Team is led by an experienced Manager and works closely with colleagues across Reach – including Reach Care, Voice & Participation, Volunteer, and Carers teams, and our Senior Lead Tutor – to ensure people receive the right support at the right time.

Through careful person-centred planning, individuals are supported to work towards their own goals. Courses are designed to build confidence and self-esteem, improve communication, and help people lead more active, healthier, and fulfilling lives – both at home and in the community.

THE DIFFERENCE WE MAKE

We see the impact of our centres every day – in the growing independence and confidence of the people we support. Whether it's moving into new accommodation, joining a community activity, or trying something new like a different food or hobby, each achievement matters.

Over the past year, many of the people we support have achieved incredible things thanks to the dedication of our Centre staff and volunteers. You can read about some of these achievements on pages 28 and 33. Others have made deeply personal progress – whether it's learning to make a sandwich at home, asking for help in a shop, or improving health outcomes that professionals describe as life-changing.

LOOKING AHEAD

The voluntary social care sector faces significant challenges. Rising costs, limited space, and constrained resources affect all our centres. Reach Mansfield, for example, is at full capacity and has no outdoor space.

Despite these barriers, we are determined to ensure our centres remain a vital resource – now and in the future. We are working with partners and networks to address these challenges, but flexible funding is urgently needed to help us grow and meet the evolving needs of our communities.



Reach has been working with Inspire Learning, Nottinghamshire County Council's adult community learning team, for over a decade. Our Inspire Learning courses are shaped by the needs of learners and delivered by qualified, experienced tutors. We are proud to still be working with Inspire Learning - their support helps us to deliver enriching, diverse courses across all five centres.

Inspire Adult Learning
Culture | Learning | Libraries

DAY SERVICES & COURSES



REACH SOUTHWELL

Reach Southwell offers courses and social activities to 40 adults each week. The centre features a large activity room, a well-equipped kitchen, and a peaceful outdoor area. Its central location allows people to explore the town's facilities and feel part of community life. Thanks to the success of our 'Amazing Days' fundraising appeal, we are now the proud owners of our Southwell premises.



FLOWER POD SOUTHWELL

Established in 2012 and located on Nottingham Trent University's (NTU) Brackenhurst campus, we offer therapeutic nature-based activities to 40 clients weekly. The beautiful 1.5 acre site features flower beds, ponds, a large polytunnel, and a straw-bale building with classrooms. NTU staff and students share their expertise and skills with us, enriching client learning experiences.



DAY SERVICES & COURSES



REACH NEWARK

Established in 2009, our largest centre operates from Hawtonville Community Centre, supporting over 100 people each week. The centre's facilities include a large sports hall with stage, classrooms, training kitchen and a small courtyard garden. Regular visits to Newark's local facilities help build community confidence.



FLOWER POD NEWARK

Opened in 2020, Flower Pod Newark provides safe, therapeutic outdoor activities for 40 people with learning disabilities each week. The lovely 2 acre site includes a modular classroom, flower and vegetable beds, ponds, fruit cages, and a small orchard—offering a tranquil environment for learning and relaxation.



REACH MANSFIELD

Established in 2012, Reach Mansfield supports 50 clients weekly with courses that promote independence, healthier lifestyle choices, and stronger social connections. Facilities include a training kitchen, classrooms, and a hall with a stage.

PAT'S STORY

"Before I went to Reach I used to go to another day service once a week and also volunteered a morning a week at a local charity shop. At the day service we played games or whatever you wanted to do, but there was no one to talk to. I liked to help make drinks. I started at Reach Newark and Flower Pod Newark last year. I had more people to talk to and made a lot of friends.

I feel more relaxed now than I've ever done.

At Reach Newark I do singing, boccia and craft. At Flower Pod I do knitting, cooking and gardening. I like being in nature it makes me feel good. I like helping other people. I also joined Voice & Participation on Saturdays. It gives me a break at the weekend. We write down ideas to questions and the answers are put on a board and then we discuss them. I went on my first Reach holiday and it was brilliant. I liked the swimming, chatting and dancing and I can't wait for the next one in November. It was great to have a break and it gave Sara a break too. I'm happy at Reach it makes my life better."

– Pat, Reach Newark and Flower Pod Newark



Sara, carer to Pat said:

"Pat has really come out of herself, since joining Reach, she's grown enormously in confidence. She has made a lot of new friends. Pat's tried to be involved in groups before but she didn't understand most of what was happening, which left her feeling marginalised. I think the most important aspect of activities at Reach is that she feels listened to, understood and valued. She likes to be helpful, so it makes her day when she gets to help other people do things. It's brilliant that she is encouraged to do that. From my perspective it is wonderful to know she is in an environment where not only is she safe, but she is encouraged to be kind and supportive of others. Reach has been a huge blessing to both of us. Thank you for everything you are all doing."



“I’M HAPPY AT REACH, IT MAKES MY LIFE BETTER.”

4

PROJECTS & PARTICIPATION



A GOOD LIFE IN THE COMMUNITY



TRACEY THURLOW

Projects & Participation Manager

I am proud to lead Reach's work that adds value to the incredible support provided in our day centres. My role focuses on empowering people with learning disabilities and their families to have a voice in decisions and services that affect their lives. I also work to ensure access to everyday activities and community life that many of us take for granted, and to develop strategies for volunteering and supporting family carers.

The Projects & Participation team works alongside our Centre and Reach Care teams to support people with learning disabilities to live full, connected lives – exploring new places, building friendships, and enjoying meaningful experiences in their communities as active, equal citizens.

BEST PRACTICE PROJECTS

We have a strong track record of developing innovative solutions to persistent challenges that prevent people from achieving their goals and being recognised as equal, active citizens. Our current approaches build on insights from previous work, shaped by feedback from those we support and collaboration with partners across Nottinghamshire's health and social care sector and beyond.

Please also see Support for Family Carers on page 39 and Volunteering – All Part of Change on page 41.

This has been an exciting year as we drive forward best practice projects to deliver on Reach's commitment to the activities which add so much value to our work.

Best practice projects such as our work with carers, volunteers and of course our Voice & Participation group, truly have a positive impact on the lives of the people we support, their families, our staff and our communities.

Our expert staff have been developing new relationships and strengthening partnerships such as the University of Nottingham, Sherwood Forest Hospitals Trust, Nottinghamshire County Council, LNER, the Parliamentary and Health Service Ombudsman and Nottingham Trent University. Relationships like these are helping us to create opportunities to promote voice and participation for people with learning disabilities. Laila, a co-applicant on our Safe Space Health Cafés project said: "being involved in setting up the project my thoughts and ideas were always valued and never dismissed."

Our Safe Space Health Cafés project is a joint initiative with researchers from the University of Nottingham, funded by the National Institute for Health and Care Research.

Dr Miriam Golding-Day, Research Fellow, Centre for Rehabilitation and Ageing Research, told us: "Working with Reach and the co-applicants Laila, Isobel and Kay on this project has been an absolute joy. All too often adults with a learning disability are excluded from health education and left without sufficient support to make their own health decisions. Our project brings together researchers, clinicians, and experts through lived experience of learning disability to empower adults with a learning disability by educating them about their own health and offering a safe space to learn and ask questions about topics which are often not discussed or considered taboo. The project team are outstanding, and I am incredibly privileged to have the opportunity to work with such dedicated and creative individuals."

"I liked learning about how to keep myself safe with screening. The nurse was very nice."

"I really like coming to the Health Cafés, I learn about things which can help other people like menopause as well as learning things about keeping my body healthy."

"I need to know my normal, so I can say something if it changes."

Quotes taken from Safe Space Health Cafés participant feedback

A GOOD LIFE IN THE COMMUNITY

HOLIDAYS

Holidays offer a vital break from routine – a chance to enjoy new experiences and build friendships. For the people we support, they're an opportunity to grow in independence and have fun. For some carers, Reach holidays provide their only respite; others choose to join their son or daughter, reassured by the support and companionship available.

For many years we have run twice-yearly group holidays in the UK, each welcoming over 50 Reach clients. Our care support workers also assist individuals on bespoke holidays tailored to personal needs.

Our 2023 stakeholder survey highlighted strong demand for adventure and activity-based holidays, as well as options that meet diverse accessibility needs. In response, we conducted further research and secured funding. As a result, in October 2025, 18 clients and family carers will take part in our first adventure holiday at the Calvert Trust site in the Lake District, with activities including archery, canoeing, horse riding, and climbing.

"It was fantastic, I enjoyed everything!"

Mila, who went on her first Reach holiday earlier this year.

"Grace and I really love our summer holidays with Reach. We can spend time together in a well organised and fun environment alongside our many friends and staff from Reach."

– Marie, family carer



NUMBER OF CLIENTS ATTENDING REACH HOLIDAYS

SEPTEMBER 2022: 48
JUNE 2023: 54
FEBRUARY 2024: 54
JUNE 2024: 49
NOVEMBER 2024: 53
MAY 2025: 59

A GOOD LIFE IN THE COMMUNITY

DAY TRIPS

We offer diverse weekly opportunities for people to explore their local area, nearby cities, countryside, and beyond. Staff support people to plan varied day trips through group discussions, focusing on interests and new experiences they want to try. These outings reflect personal aspirations and reinforce learning and development from our courses and projects.

Recent trips have included visits to golf clubs, bowls clubs, museums, nature reserves, and historic sites such as Nottingham and Newark Castles.

SOCIALS

Weekly evening socials take place at both Reach Southwell and Reach Newark, offering games, quizzes, and a mix of centre-based and community activities. These gatherings also include outings to local pubs and leisure facilities, giving people the chance to relax, socialise, and enjoy time with friends in familiar community settings. Reach Southwell also hosts a monthly evening social, which recently featured music therapy led by volunteer Julia.

"I really look forward to the monthly Reach music therapy sessions. There's always a positive atmosphere, and the group is very supportive of each other. I bring a variety of instruments and encourage everyone to explore and express themselves through music. It's wonderful to see their confidence grow as they try new instruments and take turns leading. We always have a great time, and it's a real joy and privilege for me." – Julia Dunn, Music Therapist



THE VITAL ROLE OF FUNDRAISING

Grants and donations are vital to the work described here. They make possible the holidays, social events, day trips, best practice projects, and support for family carers – ensuring every activity is inclusive, safe, and enriching. This funding helps enable people with learning disabilities to enjoy opportunities that foster independence, wellbeing, and meaningful community connection.

During 2024, income that enabled us to achieve the above included:

- Big Give Christmas Challenge – with activities for our 'Let's Move' project including nature walks, leisure visits and more.
- Southwell & District Lions Carols for Everyone – funded Reach Southwell's 'Our Town' project
- Trusts and Foundations, including Michael Cornish Charitable Trust, help fund co-ordination of our much loved annual holidays—a highlight of the year in the Reach calendar.

Continued support from donors and funders is essential to sustain and grow these life-enhancing opportunities. Every contribution helps us reach more people and build a more inclusive future.

SUPPORT FOR FAMILY CARERS



Sarah (right) alongside Diane Naylor, Nottinghamshire Carers Association, delivering Carers Awareness training to Reach staff'.

At Reach, we recognise how important it is to support our family carers, so I was fortunate that succession planning was already underway before I stepped into the Carers Manager role. Building on my previous experience as a qualified Learning Disability Nurse and as a Project Co-ordinator at Flower Pod Southwell, I took over from Catherine Shatwell following her retirement earlier this year. I'm grateful to have had the opportunity to work alongside Catherine – shadowing her gave me opportunity to learn, meet many of our family carers, and complete some formal training around welfare benefits.

Family, travelling, and keeping healthy are all important to me, and I believe that both my lived experience and professional nursing background in learning disability and mental health settings will help me build strong, trusting relationships with family carers. I'm here to offer guidance, a listening ear, and to signpost to support wherever I can.

This is a challenging time for many people who rely on social care services, especially with the upcoming changes to welfare benefits including Personal Independence Payments and the move to Universal Credit. We're expecting to see an increased demand for support for family carers, and I'm ready to meet that challenge.

Over the coming year, I plan to:

- Expand our outreach work to reach more family carers
- Work with Nottinghamshire Carers Association to achieve 'Carer Friendly Organisation' status
- Continue our established monthly carers' socials
- Support carers to navigate the increasingly complex social care system
- Produce information resources for carers.

I'm really looking forward to what lies ahead and to working with even more of our amazing carers.

Sarah Wagstaff
Carers Manager

"Hi Sarah, thank you for getting that information, sometimes it's knowing where to go and I'm not up to date with it at all. You have saved me time. Thank you."

Val, Laila's Mum

"Reach not only provides support for Bex, but it also gives us, as family carers, some respite from our caring responsibilities. Reach is an essential part of life with Bex. It maintains her quality of life and allows us to look to the future with confidence and peace of mind."

Julie, Bex's mum (who is also a Reach Trustee) see image featured on page 40.

Our 'Homing in on the Future' project, with funding from the Albert Gubay Foundation, is enabling a team of skilled, experienced staff to work with people with learning disabilities, family carers, and collaboratively with each other and Reach teams to tackle barriers to independence and to plan for the future.

IN 2024-25, OUR CARERS MANAGER HAS DELIVERED...

20
ONE-TO-ONE PLANNING SESSIONS

58
GROUP FAMILY CARER SESSIONS

3
REGULAR FAMILY CARER SOCIALS ESTABLISHED

220
ONE-TO-ONE FAMILY CARER SESSIONS

26
PERSON CENTRED REVIEWS



220
GROUP CLIENT SESSIONS SUCH AS OUR SAFE SPACE HEALTH CAFÉS

143
FAMILY CARERS ACCESSED SUPPORT

VOLUNTEERING & VOICE – ALL PART OF CHANGE

Every day we hear from those who use our services telling us what a difference we make. This not only has a positive impact on those we serve and our local communities but also more widely – the benefits of increased wellbeing, social connectedness, healthier lifestyles and gaining greater skills for independence can reduce pressures on wider health and social care services. With the help of an expert volunteer, we calculate the social value of our community volunteering to be towards £400,000 annually.

In early 2025, we had the most welcome news that our bid to the The National Lottery Community Fund (TNLCF) for our All Part of Change project had been successful. Building on our previous project, All Part of Life, this five-year project combines activities that support volunteering and our work to promote voice and participation for people with learning disabilities.

We plan to:

- Increase volunteering opportunities for local people in Mansfield, Newark and Southwell
- Develop volunteer progression pathways for people with learning disabilities which include person-centred planning for volunteering and community participation
- Strengthen volunteering across the charity, including increasing volunteer numbers and volunteering hours, and enhancing 'green' volunteering
- Enable more opportunities for people with learning disabilities to share their talents and skills through volunteering, community participation and creating new approaches to get their voices heard
- Facilitate new volunteer led courses and workshops
- Improve our communications and infrastructure, and develop a new volunteer strategy.

Funding will enable us to develop and expand these areas of our work, ensuring that all our activity is shaped by the lived experience of people with learning disabilities.

We're grateful to TNLCF for this transformative grant.

Tracey Thurlow
Projects & Participation Manager



"I retired from teaching and suddenly felt as though I had lost my purpose. My children are independent and live a long distance from here, so I had also lost a caring part of my life…helping at Reach on Fridays gives me that back. In return I think I give Reach the benefit of my experience both as a teacher and a mother. I have completed several courses to help me better understand the needs of the clients including training around Down syndrome and Autism. Friday is my favourite day of the week."

Margaret, Reach Southwell volunteer (pictured left, above)

VOLUNTEERING & VOICE – ALL PART OF CHANGE

MATT: ENGAGING WITH OTHERS & STEPPING TOWARDS VOLUNTEERING

Matt has attended Reach Mansfield for some years, gaining vital life-skills and communication skills through ICT, cookery and more. With the support of the Centre Manager and team, Matt has recently begun to volunteer within Reach.

Matt has been inspired by local volunteer Hilary: "I have a favourite volunteer called Hilary, she has been at Mansfield a very long time and she keeps my spirits up… I like being a volunteer and supporting during Reach events."

Last year, Matt came to a Southwell event from Mansfield with Wayne, Volunteer Manager to practise being an ambassador for Reach. Matt gave a presentation and explained what he does at Reach Mansfield and about getting ready to be a volunteer.



250
WEEKLY CLIENT-FACING VOLUNTEERING HOURS EACH WEEK

113
REGULAR VOLUNTEERS

200
PEOPLE VOLUNTEERING ON AN AD HOC BASIS & CORPORATE VOLUNTEERS

26
VOICE & PARTICIPATION GROUP MEMBERS

VOICE & PARTICIPATION

We are Voice & Participation, a group of adults with lived experience of learning disabilities, who come together to represent Reach and the wider community.

People with learning disabilities don't always feel seen or heard and often face barriers to accessing the right support, leading to loneliness and poor health. We want to change that.

We meet regularly to create a safe and welcoming space where we use our voices to promote inclusion. By sharing and learning from each other's experiences, we work together to influence positive change.

We collaborate with partners like the NHS, local authorities, and universities to share best practice, improve access to services, and champion co-production.

We believe everyone has the right to be heard, to make their own choices, and to feel connected.

This year, we've been proud to:

- Co-produce learning disability and autism training for Reach staff and volunteers
- Take part in Reach Care recruitment interviews
- Recruit six new members
- Work towards an AQA qualification on "What makes a good interviewer"
- Work alongside researchers from University of Nottingham on two impactful health projects
- Receive the High Sheriff's Award for valuable community service
- Start a project with LNER to improve train accessibility
- Share our voices with health organisations like Sherwood Forest Hospital Trust
- Present our work to Association for Real Change England
- Take part in a rally in London to highlight the social care crisis.

Looking ahead, we plan to:

- Recruit, train and mentor new members
- Update our website with accessible information
- Co-produce safeguarding training and other resources
- Help shape Reach's services through the Project Advisory Group
- Build on our health inequalities work and strengthen partnerships.

"I am proud of being able to train others to do what we do in the mentoring sessions of the Voice and Participation group, and I want to carry on helping people with learning disabilities."

Isobel



We would love to hear from organisations interested in partnering with us on this important work. Please contact Tracey.Thurlow1@reachuk.org

Scan the QR code to watch our film.

VOICE & PARTICIPATION



CHELSEA WILLIAMS – REACH JOURNEY

Chelsea has been part of the Reach community since 2015, and her journey shows how impactful the right support, opportunities, and encouragement can be.

Over the years, Chelsea has grown from being a participant in Reach's Day services to a passionate advocate and leader for people with learning disabilities.

Chelsea now lives in Reach supported accommodation within her community where she is supported by skilled staff. Despite facing some personal challenges, Chelsea has shown remarkable resilience and determination to lead a full and active life.

This year has been particularly transformative for Chelsea. She is a member of our Voice and Participation (V&P) group, taking part in monthly meetings, she has taken on new responsibilities and embraced opportunities to represent others and influence change.

In January, Chelsea achieved something extraordinary—she was selected to join the NHS England Learning Disability and Autism Advisory Group. The selection process was rigorous, involving a trial group session and a CV submission. Out of applicants from across the country, Chelsea was one of only 11 people chosen. She now contributes to shaping the NHS 10-Year Plan and improving hospital accessibility for people with learning disabilities and autism. This role has boosted her confidence, and she has gained skills and new friendships.

Chelsea continues to be a strong voice within the V&P group, attending monthly sessions and contributing to ad-hoc projects with her peers, many of whom she has built strong friendships. She also represents Reach at national forums such as the Association for Real Change, where she recently co-presented on health inequalities. Chelsea also supports with recruitment, taking part in Reach Care interviews.

Chelsea has proudly represented Reach at community events such as bag packs, stalls and at community groups. Most recently, she gave a presentation to Farnsfield Friendship Club, sharing her personal experiences and raising awareness about learning disabilities.

With support from Reach, Chelsea has embraced a range of new opportunities, including volunteering at local horse-riding stables, exploring the therapeutic benefits of working with animals and she has training as a boccia coach.

Chelsea's journey is a testament to the power of inclusion, opportunity, and support. Her achievements this year reflect not only her personal growth but also the impact of Reach's commitment to empowering individuals to live fuller, more independent lives.

Well done Chelsea!

5

ACCOMMODATION SOLUTIONS



ACCOMMODATION SOLUTIONS

The need for supported living has been recognised for decades, including in Mencap's seminal Demographic Timebomb report (2002).

In 2024/25, we continued to address the growing need for quality supported living for people with learning disabilities in Nottinghamshire by purchasing a second bungalow in Newark – our third accommodation property.

This new home has transformed the lives of two women and was made possible thanks to the generosity of a major individual donor. You can read Sarah and Jenny's story on page 50.

The 12 tenants who moved into our purpose-built Southwell Accommodation in 2023, continue to thrive, enjoying life in their own home and building strong community connections. One tenant, for example, was supported to renew her confirmation at Southwell Minster, with support from Reach Care, Day Services, and congregation members.

We are so proud that our Southwell build was named Regional Winner at the 2024 Local Authority Building Control Building Excellence Awards and Highly Commended nationally.

We invite funders, planners and partners to work with us to meet this urgent and growing demand. For further information, contact Steve at Steve.shatwell@reachuk.org.

CONNECT WITH STEVE ON LINKEDIN

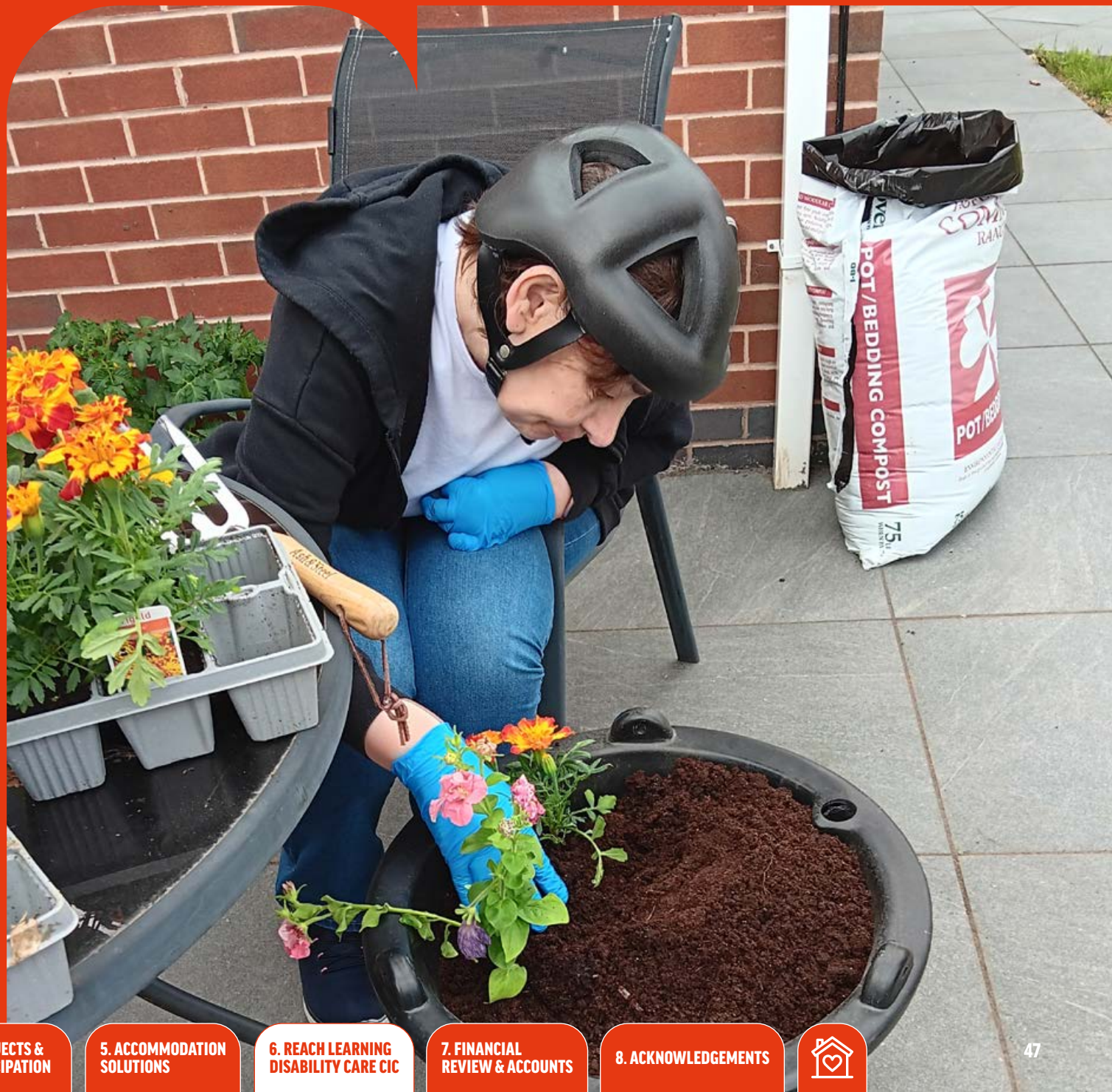






6

REACH LEARNING DISABILITY CARE CIC



REACH CARE OVERVIEW & UPDATE

Since 2011, Reach Learning Disability Care (Reach Care) has provided high quality one-to-one care. Rated Outstanding by the Care Quality Commission (CQC), Reach Care supports almost 40 individuals a week in supported living settings, family homes, and the community.

The past year has been a period of meaningful growth, positive transformation, and ongoing commitment as we continue to deliver high-quality, person-centred care in an evolving and increasingly regulated health and social care landscape. Our unwavering focus on quality, transparency, and values-led practice has guided our journey, allowing us to remain responsive to both regulatory demands and the changing needs of those we support.

We are pleased to report steady and sustainable growth across Reach Care. This growth has been achieved responsibly and is underpinned by our mission to provide compassionate, inclusive, and person-centred support to individuals with complex needs. As the demand for high quality domiciliary care increases, our ability to scale our services without compromising on quality has been a clear marker of our success over the past 12 months.

To further strengthen our foundations and improve operational efficiency, we have embarked upon a significant restructure resulting in the appointment of Debbie Mirfin, previously Deputy Care Manager, as our new Business Development Manager. Additionally, Chris Funnell was appointed as Operations Manager. Beverley Rayner, previously the Charity's Transitions Co-Ordinator, was appointed as Service Manager for Southwell, with a particular focus on our Halloughton Road service. Finally, we are looking to increase the Team Leaders across all services, and appoint two further Service Managers in Newark, who will play a vital role in supporting frontline staff, improving communication, and strengthening our governance and oversight systems. These changes will ensure we are even better equipped to manage risk, uphold standards, and respond effectively to the needs of service users, families, and commissioners alike.

In 2025-26 we also re-evaluated our Positive Behaviour Support (PBS) delivery model which will continue to be led by our Registered Care Manager, Dani Noquet. Incorporating our new layered management structure, our continued commitment to PBS has and will remain central to our ethos and daily practice. Our belief in the concept of PBS remains unwavering. Through our newly developed and expanded delivery model, we are excited to continue consistently working to uphold its principles across our services.

Looking ahead, the introduction of our new staffing structure provides a strong foundation for reinvigorating and embedding PBS more deeply into our operational framework. With increased leadership capacity and clearer lines of support, we are confident that we will fully integrate the values and practices of PBS in a more consistent and impactful way. Additionally, Reach's Voice and Participation group continues to drive this work, offering a meaningful platform for co-production and empowering service users to influence their care and the organisation more broadly. PBS will remain a key priority as we strive to ensure that the voices, choices, and well-being of the people we support are at the heart of all that we do.

"Thank you to everyone who has supported our daughter and us as a family – you are a very special Team of people at Reach."

Family Carer



Emma, supported by Sue

REACH CARE OVERVIEW & UPDATE

REACH CARE MANAGEMENT TEAM



DANI NOQUET

Registered Care Manager
Dani.noquet@reachuk.org

Connect with Dani on Linkedin



DEBBIE MIRFIN

Business Development Manager
Debbie.mirfin@reachuk.org

Connect with Debbie on Linkedin



CHRIS FUNNELL

Operations Manager
Chris.funnell@reachuk.org



Brandon, supported by Rosie.

REACH CARE – SARAH & JENNY'S STORY

"I CAN BREATHE AGAIN – SHE IS IN THE RIGHT PLACE"

If you saw Sarah and Jenny chatting together, watching TV in their bungalow, you would think they had been friends for years. In fact, a year ago they did not know each other well, but staff at Reach identified that both needed new homes, and that they would get on well together.

Jenny had been living at home with her parents, but she was ready for more independence. Sarah had lived independently for 25 years, in both shared accommodation and on her own, but neither had worked well for her.

Moving to a new home is a big step, so Beverley Rayner, then Transitions Co-ordinator at Reach, worked with them before the move, and the Reach Care team also ensured they had time to get to know each other by meeting up socially over a couple of months. They then went together to buy pots and pans for their new home.

Both were able to keep their existing support workers, and in just a few months, the team and their parents saw a big change in Jenny and Sarah, and that they have developed a genuine friendship.

For Jenny's parents, Cathy and Steve, it was a big step to see their daughter leave home for the first time, but Cathy says "Jenny has settled better than we could have hoped. It seems to have affected us more! But as I have had health problems over the last year, it has happened at the right time.

"Jenny's speech has improved so much since she moved in with Sarah. She now talks in much longer sentences than before. She also helps with chores around the house, which she didn't want to do when living with us.

"Jenny and Sarah are a good match – they complement each other. Jenny is always out and about, so that has encouraged Sarah to try more things. Sarah is very aware of Jenny, and thinks the world of her."

As Sarah says with a big smile - "It's been really good!"





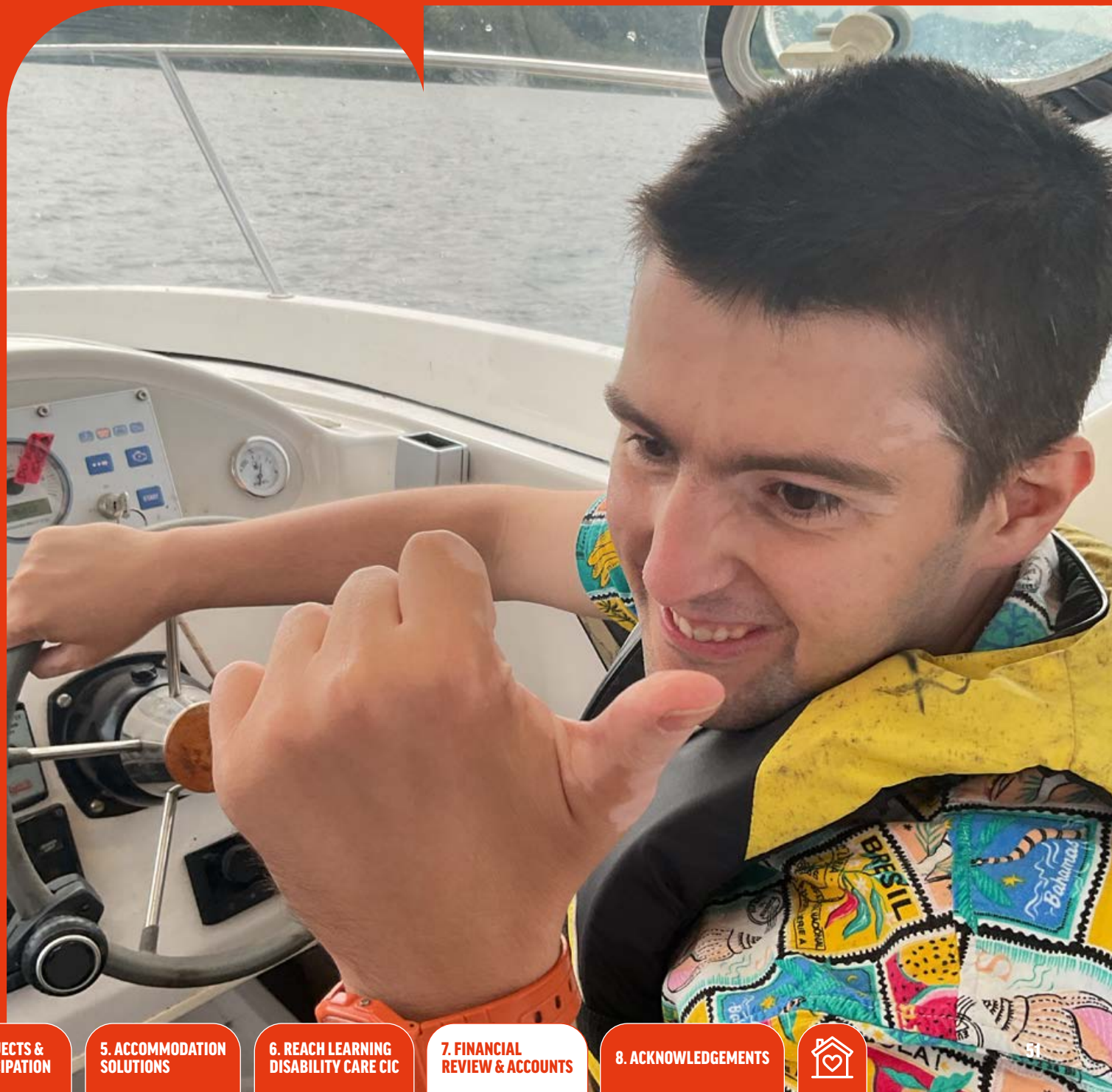
Jackie, Sarah's mother, says

"I have seen a massive improvement – she is really happy, and I am happy as I know that she's happy. I can breathe again – she is in the right place. She became very withdrawn and down when living on her own, but now she is so much chattier, telling me all about the things she is doing, and getting back to how she was before.

"One of the biggest breakthroughs is that she decided to go on a Reach holiday, which she had not wanted to do previously, and she really enjoyed it."

7

FINANCIAL REVIEW & ACCOUNTS



FINANCIAL REVIEW

Reach's consolidated accounts show a total income of £3.95m, an increase of 10% on last year and an unrestricted surplus of £16.5k. Our expenditure on charitable activities increased by 14%.

Our restricted funds have increased to £225k, designated for funded projects to be completed in the next financial year.

Our domiciliary care business, Reach Learning Disability Care CIC, provides up to 24-hour support for our service users and has contributed to a 15% increase in income to £2.45m. Direct costs associated with this service delivery have increased by 17% to £2.24m. Rates received from the Local Authority have failed to track to increases in National Minimum Wage, a position exacerbated in the next financial year with no consideration of increases to Employer National Insurance contributions.

Government business grants added £7K to the CIC's income during the year. The surplus for the year has resulted in a donation to the Charity of £215k.

Given the growing need for our domiciliary care and supporting our strategy for growth, our investment in the next financial year will focus on building a management structure, both office and community based, and systems to better facilitate data and information sharing.

Principal funding for Reach Learning Disability, the Charity, has continued to come through charitable activities. Our personal budget income from Nottinghamshire County Council has increased by 16% to £735k. Most of this increase in income is due to more service users attending our sessions rather than substantial rate increases from the Local Authority. Our contract with Inspire Learning enabled us to deliver informal adult community learning courses at each centre with a total income of £100k.



We rely on fundraising to meet shortfalls between income from personal budgets and commissioning and the full costs associated with running our quality person-centred service, including our best practice projects, holidays and day trips. This year we raised £107k of unrestricted funds and £231k of restricted income. One of our best practice projects to support volunteering, funded by The National Lottery Community Fund, came to an end this financial year, but we are delighted that they are funding further development of our work over the next 5 years, with £51k received at the end of 2024-25 for our new All Part of Change project.

Fundraising started in March 2025 to realise an opportunity presented to us to purchase our leased premises for our Southwell Day Centre and head office. £13k was received towards our Amazing Days appeal in the early stages of the campaign and is restricted for this purpose.

During the year we purchased a second bungalow in Newark, our third investment supported living property, housing two women. Our three properties house 16 tenants who are fully supported by Reach Care and attend our day centres and these properties provided £186k of rental and service charge income to the charity. This along with Reach Care's donation, support our strategic transition of Reach, the Charity, to long-term sustainability with reduced reliance on more volatile income sources.

Our expenditure on charitable activities increased by 14% to £3.68m, the majority of this through direct costs associated with increased activity within our domiciliary care business and £1.14m of people costs associated with 36 full-time equivalent staff in the charity.

With the purchase of an additional supported living property, our fixed assets across the Group have increased by £361k, resulting in a net book value at the end of the financial year of £2.67m.

Our creditors due after one year have increased by £208k due to a loan used to finance the purchase of our supported living bungalow. This has a five-year term at 6% interest payable.

Our cash balances total £722k at the year end with £225k restricted in use.

Sharon Card
Finance Director

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF REACH LEARNING DISABILITY

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2025 on pages 53 to 70. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). 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 auditors' 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.

Group Financial Statements

As explained more fully in the Directors' Responsibilities set out on page 12, the Council (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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

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

Opinion on financial statements

In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters in which we are required to report by exception

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:

- 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
- we have not received all the information and explanations we require for our audit; or
- the Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.



Graham Beeley (Senior Statutory Auditor)
for and on behalf of Beeley Hawley & Co. Ltd
Chartered Accountants Statutory Auditors
44 Nottingham Road
Mansfield
Nottinghamshire
NG18 1BL

Date: 10th November 2025

STATEMENT OF GROUP FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Income from:					
Donations & Legacies	3	107,142	230,975	338,117	456,642
Charitable Activities	4	3,440,335	167,063	3,607,398	3,115,217
Investments		8		8	21
Total		3,547,485	398,038	3,945,523	3,571,880
Expenditure on:	6				
Raising Funds		120,340		120,340	117,975
Charitable Activities		3,398,186	282,987	3,681,173	3,220,981
Governance costs		12,463		12,463	11,888
Total resources used		3,530,989	282,987	3,813,976	3,350,844
Net incoming /(outgoing) resources.		16,496	115,051	131,547	221,036
Transfers between funds	16	1,586,062	(1,586,062)	-	
Total funds brought forward as previously stated		1,048,852	1,696,258	2,745,110	2,524,074
Funds carried forward		2,651,410	225,247	2,876,657	2,745,110

The above statement also serves as the Group's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.

There have been no recognised gains or losses in the year.

BALANCE SHEET AS AT 31ST MARCH 2025

	Notes	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Fixed Assets					
Tangible Fixed Assets	9	260,320	245,222	260,234	244,811
Investment Property	10	2,406,626	2,062,101	2,406,626	2,062,101
Investment in Subsidiary Co.	5			30,001	30,001
		2,666,946	2,307,323	2,696,861	2,336,913
Current Assets					
Debtors	11	287,723	331,927	342,635	371,380
Bank balances		722,139	675,171	508,037	498,053
		1,009,862	1,007,098	850,672	869,433
Creditors - amounts falling due within one year	12	233,233	210,279	113,964	122,215
Net current assets		776,629	796,819	736,708	747,218
Creditors - amounts falling due after one year	13	566,918	359,032	556,918	339,032
Net Assets		2,876,657	2,745,110	2,876,651	2,745,099
Represented by:-	17				
Unrestricted Funds					
General Fund		1,065,348	1,048,852	1,065,342	1,048,841
Restricted Funds		1,811,309	1,696,258	1,811,309	1,696,258
Total Funds Carried Forward		2,876,657	2,745,110	2,876,651	2,745,099

These financial statements have been prepared in accordance with the special provision of part 15 of The Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 10th November 2025 and were signed on behalf by:



Rachel Lannon - Chair

STATEMENT OF GROUP CASH FLOWS AND STATEMENT OF CHARITY CASH FLOWS FOR THE YEAR ENDED 31ST MARCH 2025

	Notes	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Cash used in operating activities	see below	433,005	153,174	396,014	27,038
Cash flows from investing activities					
Purchase of fixed assets		(41,504)	(3,372)	(41,504)	(3,372)
Purchase of investment property		(344,525)	(335,595)	(344,525)	(335,595)
Loan repaid		-	-	-	-
Interest received		(8)	(21)	-	-
Cash provided by (used in) investing activities		(386,037)	(338,988)	(386,029)	(338,967)
Change in cash and cash equivalents in the year		46,968	(185,814)	9,985	(311,929)
Cash and cash equivalents at the beginning of the year		675,172	860,986	498,054	809,983
Cash and cash equivalents at the end of the year		722,140	675,172	508,039	498,054

RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Net movement in funds (as per the statement of financial activities)	131,547	221,036	131,553	221,036
Adjustments for:				
Depreciation / impairments	26,406	21,794	26,081	21,657
Interest received	8	21	-	-
Decrease (increase) in debtors	44,204	(78,614)	28,745	(171,563)
Increase (decrease) in creditors	230,840	(11,063)	209,635	(44,092)
Net cash used in operating activities	433,005	153,174	396,014	27,038

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2025

1. ACCOUNTING POLICIES

Accounting Convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Group Financial Statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiaries Reach Learning Disability Care CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the Charity itself are not presented because the Charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Group Financial Statements

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources Expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Governance Costs

Governance costs include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

Allocation and Apportionment of Costs

In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund Accounting

All the resources of the Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

Tangible Fixed Assets

Tangible fixed assets are capitalised and included at cost except for furniture and equipment purchased for clients' own accommodation which is written off in the year of purchase.

Depreciation is provided on equipment put into use at 25% on cost and on alterations to leasehold premises over the remaining life of the lease. The Flower Pods are depreciated at 5% on cost over its estimated useful economic life.

Investment Property

Investment properties are measured at fair value on an annual basis. Any surplus or deficit arising from changes to fair value is recognised in the Statement of Group Financial Activities.

2. FINANCIAL PERFORMANCE OF THE CHARITY

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiary Reach Learning Disability Care CIC.

The summary financial performance of the Charity alone is:-

	2025 £	2024 £
Incoming resources	1,489,391	1,427,640
Gift aid from subsidiary company	215,420	227,920
	1,704,811	1,655,560
Expenditure on charitable activities	1,560,795	1,422,637
Governance costs	12,463	11,888
	1,573,258	1,434,525
Net incoming / (outgoing) resources	131,553	221,035
Total funds brought forward	2,745,098	2,524,063
Total funds brought forward	2,876,651	2,745,098
Represented by:		
Restricted Funds	225,247	1,696,258
Unrestricted funds	2,651,404	1,048,841
	2,876,651	2,745,099

3. DONATIONS AND LEGACIES

	2025 Unrestricted £	2025 Restricted £	2024 £
The National Lottery Community Fund - All Part of Life (APOL) project			82,653
Community Donations & Small Grants	67,142	11,755	55,205
The Albert Gubay Charitable Foundation - Homing in on the Future project			66,465
The National Lottery Community Fund - All Part of Change project		51,281	
Legacies	5,000		36,236
Dunelm Soft Furnishings Ltd - Donation in Kind			30,000
South Nottinghamshire Centre Fund		28,225	
Anonymous Funder (Trust)	25,000		
Nottinghamshire County Council Local Communities Fund - Future Forward project		15,407	15,407
The Baily Thomas Charitable Fund - Future Forward Mansfield project		10,000	
The Lady Hind Trust - Active Life Mansfield project		5,000	
NHS Nottingham and Nottinghamshire Integrated Care Board - Voice & Participation: Experts by Experience project		5,000	
The D'Oyly Carte Charitable Trust - Wild About Wildlife project		5,000	
The David Crane Charitable Trust	5,000		
Michael Cornish Charitable Trust	5,000		
Co-op Local Community Fund - Move More, Feel Better project			5,881
The Percy Bilton Charity - Digital Inclusion project			4,400
St. James' Place Charitable Foundation - Access All Areas project			3,423
J N Derbyshire Trust - Active Life Mansfield project		3,000	
The Thomas Farr Charity - Future Forward Mansfield project		3,000	
Woodland Trust - Newark Tree Equity project		3,000	
Anonymous Funder (Trust) - Day Trips			3,000
Mansfield Community Grant (UK Shared Prosperity Fund 2022-2025) Reach Mansfield – APOL Taskforce		2,180	
Souter Charitable Trust - Mansfield Performing Arts project		2,000	
Flutter UKI's Cash4Clubs programme - Newark Boccia		2,000	
Bupa Foundation Green Community Grants Fund - Healthy Horti project		1,794	
Donations in Kind		1,500	
	107,142	**150,142**	**302,670**

DONATIONS AND LEGACIES - CONTINUED

	2025 Unrestricted £	2025 Restricted £	2024 £
Southwell Accommodation Project			
Mr D Thompson			40,000
Gemini Trust			35,000
Accommodation Community Donations and Grants			24,235
Tax Refunds			11,575
			110,810
Southwell Prebend Purchase - 'Amazing Days' Appeal			
The DRH No.3 Trust		7,000	
Tax Refunds		5,727	
		12,727	
Big Give Christmas Challenge Appeal			
Big Give Christmas Challenge 2024 Donations & Pledges - Let's Move project		51,106	
The Reed Foundation (Charity Champion) - Let's Move project		13,000	
The Mary Robertson Trust (pledger) - Let's Move project		3,000	
Southwell and District Lions Club (pledger) - Let's Move project		1,000	
Big Give Christmas Challenge 2023 Donations & Pledges - Brighter Futures project			43,162
		68,106	**43,162**
Including page 59	**107,142**	**230,975**	**456,642**

4. INCOME FROM CHARITABLE ACTIVITIES

	2025 Unrestricted £	2025 Restricted £	2024 £
Reach Learning Disability Care CIC Income	2,456,124		2,144,219
Personal Budgets	734,736		633,224
Inspire Learning		99,890	100,834
Short break holidays and trips	34,520	41,973	54,277
Activities less than £2,000	17,668		12,001
Flower Sales	1,659		1,581
Room Hire / Workshops	9,639		10,686
Property Rental	175,924		128,888
Property Service Charge	10,065		26,132
Other Grants -			
Nottinghamshire County Council Provider Sustainability Grant - Workforce		25,200	
Newark and Sherwood District Council			3,375
	3,440,335	**167,063**	**3,115,217**

5. COMMERCIAL TRADING OPERATIONS

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the Charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The Charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2025 £	2024 £
Turnover	2,448,890	2,138,035
Other income	7,234	6,184
Investment income	8	21
Cost of sales and administrative costs	(2,240,717)	(1,916,319)
Net profit / (loss)	215,415	227,921
Amount gift aided to the Charity	215,420	227,920
Retained in subsidiary	(5)	1
The assets and liabilities of the subsidiary were:		
Fixed assets	86	411
Current assets	374,610	371,759
Current liabilities	(334,689)	(322,158)
Long term liabilities	(10,000)	(20,000)
Total net liabilities	30,007	30,012
Aggregate share capital and reserves	30,007	30,012

The heading Salaries, Pensions and NI includes £86,717 in respect of employers N.I..

6. EXPENDITURE ANALYSED BY PURPOSE

	Costs of raising funds	Charitable activities	Governance costs	Total 2025	Total 2024
	£	£	£	£	£
Salaries, pensions and N.I.	101,602	1,023,003	10,063	1,134,668	991,473
Contracted labour / consultancy		36,382		36,382	42,400
Marketing and communications		1,356		1,356	2,438
Training costs		10,198		10,198	7,498
Travel and vehicle expenses		12,396		12,396	13,736
Rent and utilities		82,083		82,083	68,533
Maintenance and cleaning		54,909		54,909	51,026
Insurances		15,977		15,977	13,722
Office equipment and repairs		28,224		28,224	30,633
Printing, post and stationery		3,878		3,878	6,425
Telephone / internet	1,091	12,431		13,522	15,450
Website costs		1,019		1,019	1,064
Software subscriptions	4,936	15,445		20,381	17,065
Professional charges	438	8,252		8,690	10,004
Audit fee		-	2,400	2,400	2,400
Banking charges	235	629		864	782
Mortgage interest		5,017		5,017	5,245
Loan interest		12,756		12,756	8,315
DBS checks		951		951	778
Depreciation of fixed assets		26,080		26,080	21,656
Short break holidays and trips		56,810		56,810	52,600
Clients' activities		20,451		20,451	14,551
Clients' horticulture activities		5,402		5,402	5,061
Direct costs of fundraising events	12,038	-		12,038	2,690
Accommodation expenses		1,700		1,700	43,721
Other costs		5,107		5,107	5,259
Commercial trading operations - Reach Care CIC		2,240,717		2,240,717	1,916,319
	120,340	3,681,173	12,463	3,813,976	3,350,844

7. NET INCOMING / OUTGOING RESOURCES

Net incoming resources are stated after charging:

	2025 £	2024 £
Depreciation	26,080	21,656
Auditors remuneration	2,400	2,400
	28,480	24,056

8. STAFF NUMBERS

The average number of employees throughout the year was as follows

	2025	2024
Management and administration	22	21
Service delivery	108	91
	130	112

The full time equivalent number of staff who received emoluments, including pension contribution, in excess of £60,000 are shown below:

Salary Band £	2025	2024
60,000 - 69,999	2	1
70,000 - 79,999	1	1
	3	2

9. FIXED ASSETS - GROUP

	Freehold Property £	Leasehold Premises £	Office & Other Equipment £	Motor Vehicles £	Total £	Total £
Cost brought forward	89,974	312,243	53,914	29,998	486,129	482,757
Additions during year	-	-	-	41,504	41,504	3,372
Cost carried forward	89,974	312,243	53,914	71,502	527,633	486,129
Depreciation						
Brought forward	8,961	157,937	53,503	20,506	240,907	219,113
Charge for year	4,499	14,021	325	7,561	26,406	21,794
Carried forward	13,460	171,958	53,828	28,067	267,313	240,907
Net Book Value						
At 31st March 2025	76,514	140,285	86	43,435	260,320	245,222
At 31st March 2024	81,013	154,306	411	9,492	245,222	

10. INVESTMENT PROPERTY - GROUP

	Total £
Fair Value	
At 1st April 2024	2,062,101
Additions	344,525
At 31st March 2025	2,406,625
Net Book Value	
At 31st March 2025	2,406,625
At 31st March 2024	2,062,101

11. DEBTORS

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Reach Learning Disability Care CIC trade debtors	151,058	178,891		
Personal budgets	85,696	97,802	85,696	97,802
Others	4,600	12,198	4,600	11,499
Reach Learning Disability Care CIC donation			215,420	227,920
Prepayments	46,369	43,036	36,919	34,159
	287,723	331,927	342,635	371,380

12. CREDITORS DUE WITHIN ONE YEAR

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Expense accruals	60,291	44,422	1,140	1,563
Sundry creditors	2,400	3,500	-	9,674
Trade creditors	27,681	18,616	24,003	14,236
PAYE	55,611	49,771	18,668	18,167
Pensions	11,270	8,954	4,173	3,559
Hire Purchase	9,684	-	9,684	-
Bounce Back Loan	20,000	20,000	10,000	10,000
Loan	40,000	60,000	40,000	60,000
Mortgage	6,297	5,017	6,297	5,017
	233,233	210,280	113,964	122,216

13. CREDITORS DUE AFTER ONE YEAR

	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Hire Purchase	15,334	-	15,334	-
Bounce Back Loan	20,000	40,000	10,000	20,000
Loan	400,000	180,000	400,000	180,000
Mortgage	131,584	139,032	131,584	139,032
	566,918	359,032	556,918	339,032

14. OPERATING LEASE COMMITMENTS

At 31 March 2025 the Charity was committed to making the payment of £5,735 during the next year in respect of the lease for our Southwell Day Centre and main offices.

That lease was due to expire in 2035 but the Charity acquired the freehold of the property in September 2025.

15. PAYMENTS TO TRUSTEES

No expenses were paid to Trustees throughout the year.

16. MOVEMENT IN FUNDS

	At 01.04.24 £	Net movement in funds £	Transfers between funds £	At 31.03.25 £
Unrestricted Funds				
General Fund	1,048,852	16,496	1,586,062	2,651,410
Restricted Funds	1,696,258	115,051	(1,586,062)	225,247
	2,745,110	131,547	-	2,876,657

Net movement in funds included in the above are as follows:

	Incoming resources £	Resources expended £		Movement in funds £
Unrestricted Funds				
General Fund	3,547,485	(3,530,989)		16,496
Restricted Funds	398,038	(282,987)		115,051
	3,945,523	(3,813,976)		131,547

Following the completion of the construction of the Southwell Accommodation the Charity now has unrestricted use of the property resulting in a transfer between reserves of £1,586,062.

17. ANALYSIS OF FUNDS

	General Fund £	Restricted Fund £	Total £
Tangible Fixed Assets	260,320		260,320
Investment Property	2,406,626		2,406,626
Debtors	287,723		287,723
Cash at Bank and in Hand	496,892	225,247	722,139
Creditors - due within one year	(233,233)		(233,233)
Creditors - due after one year	(566,918)		(566,918)
	2,651,410	225,247	2,876,657

18. SECURED DEBTS ANALYSIS OF FUNDS

Borrowings are secured by a First Legal Charge over:

1a Sheridan Close, Balderton, Newark Nottinghamshire, NG24 3RB and 2 Browning Road, Balderton, Newark, Nottinghamshire NG24 3QU.

8

ACKNOWLEDGEMENTS



THANKS TO OUR SUPPORTERS & FRIENDS

- All event participants
- All our volunteers
- Actons Solicitors
- The Albert Gubay Charitable Foundation
- Arnold Clark Community Fund
- B&Q Newark
- The Baily Thomas Charitable Fund
- BBC Radio Nottingham
- The Bramley Newspaper
- Brian Dunn
- Bupa Foundation Green Community Grants Fund
- TheBusinessDesk.com
- Co-op Local Community Fund
- Cooper Plumbing
- The David Crane Charitable Trust
- David Thompson
- Dianora and Geoffrey Bond
- The D'Oyly Carte Charitable Trust
- The DRH No 3 Trust
- Easthorpe Trust
- Farnsfield Friendship Club
- Feeling Peckish
- Forever Notts
- Friends of Sées Association
- Gillian Hallam and Valerie Matthews
- Goosedale Conference Centre & Hayer Family
- Gusto Community Fund
- Handicentre (Bingham) Ltd.
- Heron Foods
- Hy-Ram Engineering Co. Ltd
- The Inner Wheel Club of Mansfield
- Inspire Adult Learning
- J. N. Derbyshire Trust
- John Britton and Ian Saunders (Beekeepers)
- Kirklington Village Hall
- The Lady Hind Trust
- Life Magazines
- Lincolnshire Co-op Community Champions Scheme
- LNER
- Lowe's Wong Junior School
- Mansfield CVS
- The Mary Robertson Trust
- McCarrolls Barbers
- Michael Cornish Charitable Trust
- MinsterFB



THANKS TO OUR SUPPORTERS & FRIENDS

- The Minster School
- Municipal General Charity
- My Vote My Voice
- The National Lottery Community Fund
- Newark Advertiser
- Newark and Sherwood Community Lottery
- Newark Business Club
- Newark Physiotherapy Clinic
- NHS Nottingham and Nottinghamshire Integrated Care Board
- Noquet Building Services
- Nottingham Café Bridge
- Nottinghamshire Carers Association
- Nottinghamshire County Council Local Communities Fund
- Nottingham Trent University
- Oxton WI
- Poyser Fund
- Primeprint Newark Ltd
- Ridgeway Marketing
- The Reed Foundation
- Robin Hood Lottery
- Rotary Club of Grantham Kesteven
- Rotary Club of Mansfield
- ScreenPop Meets
- Souter Charitable Trust
- South Nottinghamshire Centre Fund
- Southwell & District Lions Club
- Southwell Cricket Club
- Southwell Racecourse
- St Jude's Trust
- St Michael Church, Halam
- St Michael's Parochial Church, Farnsfield
- Stagecoach Giving for Good Community Fund
- Tallents Solicitors Newark
- The Big Give Christmas Challenge
- The Thomas Farr Charity administered by Forever Notts
- UK Shared Prosperity Fund 2022-2025
- University of Nottingham
- The Viking Challenge
- Waitrose Newark
- West Bridgford Trefoil Guild
- Woodland Trust
- XMA Ltd
- Your CVS





THANKS TO OUR SUPPORTERS & FRIENDS

reach
learning disability

Reach Learning Disability
Prebend Passage
Southwell, NG25 0JH

www.reachuk.org

01636 819066

info@reachuk.org

@ReachLearningDisability
@ReachLDCare
@flowerpodsouthwell

reach_learning_disability
flowerpod_official

Reach Learning Disability

Printed on FSC certified paper stock, constructed from 100% recycled fibres.

Reach Learning Disability is registered as a limited company in England and Wales (3724275). Registered office: Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire NG25 0JH. Registered Charity Number 1076318

Writing and layout: Reach staff, Beryl Pettitt and Full Phat Design
Photographs: Sarah Cobb, Beverley Rayner and other Reach Staff

REGISTERED CHARITY NUMBER **1076318**

ACCREDITATIONS & AWARDS

The Queen's Award for Voluntary Service

TRUSTED STANDARD LEVEL 1 NCVO Awarded 2023

Inspected and rated Outstanding CareQuality Commission

INVESTORS IN PEOPLE™
We invest in people Gold

CYBER ESSENTIALS

Nottinghamshire Carers Association Carer-friendly Organisation 2025/26

FR Registered with FUNDRAISING REGULATOR

labc Building Excellence AWARDS 2024 Grand Finals Highly Commended

MEMBERSHIPS

2025 NCVO MEMBER

ARC England Member



REACH LEARNING DISABILITY

England & Wales - Charity number 1076318

Accounts

reach

Celebrating 25 years



Annual Report and Accounts

REACH LEARNING DISABILITY

2023/24

Supporting people with learning disabilities in Nottinghamshire

Contents

2 Who we are and What we do
2 Where we work
3 Chair's Report
3 Chief Executive's Report
4 Staff Structure
5 About the People we Support
7 The Difference we Make – a Snapshot
8 Day Services and Courses
9 Day Services – Our Centres
10 Lisa's Story
11 Our 25th Anniversary Celebrations
12 Staff Story
13 Voice & Participation
14 All Part of Life Project – Volunteering
15 Volunteer Stories
16 Accommodation Services
17 Support for Family Carers
18 Homing in on the Future Project
19 A Good Life in the Community
21 Fundraising Statement
23 Community Fundraising Highlights
24 Nottingham Trent University Partner Story
25 Our 2024-29 Strategy
27 Reach Learning Disability Care CIC
28 Reach Care Story
29 Reach Care Staff Stories
30 Financial Review
31 Structure, Governance and Management
34 Officers of Reach Learning Disability
35 Annual Accounts
49 Thanks to our Supporters



Who we are and What we do

Reach Learning Disability ('Reach') aims to enable people with learning disabilities in Nottinghamshire to achieve a good life in the community.

The Charity started life as Southwell Care Project in 1999, set up by parents who were worried about the lack of local services for their family members with learning disabilities. We now support 250 regular clients a week across Nottinghamshire. Since 2011, we have been providing high quality one-to-one care to people with learning disabilities in the community through our separately managed community interest company Reach Learning Disability Care CIC (Reach Care).

Day services
We offer exciting and engaging opportunities for self-development and learning at our five day centres: Reach Mansfield, Reach Newark, Reach Southwell, and our two horticultural day centres Flower Pod Southwell and Flower Pod Newark, including:

- 60+ weekly courses
- Evening socials
- Supported holidays and day trips
- Supported volunteering and community participation

Best practice projects
Our track record in delivering special projects to achieve social change has received national recognition. Current initiatives include:

- Voice & Participation – empowering adults with learning disabilities and families to have their voice and views heard through co-production. Working creatively to address entrenched problems including health inequalities, social isolation, and inadequate support/accommodation options
- Planning for brighter futures – empowering adults with learning disabilities and families to gain skills, knowledge and confidence that underpin a better quality of life
- Enhancing volunteering to foster stronger, more inclusive communities where adults with learning disabilities can flourish as active citizens, and their needs and aspirations are better understood.

Accommodation
In 2023 we opened our first purpose-built supported living accommodation for 12 people in Southwell. We also provide supported living accommodation to two tenants in Newark and, at the time of writing, are progressing a third accommodation solution for two more people.

Reach Care
Our separately managed community interest company has been rated Outstanding by the Care Quality Commission (CQC) since 2018. Reach Care provides care support to more than 40 individuals in the county who need expert support to live well in the community. We provide support in a variety of settings, including in Reach's supported living environments, in the home and in supported living offered by other providers.

Inspected and rated Outstanding
CareQuality Commission

Where we work



All of our services are available to people with learning disabilities across Nottinghamshire.



Chair's Report



As we enter our 25th year, I am proud to present our 2023/24 Annual Report packed with fabulous examples of the outstanding work we do to improve the lives of adults with learning disabilities. Work that brings people together and enriches the communities in which we live.

It is no secret that social care is woefully under-funded. We are maintaining pressure on commissioners to give financial support to those families in most desperate need, families who need our help to get their voice heard. Our new 'Strategy for Sustainable Social Change' explains how we intend to increase the breadth and depth of the work we do in response to the expressed needs of our service using community. Our cutting-edge projects rely on the generous support of our charitable benefactors. We appreciate every contribution and give our absolute assurance that we continue to make every penny count.

I give my sincerest thanks to our visionary and dedicated Chief Executive, Steve Shatwell, and to his skilled and passionate Senior Management Team. I also thank my fellow Trustees on whose knowledge, wisdom and commitment I rely. It has been another superb year for Reach – we are stronger and ever more determined to make a lasting impact to the lives of adults with learning disabilities in Nottinghamshire.

R Lannon.

Rachel Lannon
Chair of Trustees

Chief Executive's Report



During the year, we have spent valuable time listening to and getting feedback from stakeholders in our 'Reach for our Future' survey, and agreeing our strategic direction for the next five years. We recognise that, within that timeframe, we will undertake critical succession planning and change our staffing structure to achieve our strategy and respond to the needs identified during our consultation process. Trustees and Senior Managers are grateful to the 250 respondents who gave so much input into this piece of work. We all feel energised about where Reach is heading.

We are very aware of the balance between our Local Authority commissioned work and our non-commissioned delivery. We fully recognise the enormous value of our non-commissioned charitable work. Therefore, a major focus of our new strategy is progressing towards the long-term sustainability of this work whilst reducing our reliance on more volatile income sources.

In 2024 we say 'farewell' to Alison Hall, Operations Director. Alison has made a significant contribution to the robust infrastructure we have in place today, whilst also overseeing Reach Care. We wish her all the very best in her retirement.

Our 25th Anniversary Service in May was amazing. Packing Southwell Minster with a 600 strong congregation including clients, families, carers, staff, volunteers and supporters filled me with pride for what we have achieved from such small beginnings and made me certain that we can go on to achieve so much more in the years to come.

All this would not have been possible without the wonderful support of my brilliant staff team and volunteers. Working together, the future for Reach is bright indeed!

S Shatwell.

Steve Shatwell
Chief Executive

Staff Structure

Senior Management Team



Steve Shatwell, Chief Executive
Responsible for the development and delivery of the strategy, and managing the overall operations of the Charity. More than 20 years' experience in the financial services sector. Brother and family carer to Richard, who had Down's syndrome. Proud to have led the organisation for 17 years, extending our reach to over 250 individuals and their families.



Julia Sandhu MCIOF (Dip), Fundraising Director
Responsible for leading the Fundraising and Communications team. Prior to joining Reach in 2012, worked in diverse fundraising roles for two national learning disability charities. Track record includes securing major grants for best practice projects that tackle causes of exclusion.



Sharon Card, Finance Director
Responsibilities include leading the organisational wide budgeting process and cashflow management, conducting financial modelling to support strategy development and project proposals, and producing management accounts and forecasting against budgets. 17 years' experience in project management roles for blue-chip companies, gaining transferable skills that underpin the successful implementation of major initiatives at Reach including the Southwell accommodation build.



Alison Hall, Operations Director
Retired September 2024

Operational Leads



Dani Noquet, Reach Care Registered Care Manager
Responsible for ensuring that the care and support delivered by Reach Care is high quality and person centred. Legal obligation to ensure services are delivered safely as set out by the Care Quality Commission. Registered Care Manager since 2017. Diploma for Practice Leader in Positive Behaviour Support.



Chantelle Welsher, Day Services Manager
Responsible for the management of the Charity's five day centres, and to lead and create a person-centred and client-led service. Over 10 years' management experience at Reach and more than 20 years' experience working with adults with learning disabilities.



Tracey Thurlow, Projects & Participation Manager
Responsible for managing the development and delivery of best practice, co-production and participatory initiatives including volunteering and voice projects, transitions and planning work and support for families. Also, management of holidays and development of socials. 15 years' experience working with adults with learning disabilities including over 10 years at Reach and Nottinghamshire County Council. Level 5 Diploma in Leadership for Health and Social Care. You can read Tracey's story on page 12.



Laura Carr, Executive Assistant
Responsibilities include supporting the Chief Executive, Senior Management Team and Trustee body to deliver the organisational objectives. Lead on Governance, Administration and IT, and to manage cross-organisational initiatives and large-scale events such as the 25th Anniversary Service at Southwell Minster. Prior to joining Reach in 2019, gained diverse experience in the corporate and public sector including with multinational corporations, and senior administrative support at an executive level.

What is a learning disability?

"A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life.

People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people."[i]

A learning disability can be mild, moderate, severe or profound. A person with a mild learning disability in the community can be at high risk of exploitation, loneliness and poor physical and emotional wellbeing because they get little or no support.

A learning disability is not the same as a learning difficulty such as dyslexia, dyscalculia and dysgraphia. Neither is a learning disability a neurodevelopment or neurological condition like ADHD or autism. As well as having a learning disability, about 40% of the people we support at Reach are autistic. Around 40% of the people we support have physical disabilities whilst many have mobility and co-ordination problems. Some people have multiple diagnoses, whilst others have never received a diagnosis.

Our approach is always to focus on each individual person's needs, ensuring that everyone gains maximum benefit from our services.

About the People we Support

People with Learning Disabilities in Nottinghamshire

The number of adults with learning disabilities in Nottinghamshire is projected to grow from 15,227 in 2017 to 16,660 by 2035.[ii] By 2025, nearly 5,000 of these individuals will be aged 65 and over.[iii]

Thousands of adults with learning disabilities in Nottinghamshire experience a quality of life that falls far below what they should expect. Many live at home with parents in their seventies and eighties, often without receiving any services or support.

For many of the people we support, the risk of poor outcomes is compounded by a complex mix of personal, socio-economic and health inequalities. Through evaluations of our projects and courses, alongside our 2023 'Reach for our Future' survey and thorough desk research, priority needs to address include:

- Financial exclusion: 26% of Reach clients live in areas among the top 10% and 20% most deprived in the country.[iv]

- People in Southwell face additional challenges linked to rural isolation, including unreliable public transport.

- In 2022, 42% of deaths among people with learning disabilities were deemed "avoidable," compared to 22% in the general population.[v]

- Nationally, the prevalence of diabetes among people with learning disabilities is believed to be around 10% - nearly double the rate of the general population.[vi] We are concerned that for the people we support, the risk of this potentially avoidable condition may be even higher, as diabetes is a particular concern in the local communities we serve.[vii]

- Personal and social factors that lead to poor health outcomes include inactivity, poor dietary choices, lack of accessible health information, and difficulties in accessing services. Many of the people we support lead very sedentary lifestyles: "The main barrier to participating in physical activity for people with learning disabilities is often a lack of understanding of its benefits."[viii]

- "People with learning disabilities are seven times more likely to experience chronic loneliness than non-disabled individuals, which can have serious long-term health implications."[ix]

- In Nottinghamshire, as elsewhere, limited options for day services, care support, and quality accommodation leads to adults with learning disabilities having to move away from their local community, exacerbating isolation and poor health outcomes. Lack of affordable quality housing is a particular worry: "There needs to be investment in information, resources and skills to support people to know and understand how to get access to housing that suits them." [x]

- Worries about the future are expressed to Reach staff every week – 75% of Reach family carers shared that their primary concern is the future care and support for their family member with a learning disability.[xi]

- Our existing clients tell us they would like us to do more of what we do, and build in new opportunities for challenge, adventure, learning and socialising, to be supported to lead more independent lives, and to be able to be recognised as active, equal citizens.[xii]



We are committed to finding innovative ways to enable adults with learning disabilities and their family carers to achieve a better quality of life. Our new 2024-29 Strategy outlines how we will do this – please see page 25.

[i] Mencap website, accessed July 2024
[ii] Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities (2019)
[iii] Ibid
[iv] Comparison of our beneficiary postcodes to Indices of Multiple Deprivation 2019
[v] LeDeR report into avoidable deaths of people with learning disabilities (2022)
[vi] Diabetes UK factsheet: 'Why is improving diabetes care for people with a learning disability important?'
[vii] Primary Care Networks Health & Care Profiles, Nottingham & Nottinghamshire Integrated Care System
[viii] Obesity and weight management for people with learning disabilities: www.gov.uk (accessed July 2024)
[ix] Dr Carys Banks, University of Surrey Research Fellow. NIHR-funded 5-year study on loneliness among people with learning disabilities
[x] The Good Lives Framework, Learning Disability England: consultation/ collaboration led by 40 self-advocates with learning disabilities (2022)
[xi] Reach for our Future – survey of Reach clients, families, staff and volunteers (December 2023)
[xii] Ibid

The Difference we Make – a Snapshot

We don't just provide services — we change lives. Our teams work hand-in-hand with clients, families and other organisations to tackle deeply rooted challenges. The result? Individuals experience a marked improvement in their quality of life, with many achieving milestones they once thought impossible.

Our support helps reduce, delay or prevent the need for further intervention from health and social care services, creating a social return on investment. Quantitative and qualitative data to monitor and evaluate our impact tells us that:

- Evidence of the difference we make is seen in the ways that people increase in independence and confidence, achieving their goals whether that be transitioning into new accommodation, participating more fully in the community, or trying a new activity. For example, between 2021-2023, our Carers Manager and Transitions Worker worked with our Reach Care team to enable 12 individuals and their families to prepare for the move into our new Southwell accommodation. A year after moving day, all tenants are thriving, enjoying new-found independence, and actively participating in community life.

- We are working to actively involve adults with learning disabilities and family carers in shaping the support they receive, both within our organisation and beyond. For example, through co-production work with Nottinghamshire County Council, we have improved how Disability Related Expenditure information is shared with carers. This initiative has been recognised as an example of best practice by national partnership Think Local, Act Personal.

- Our Voice & Participation group are actively achieving social change. For example, their collaboration with the University of Nottingham's Centre for Rehabilitation and Ageing will help to improve how people with learning disabilities are involved in social research.

- Our work to tackle health inequalities takes place at all levels. Over 50% of our courses are focused on gaining transferable skills that underpin healthier lifestyle choices, and project participants can give examples of how they have made small, sustainable lifestyle changes at home.

- Our trained, experienced staff provide flexible, holistic support to individuals and families facing crisis situations. For example, in 2023/24, our Carers Manager provided support to 15 families, leading to an overall increase in their combined household income of more than £50,000 per year.





98% of learners enjoyed their course and over 96% said they want to continue that subject.

99% said they felt safe and 99% said they felt they received the help they needed.

94% found the room or space they learnt in comfortable.

86% felt they had increased in confidence through the course.

Above data taken from self-assessments for our Inspire Learning contract, academic year 2023/24.





Day Services and Courses



Left to right (back): Charlie - Southwell Day Service Lead, Chantelle - Day Services Manager, Vickie - Reach Newark Centre Manager, Samantha- Flower Pod Newark Centre Manager
Left to right (front): Nicola - Flower Pod Southwell Centre Manager, Maria- Reach Mansfield Centre Manager

Walk into any of our five centres and you will find people learning vital life skills whilst having fun and making new friends. Our 60+ weekly courses include cookery, art, gardening, photography, drama, digital skills and lots more.

Our staff are skilled at shaping course content around diverse skills, needs and aspirations. All courses are embedded with opportunity to build confidence and self-esteem, improve communication skills and to lead more active, fulfilling lives at home and in the community.

Evidence of the difference we make is seen in the ways that people increase in independence and confidence, achieving their goals whether that be transitioning into new accommodation, taking part in community activity, or trying something for the first time, such as a new food or activity.

Rehearsals for our 25th Anniversary Celebrations are well under way, with dancing, singing and presentations planned for an audience of 600 people at Southwell Minster.

We are also proud to have been working with Reach Care and project colleagues to develop our Voice & Participation group.

Since 2014 we have grown our weekly client facing hours by 80%. There are barriers to growth, and we face challenging times in the social care sector. We are determined to ensure that our centres are here for people today and tomorrow. We are grateful to Nottinghamshire County Council's Local Communities Fund for their four-year grant helping our Centre teams to be 'future ready'. We are also delighted to once again be working with Inspire Learning whose commissioning helps us to deliver enriching, diverse courses across all five centres.

By sharing their skills, time and community connections, local volunteers are also instrumental in supporting people to achieve change. I thank all staff and volunteers for their commitment to making a difference to adults with learning disabilities.

Chantelle Welsher
Day Services Manager

64 weekly courses



27 new clients in 2023-2024

Reach has been working with Inspire Learning, Nottinghamshire County Council's adult community learning team, for over a decade. Our Inspire Learning courses are shaped by the needs of learners and delivered by qualified, experienced tutors. We are proud to still be working with Inspire Learning - their support enables us to deliver enriching, diverse courses across all five centres.

Inspire Adult Learning
Culture | Learning | Libraries

Day Services – Our Centres

Our five centres are integral to the communities they serve, with staff who understand the unique challenges faced by adults with learning disabilities and their families.

Reach Southwell

Celebrating 25 years, Reach Southwell continues to offer courses and socials to 30-40 adults weekly. The centre features a large activity room, a well-equipped kitchen, and a peaceful outdoor area. Popular activities include healthy cookery, arts, crafts, and fitness, all designed to encourage community engagement.

Flower Pod Southwell

Located on Nottingham Trent University's (NTU) Brackenhurst campus, Flower Pod Southwell is a beautiful 1.5-acre site offering therapeutic horticultural and outdoor activities to 40 clients weekly. Opened in 2012, it features flower beds, ponds, a large polytunnel, and a straw-bale building incorporating classrooms. NTU staff and students sharing their expert skills with us, enhances the learning experience for clients.

Reach Newark

The centre started life in 2009. It now operates out of Hawtonville Community Centre and is our largest centre, serving over 100 people weekly. The centre includes a large sports hall, classrooms, and a small courtyard garden. Activities range from sports and music to cookery and history.

Flower Pod Newark

Established in 2020, Flower Pod Newark provides a safe, therapeutic outdoor space for adults with learning disabilities. The site includes a modular classroom, flower and vegetable beds, ponds, fruit cages and a small orchard, offering a tranquil environment for learning and relaxation. Development continues to improve facilities and accessibility.

Reach Mansfield

Opened in 2012, Reach Mansfield supports 50 clients weekly with courses promoting independence, healthier lifestyle choices and boosting social connectedness. Facilities include a training kitchen, classrooms and a hall with a stage. The centre is at full capacity, and we are exploring options to meet growing demand and offer outdoor spaces like our Flower Pods.



Responding to Feedback

Feedback from consultation and evaluation work helps scope our activities.

Feedback: "More volunteering opportunities for people with learning disabilities."

We did: Put funds towards developing our Voice & Participation work and submitted applications for new supported volunteering in the community.

Feedback: "I want to go swimming."

We did: Introduced weekly swimming classes at Newark and swimming included on Reach Southwell Out and About schedules.

Feedback: "Can we have more health and wellbeing courses?"

We did: Trialling a new Men and Women's health course and working with University of Nottingham researchers on health issues facing people with learning disabilities. We are also seeking funds for new work to address health inequalities.



Lisa's Story

"Lisa is very happy at Reach" – Louise, Lisa's mum

Lisa began attending Reach Mansfield in 2023. Being a music lover, choosing the sessions she wanted to do was easy – Singing and Dancing!

Now in her mid-thirties, Lisa was born with a rare genetic condition affecting speech and causing physical and learning disabilities. Lisa needs support with many aspects of her day-to-day life and although usually happy and easy going, she has in the past displayed behaviours of concern.

Lisa communicates using Makaton, vocalisations and gestures. Reach staff who are trained in Makaton, have developed an understanding of her own unique signs and ways of communicating. They also supported her to make a communication book with photographs and symbols so that she can show her family what she's been up to at Reach. Lisa has made many new friends at Reach and is popular amongst her peers. She has an infectious smile. Her friend, Kevin, says she is "always happy."

"Lisa has been much more settled since she has been at Reach, she's a bit more outgoing now she is mixing with more people." – Louise

As Louise's trust has increased over time, she now feels reassured that Lisa is safe and well supported when at Reach and no longer feels the need to telephone each day to check how Lisa is. She has noticed that since being at Reach, Lisa sleeps much better because she is kept busy and is more active. As Lisa's own confidence and trust has increased, she is now happy to accept support from Reach staff for her personal care needs.

"When Lisa first started coming to Reach, she needed quite a lot of support to settle in the sessions. She has one-to-one support for her sessions but quite often now she prefers to sit with her Reach friends instead." – Maria Williams, Reach Centre Manager

Lisa enjoys getting involved in lots of activities – she particularly enjoyed taking part in the Christmas performance, an 80's themed show and a circus workshop.

Family is very important to Lisa and when not at Reach, she loves spending time with them, walking her dog, and visiting grandparents and friends. She likes to keep active to improve her posture and general health.

In the future, Lisa may like to go on a Reach holiday where she would have plenty of opportunity for dancing, singing and having fun with her friends.

Tracey Thurlow,
Projects & Participation Manager





"Lisa loved spinning plates at the circus workshop ." – Reach Mansfield Tutor

Our 25th Anniversary Celebrations

In 2024 we are celebrating 25 years since Reach started life as Southwell Care Project.

With the kind permission of the Southwell Cathedral Chapter, we held a special service at Southwell Minster. We were delighted that so many of our clients, families, volunteers, staff and supporters from near and far could join us on the night.

"It was an honour for the Minster to host the Service of Celebration for 25 years of Reach. Southwell is so proud of the charity's stunning achievements across Nottinghamshire, making a real difference. The dance, singing, readings, prayers, video clips and poetry told a joyful story no one there will ever forget."
- The Very Reverend Dean Nicola Sullivan

On the night, Chief Executive Steve Shatwell and Chair Rachel Lannon each talked about their motivations for being involved with Reach, and the importance of community in the lives of adults with learning disabilities and their families. In keeping with the charity's founding trustees' vision of creating a community where people with learning disabilities could flourish and be heard, both highlighted the imperative need for Reach to be here for future generations.

"Our relationship with our local community is the essence of who we are. We are about local people looking after the individuals in our community who need us right now, and into the future."
- Rachel Lannon, Chair of Trustees

Highlights of the service included an energetic signed song by clients from our five centres, a dance by Reach Dancers, and a lovely poem about Flower Pod from Amelia. A film and presentation by our Voice & Participation group gave insight into new plans to amplify the voice of adults with learning disabilities at all levels, and to tackle important issues like health inequalities. A family carer read a moving prayer and Reach Mansfield client Elizabeth gave a powerful bible reading.

Thanks to all those who were able to join us to celebrate and who helped to make it truly a special evening.



Reach's Voice & Participation group demonstrated some of the barriers to better health for adults with learning disabilities and their ideas to support people to access better health.



A spectacular floral art structure designed by Flower Pod Southwell clients and volunteers took pride of place.

Read more on our Voice & Participation webpage

Watch a film of Amelia reading her poem

Tracey – Staff Story



In my role as Projects & Participation Manager, I manage the delivery of non-commissioned activities which add value to our work. This includes volunteering, carers and families support and planning, transitions work, Voice & Participation, holidays and socials. Working closely with our Day Service and Reach Care colleagues, I manage participatory projects, to amplify the voice of adults with learning disabilities within our organisation and externally. I am passionate about promoting inclusion and working in ways which empower the people we support.

The creation of this role reflects Reach's commitment to the added value activities which genuinely make a difference to the lives of the people we support, their families and our community.

I have over 15 years' experience working with adults with learning disabilities which includes care support, Client Lead at Flower Pod Southwell, and Shared Lives Co-ordinator at Nottinghamshire County Council. In my time at Reach, I've achieved my Level 5 Diploma in Leadership for Health and Social Care and my Adult Education Teaching award – I'm never one to turn down opportunities to develop!

We are laying the foundations for some exciting, innovative work involving partnership development with external agencies such as the NHS, universities and Newark YMCA. I am also supporting the Fundraising team with major bids for best practice and participatory projects.

Together with my Team I am looking forward to:

- Increasing volunteering opportunities
- Developing our supported holidays offer
- Working with the Voice & Participation group to create new opportunities to influence change within Reach and externally
- Working with our Carers Manager to future proof the vital work of supporting families
- Supporting the work of our Transitions Manager to promote greater independence and life skills
- Developing ways to monitor and evaluate our work.

Tracey Thurlow
Projects & Participation Manager



Left to right: Catherine- Carers Manager, Beverley- Transitions Co-ordinator, Tracey- Projects & Participation Manager, Wayne- Volunteer Manager

Achievements to date:

- Co-ordinated client participation in Reach's 25th anniversary service
- 9 adults with learning disabilities worked alongside University of Nottingham to develop research resources
- 4 peer volunteers successfully completed Boccia Leaders Coaching Award
- Exploring opportunities for adults with learning disabilities to take part in disability football
- Co-ordinated 'Reach for the Future' survey with adults with learning disabilities, family carers, staff and volunteers to help shape Reach's 2024-29 strategy

Click here to read more on our Holidays, Carers, Volunteering and Voice & Participation webpages.



Voice & Participation

“We are focused on living fully in the present and believing we can make a difference to our future”

“We are a group of 10 individuals who all have different skills and abilities. We are working with a Reach project worker to find ways to make change happen. We meet monthly and work together on different projects.

People with learning disabilities don’t always feel they are seen and heard. We sometimes feel left out of society. It can be hard to get the right services and support. This can make people more at risk of being lonely and having poor health.

We want to change that.”

- Voice & Participation Group

So far we have:

- Piloted and delivered training on how we like to be supported to 38 Reach volunteers and staff
- Helped with the ‘Reach for our Future’ survey by creating questions
- Participated in interviews for Reach Care staff and attended a recent Care job fair
- Completed work about health and what stops our health being better
- Delivered presentations to Reach Trustees and prepared our presentation for the 25th Anniversary Service
- Started work on new training for staff about autism and learning disability, including developing session plans and resources.

There is so much more to do. Our goals:

- For the people who make decisions to hear what we think makes a difference
- To develop more training for volunteers, staff and other people
- To help more people who use Reach to share their views with Trustees and staff
- To continue to challenge and improve the imbalances that exist in society for people with learning disabilities
- To continue to be involved with Reach Care and Reach Learning Disability interviews
- To complete AQA Qualification – ‘What makes a good interviewer’
- Actively recruit new members to the group.



Find out more about what we do by watching our film

We would love to hear from funders and others interested in partnering with us on this important work. Please contact julia.sandhu@reachuk.org

All Part of Life Project – Volunteering



Wayne at Flower Pod Southwell with volunteer Amanda and Connor

Volunteers have always been at the heart of the charity. By generously giving their time, skills, and energy, they add immense value to our work and enrich the lives of those we support. Their contributions create a wider range of learning and social opportunities than we could otherwise achieve. Most importantly, they empower adults with learning disabilities to interact more confidently with others outside of paid carers and family – a vital first step towards greater participation in community life.

Since 2019, a major five-year grant from The National Lottery Community Fund (TNLCF) has enabled us to enhance volunteering activity at Reach. We are deeply grateful to TNLCF for their grant, which has resulted in a significant increase in volunteering numbers and hours, the creation of new supported volunteering opportunities for adults with learning disabilities, and the continuous improvement of our volunteering policies and procedures.

Over the past year, several experienced volunteers have led short courses on topics requested by clients. For instance, Flower Pod Newark clients have continued to enjoy wildlife photography sessions led by long-standing volunteer, Ben. The group created a slideshow of their best shots, with some stills featured on a card included in a pack distributed at our 25th Anniversary Service celebration.

Our 2024-29 ‘Strategy for Sustainable Social Change’ confirms that volunteers remain central to our community-focused, person-centred approach. We aim to create clearer volunteering pathways and open opportunities for more people facing barriers to volunteering, including family carers. Plans also include increased ‘green volunteering’ and establishing a clear pathway for adults with learning disabilities who wish to contribute at all levels, strengthening the link with our Voice & Participation activities.

It’s a privilege to work with so many wonderful individuals each week. I thank everyone who has volunteered their time to support adults with learning disabilities progress towards happier, healthier lives.

Wayne Wilmot
Volunteer Manager
wayne.wilmot@reachuk.org

COMMUNITY FUND

130 Community volunteers

20 Adults with learning disabilities volunteered in our centres

10 Adults with learning disabilities helped establish the Voice & Participation group

400 Weekly client-facing volunteering hours each week

100 People volunteering on an ad hoc basis

200 Corporate volunteers

Click here to read more on our Volunteering webpage.

Volunteer Stories

Michelle's Story
Reach Southwell Volunteer



"I have lived in Southwell on and off over the past four decades. I had heard of Reach through word of mouth, and, more recently I have noticed posts in the local Bramley newspaper.

Volunteering at Reach makes me feel invigorated. It gives my day purpose and makes me feel wanted. It gives me a greater understanding of different cultures and empathy. It also teaches me "crafting" with my not so creative personality!

I wish I had started volunteering when I was younger. I have spoken of the benefits to several friends' children. Volunteering gives you a support system, involves you collaborating with people you may not normally meet, giving you a greater understanding of others, and improves your compassionate side!

To anyone thinking of volunteering I'd say "go for it!" It's well worth doing. Volunteering improves your physical and mental wellbeing and connects you to your community".

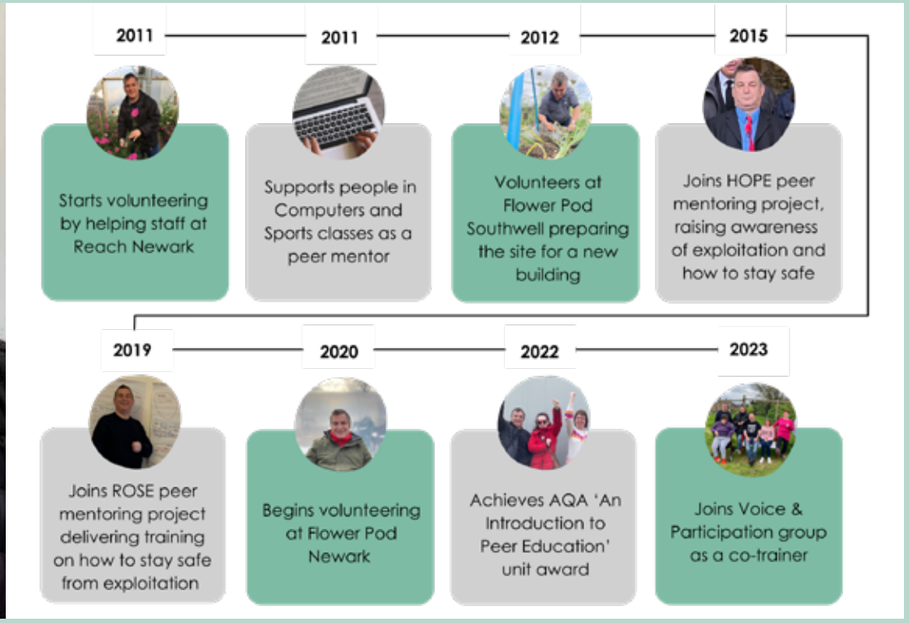
Phil's Story

Phil has been using Reach's services as a client since 2011 and soon started volunteering.

"I like keeping busy – volunteering at Reach gets me out of the house. Being a volunteer makes me feel happy and takes the workload off the staff. I like to share my gardening skills – I help other volunteers and clients to know the difference between weeds and flowers. I would like to keep volunteering at the Flower Pods." – Phil

"Phil is one of those people that others connect to. They admire him and listen to what he says. I always introduce new volunteers to Phil and explain that 'any problems such as not being able to find tools or way around, talk to Phil.' I know he enjoys this bit of extra responsibility and recognition. He has faced difficult times in his life, but he always gives his best. He knows that we are here for him too. I am proud of how we have been able to create a community that offers Phil the chance to be appreciated for all that he has to offer." – Wayne, Volunteer Manager







STOP PRESS! Our Southwell Accommodation has been awarded Regional Winner at the Local Authority Building Control Building Excellence Awards in 2024!

LABC Building Excellence AWARDS 2024 Regional Winner

Home at Last

It was a wonderful day in June 2023 when our 12 tenants moved into our new Southwell accommodation. This momentous 'moving in day' saw the culmination of our founding Trustees' long-held ambition to address the lack of quality accommodation for adults with learning disabilities in the rural market town.

One year on, and everyone is enjoying life in their new home and participating in local life. Our dedicated staff worked as a united team to support people through this major life-change and adjust to a new routine shaped around their needs. We have been pleased to welcome several high-profile visitors and voluntary organisations from around the UK to view our ground-breaking building, and hear about our commitment to innovation and quality that we hope is replicable elsewhere.

Additionally, building on the success of providing supported living in Newark for two young men who were in urgent need of accommodation, we are poised to complete a similar project for two women with profound and complex needs in 2024.

We know that there is an urgent and rising demand for quality accommodation in Nottinghamshire. We are already planning how we can help meet this need. Please do get in touch with me at steve.shatwell@reachuk.org if you would like to be part of this exciting next chapter.

Steve Shatwell
Chief Executive

Accommodation Services

David's Story

When David's mum passed away a few years ago, he lived in rented accommodation in Southwell with two housemates, supported by Reach. When he's out and about in the town, David is warmly greeted in the shops by people who have known him and his family for many years. He has always wanted to stay in Southwell as this sense of connection means so much to him. Now that David is settled in the Reach's Southwell accommodation, he has the long-term stability he needs.

As part of the transition process, in the months leading up to moving, David, along with his fellow housemates, was able to visit the site and watch his house grow. Seeing the house and his room take shape, choosing carpets and other personal items of furniture were all important steps in this process.

Face beaming, "happy" was David's response when I asked recently how he felt about his new home. He says he wants to live there until he is an old man.

David says he likes his room which he described as his space, where he can play on his PlayStation and watch TV. He also enjoys spending time in the communal areas of the house with his housemates.

One of David's Reach Care support team, Lynn, told me "David now has his own community of friends, he has constant support from familiar staff, and this gives him the stability he needs."



David likes to cook for his friends, his speciality dish is Toad in the Hole!

Most importantly, David is now able to continue to live his life in the community he grew up in. A community he knows well and in which he is known.

Beverley Rayner
Transitions Co-ordinator

Support for Family Carers



More and more family carers are seeking help from Reach. I support them to navigate the social care system to enable them and their loved ones to receive the support they are entitled to. I support them to access and retain benefits for themselves and family members with learning disabilities, access respite, suitable housing and associated benefits, Blue Badges, health care etc. Additionally, I provide emotional support to carers who feel overwhelmed by their responsibilities and worry about their loved one's futures.

I continue to work with Nottinghamshire County Council (NCC) to develop Disability Related Expenditure (DRE) guidance, ensuring people with care and support needs do not pay a greater contribution to care than they can afford. Before our co-production work, only a handful of people had their contribution reduced but now there are over 200 people across Nottinghamshire, benefitting from this work. We are proud of our co-production efforts.

I have also worked with NCC on the launch and subsequent implementation of the 'Joint Carers Strategy' which NCC, Nottingham City Council, The Integrated Care Board, and NHS Nottingham and Nottinghamshire have signed up to.

Every week I meet families who are struggling without support. I know there are hundreds in need in our county alone. I ask funders and commissioners to work with us to reach them before more people with learning disabilities find themselves in crisis situations.

Catherine Shatwell
Carers Manager

Tina's Story

"I can't thank Reach enough – it has revolutionised all of our lives"

When Tina approached Reach about a day service for her son, she was desperate, as she had given up her job to care for him. What really made a difference to Tina was the support she received from Catherine, Reach's Carers Manager. As Tina explains:

"I'm not stupid, but I don't understand the system. I don't think I would have got through it without the emotional and practical support from Catherine, because it took a long time to get the Disability Related Expenditure and contribution to care. Everyone needs a Catherine!"

Through our 'Reach for our Future' survey, we gathered valuable insight into carers' concerns and our impact:

73% of family carers said that their main concerns were future care support and accommodation for their family member.

When asked 'how Reach helps to improve the health and wellbeing of family carers and their family member', people said:

"I feel supported and not alone"

"Reach allows us some independence"

"Reach takes away much of the day-to-day stress involved in caring for our daughter"

44 Group sessions for family carers

580 Hours of one-to-one support

138 Family carers accessed specialist support

Engaged with **33** family carers through online support network

Homing in on the Future Project

We are enhancing our activities to empower adults with learning disabilities and their families in Nottinghamshire to plan for brighter futures. Our 'Reach for our Future' December 2023 survey highlighted that this remains an issue for family carers, who recognise that they need to start planning for the future to avoid crises. While this support has always been part of our offer, we now aim to provide a more holistic programme. Led by our Projects & Participation Manager, staff with expertise in supporting family carers, managing transitions, and offering life skills courses will work together to provide whole-family approaches and tailored support.

Adults with learning disabilities will set their own goals for greater independence and gain vital life skills. Family carers will receive support to explore future options for day services, care, and accommodation.

Needs include:

- We are increasingly contacted by older adults and their parents seeking urgent advice on support options. Many older adults with learning disabilities live at home with ageing parents who are not yet in contact with services.
- There is a lack of support for younger adults transitioning from school to adult services.
- Adults with learning disabilities often feel excluded from discussions about their future.
- In the face of an uncertain social care environment and a growing population of adults with learning disabilities, collaborative and creative planning is essential.

Our support will include:

- 240 Independent life skills sessions.
- Tailored support at key life stages, such as transitioning to adult services or moving home.
- 100 one-to-one and group planning support sessions for unpaid family carers.
- Outreach to identify those in urgent need who are not yet known to services.

Expected Impact:

- Over 150 adults with learning disabilities in Nottinghamshire will gain skills for happier, healthier, more independent lives.
- More families will be better equipped to make positive decisions about the future, and avoid crisis situations.

Funders

We are grateful to the following funders who have helped to make this important work possible:

- Albert Gubay Charitable Foundation – 3 year funding
- Contributors to our 'Brighter Futures' 2023 Big Give Christmas Challenge Appeal including The Reed Foundation, Mary Robertson Trust, Southwell & District Lions Club, and The Jones 1986 Charitable Trust.

AG THE ALBERT GUBAY CHARITABLE FOUNDATION

Christmas Challenge BigGive

This work is an example of activity that can only take place with the help of our funders and supporters







"Reach makes all the difference, gives us a future with far fewer problems to anticipate." – Family Carer

A Good Life in the Community

Holidays, Socials and Day Trips

Holidays matter to us all – a break from routine, enjoying new experiences and making new friends. And that's why holidays are so important to our Reach clients – enabling them to develop independence, make memories, and have fun. For some carers, Reach holidays are their only respite from caring responsibilities.

We currently offer twice-yearly group holidays in the UK for more than 60 Reach clients at a time. Reach Care support workers also support individual clients on bespoke holidays tailored to personal needs.

Our day centre staff plan days out by finding out about people's interests. For example, this year clients interested in history have enjoyed trips to Nottingham Castle, the National Civil War Centre, Newark Air Museum and an archaeology talk by Southwell U3A.

At both Reach Southwell and Reach Newark, people meet for weekly evening socials, with games and quizzes and a variety of activities at the centres and in the community. Reach Southwell also have a monthly evening social, often at a local pub.

Holidays, trips and social activities are great fun, while raising aspirations for more independent lives. Fundraising helps keep these activities affordable.

Looking forwards, we plan to diversify our holiday and socials offer. Responses to our 'Reach for our Future' survey showed some crave more adventure and challenge, and there is a strong desire to continue to expand our holiday offering going forward.

Susan's Story



Susan attends sessions at Flower Pod and Reach Southwell, and has been going on the Reach holidays for years. She especially enjoyed the Reach holiday to Warner Corton in Suffolk in 2024.

Tracey Thurlow at Reach Southwell, has worked with Susan for over 10 years, and says:

"It has been lovely working with Susan, and seeing her develop and become more independent over the years. As she has become involved in a wider range of activities, her conversational skills have developed. She shared a room with another client on the holiday, and it was great to see her interacting with her friends. She did not stop smiling all weekend!"

Susan says "My favourite part of the holiday was playing crazy golf, watching a film and I won the bingo!"







"I had a lovely time away and I can't wait to go again with my friends" – Tara





Grants and donations are vital to making our holidays, social events, and day trips possible. They help cover the essential coordination costs, enabling us to manage transport, compatibility, accessibility, safety, and care needs. Without this financial support, many individuals would miss out on life-enriching experiences that promote independence and personal growth.

Fundraising Statement



Fundraising and communications were managed by a full time equivalent staff team of 2.

Achievements and Challenges

A key achievement was the successful £1.7 million campaign (2021-23) for our Southwell accommodation. Seeing the tenants enjoying their new home – including communal furniture donated by Dunelm – is truly rewarding. It is also fulfilling to witness how the income we raise facilitates our supported holidays, evening socials, courses and special projects that can be life-changing. Grants from funders such as The National Lottery Community Fund enabled clients to participate more actively in community life, with many moving into supported volunteering and mentoring roles.

A three-year grant from The Albert Gubay Charitable Foundation and our successful Big Give Christmas Challenge appeal will help us to provide holistic support to clients and families who need to plan for the future. Our Christmas Challenge appeal achieved slightly above the £40,000 target, with all funds allocated to supporting clients and families gain the skills, knowledge and confidence needed to plan for a brighter future, in a challenging social care landscape.

We thank our community partners and our fundraising volunteers who helped us generate income through third-party events. Please see page 23 for more information about community fundraising.

A total of £36,000 from three legacies reflects how our long-term legacy giving strategy is gaining traction.
We submitted two successful tenders for day services and adult education courses, continuing our strong track record of high-scoring tenders.

Relationships with supporters were strengthened through several stewardship events, including a celebration afternoon at our new Southwell accommodation. We also prepared for our 25th Anniversary with new regular giving materials.

Undoubtedly, the fundraising landscape remains challenging, with ever-increasing competition for funds. As a 'large' charity, we are ineligible for many grants. While personal budget income is technically unrestricted, it is effectively allocated to delivering core services, limiting available funds for capacity building, our innovative projects and doing more of what makes life good such as a third annual holiday to meet demand. But we are driven to find new ways to support our clients and their families, and look to the future with optimism, taking forward plans to grow unrestricted income streams and communicate our life-changing impact.

The team also managed external communications for the charity, including our website and social media platforms, and production of leaflets, newsletters and this Annual Report. Reach has recently featured in several BBC radio interviews and on BBC East Midlands, whilst articles are regularly placed in local newspapers. Our social media presence is growing rapidly, boosting awareness of the charity's impact and our fundraising need.

Fundraising Need

In 2023/24, it cost the charity £1,304,662 to provide services to people with learning disabilities. £970,998 of income came from our charitable activities, including personal budgets, property rental, contracts, and business grants. The remaining £333,664 was raised through grants and donations (excluding the final drawdown of capital pledges for our Southwell Accommodation).

We need to fundraise to:

- Bridge the £500,000 gap between commissioned income and the true cost of delivering our innovative, high-quality, person-centred, community-focussed offer
- Empower staff to partner with adults with learning disabilities, families and other organisations to address entrenched barriers to health, social, and economic inclusion
- Provide capital funds for vital maintenance, improvements, and equipment at our five centres. And without major grants and community donations we would not now be offering our award-winning, affordable, and sustainable accommodation in Southwell
- Provide vital therapeutic and cultural activities that boost health and emotional wellbeing, such as holidays, evening socials, and day trips
- Support individuals who receive little or no personal budget income, but who face high risk of poor outcomes, including exploitation
- Improve accessibility by funding specialist communication tools, equipment, and staff training (for example Makaton)
- Amplify the voices of adults with learning disabilities and their carers, tackling negative assumptions and failure to understand their needs at all levels of society
- Build our capacity to reach more of Nottinghamshire's adults and families in need, including vulnerable older families currently struggling without support
- Stay resilient and adaptable, responding to the evolving needs of those we support amid challenging economic and social care conditions.

Fundraising Regulation and Monitoring

We comply with current fundraising regulatory standards, are registered with the Fundraising Regulator, and adhere to the Fundraising Code of Practice. We follow GDPR regulations and use a specialist database to support compliance. Our supporter privacy notice is available on our website or from the Fundraising Team, with shorter notices tailored to specific activities. We do not sell or swap supporter data. Supporters are informed how to change communication preferences at any time.

Trustees are made aware of their fundraising responsibilities through briefings and presentations. Updates on fundraising performance are provided at quarterly Board meetings, and through additional communications as requested. All trustees, staff, and volunteers are informed about fundraising regulations, policies, and procedures through inductions, meetings, email updates, and training, including safeguarding of vulnerable people. Fundraising staff receive additional training and engage in continuous professional development, to meet needs identified at supervisions and appraisal.

Our Ethical Fundraising Policy includes our approach to the protection of vulnerable people. Our Fundraising Complaints Policy explains how to make a complaint. No fundraising complaints were received during 2023/24.

Safeguards are in place with partners and commercial participators, including service level agreements/ contracts in proportion to our relationship and expected return.

Our Fundraising Approach 2024/25

Our objectives for 2024/25 include:

- Securing revenue and small capital grants to meet the annual budget and progress the organisational strategy.
- Obtaining 3-4 multi-year grants, working with the new Projects & Partnership Manager to ensure robust design, development, and evaluation of projects with input from people with lived experience of learning disability.
- Submitting high-scoring tenders to adult community learning and day service commissioners.
- Growing diversified, unrestricted income streams through community, corporate and individual fundraising.
- Improving organisational communications and processes to increase stakeholder engagement, powerfully communicating our impact and social value.
- Continuing to develop a skilled, trained, and professional team.

We extend our heartfelt thanks to everyone who has supported our fundraising efforts in 2023/24.

Julia Sandhu MCIOF(Dip)
Fundraising Director



Connect with Julia on LinkedIn

Or email julia.sandhu@reachuk.org

Community Fundraising Highlights 2023-24

Reach has always been at the heart of the communities it serves. Over our 25-year history, the support of local people and community organisations has been essential to our charity's success. A key part of our fundraising strategy remains the diversification of voluntary income, including growing our community and corporate networks.

In 2023/24, community fundraising activities ranged from cycling to Mont Saint-Michel to local fairs, open garden events, swims, runs, and walks – including a trek up Snowdon – and much more. We are incredibly grateful to everyone who involved us in their events, including the organisers of Deerstock Festival, the Viking Challenge, and the Nottingham Café Bridge. Special thanks go to Sir John and Lady Peace for inviting us to run a tea stall at their open garden event in June.

Our fundraising participants and volunteers have included clients and their families, staff, volunteers, Trustees, and people from Nottinghamshire's businesses, schools, churches, and fantastic groups such as the Southwell & District Lions and Mansfield Rotary.

The start of the year saw Chief Executive Steve Shatwell and Transitions Co-ordinator Beverley Rayner in training for their third major sponsored swim for Reach – the gruelling Tresco 360. Steve reflects: "I wanted to mark Reach's 25th anniversary with a new challenge. To be honest, the training has been incredibly tough, but I continually think about the difference Reach makes. Knowing how much families across the county need us drives Beverley and me on, even when the water is particularly cold!"

As we move forward, we'll continue to build a range of fundraising activities to engage diverse audiences. We are also focused on strengthening our corporate partnerships and look forward to developing new and exciting relationships.

Here are just some of the fantastic fundraisers who supported us this year:



Connect with us on LinkedIn

Nottingham Trent University Partner Story

Flower Pod Southwell is sited on land owned by Nottingham Trent University (NTU) Brackenhurst Campus (School for Animal, Rural and Environmental Sciences). This has offered opportunities for creative partnership working within Southwell and beyond.

We have held a much-valued relationship with The Centre for Student and Community Engagement at Nottingham Trent University (NTU) for many years. Collaboration through volunteering has given students and staff the opportunity to share their horticulture and environmental sciences skills, knowledge and expertise with staff and clients at Flower Pod Southwell. Whilst at the same time, providing opportunity for NTU students and staff to gain valuable insight into the lives and abilities of adults with learning disabilities through real life interactions and working together on horticultural and biodiversity projects. For NTU students, these connections help develop interpersonal skills, such as communication, responsibility and empathy, which cannot be gained in the classroom.

Relationships like the one with NTU are extremely important to our success. The hard work that the NTU groups put into their team days has a massive impact, and has been instrumental in developing both our Flower Pod sites to be the unique environments they are today, where adults with learning disabilities can truly thrive.

"We had a lovely time and the weather was kind to us! We had a thorough briefing and tour at the beginning of the day, and took part in a wide variety of activities. They gave us a lovely send off at the end including some really heartfelt speeches from some of their scheme participants who had been there during the day. I would really recommend team volunteering at this site. The work they do is amazing."

NTU Volunteer

"Thank you Reach for the opportunities you offer NTU staff and students to get involved in Flower Pod Southwell and Newark. The wellbeing benefits of stepping away from screens and busy calendars to spend a day in green space with teammates are underestimated. The additional reward of helping such a great charity is also such a positive. I look forward to building on the partnership with the Reach team to continue to achieve great outcomes".

Carol Wilby, **NTU Community Engagement & Volunteering Coordinator**

NTU volunteers enjoying a day at Flower Pod Southwell

Our 2024-29 Strategy for Sustainable Social Change

Our 2024-29 Strategy has been developed with input from adults with learning disabilities, families, volunteers and staff. Views have been gathered through evaluation of activities, forums and discussions, and from our December 2023 'Reach for our Future' survey.

Our ambition is to achieve carefully managed growth, without compromising on quality.

OUR VISION

A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

OUR MISSION

We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment and compassion of our team.

OUR VALUES

- Everything we do should inspire trust and confidence
- We all need to feel safe, encouraged and valued
- Everyone has the right to aspire
- Understanding individual needs takes time and care
- We all have the right to share in the life of the community
- The voices of people with learning disabilities and their families must be heard
- Our commitment to high standards must underpin all that we do.

Barriers to a better quality of life

- High risk of avoidable poor health
- Loneliness and social isolation
- Poverty
- Misunderstanding and discrimination
- Lack of quality support and accommodation – many living with older family carers with no support
- Low skills and confidence
- Limited opportunities for independence.

Our Quality Offer to improve Quality of Life

- Five day centres with 60+ weekly courses
- Social events, holidays, and day trips
- Tailored support for family carers
- Projects to tackle barriers to inclusion, partnership with adults with learning disabilities and carers
- Accommodation solutions and planning help
- One-to-one care support (CQC-rated 'Outstanding').

Difference made by 2029

- More people with learning disabilities will lead happier, healthier, more independent lives
- More family carers will feel less anxious about the future
- Enhanced quality of delivery through input from people with lived experience, and improved infrastructure
- Increased organisational capacity and sustainability.

Ambitions for Growth and Impact:

- Doing what we do best and more of it
- Expand day service sessions and course diversity
- Increase socials, holidays, and day trips
- Expand support for family carers
- Expand supported living accommodation
- Increase co-production and participatory initiatives
- Roll out Positive Behaviour Support approaches
- Form new partnerships to develop our strategy
- Increase weekly care support hours
- Further development of sustainable income streams.

Critical to our success

- Diversified income streams and fundraising efforts
- Strong community connections and partnerships
- Knowledgeable, trained, motivated staff
- Clear communication of our impact
- New investment in capacity to deliver new supported living options and best practices
- Accessible, cost-efficient, and energy-efficient premises
- Sustainable organisational infrastructure (such as digital systems and staff wellbeing, resilience and development)
- Robust policies and procedures.

What does success look like?

- High satisfaction levels in stakeholder evaluations. Quantitative and qualitative data shows quality of life improvements
- High attendance and engagement in services
- Best practice projects attracting grants and recognition
- Outstanding rating from the Care Quality Commission (Reach Care)
- Recognition for quality supported living environments
- Strategies shaped by those with lived experience
- Awards for service delivery and innovation. Trusted Standard Level 1 certification
- Recognition as a top employer in adult social care. Investors in People Platinum Award
- Increased income and engagement through fundraising and communication activities.



Reach Learning Disability Care CIC



This has been a year of growth for us at Reach Learning Disability Care CIC (Reach Care). We have increased our team of support workers from 65 to over 75 and expanded our offices. The improved staffing situation means that managers are not having to cover so many shifts, but where we do, we are able to use that time to coach and mentor staff.

We are now supporting 42 adults with learning disabilities, including 22 who are living in supported accommodation and require 24/7 care, and we plan to support more next year. Our work on transition support has ensured that these living arrangements are working well.

We remain committed to improving the quality of the care we offer, recruiting on a values basis rather than qualifications, with no agency staff. We are delivering more face-to-face training in-house, which we believe is to a higher standard than that offered elsewhere and delivers consistent results. We are rightly proud of Reach Care's contribution towards achieving the Investors in People Gold Award.

The Voice & Participation Group (see page 13) is taking on increasing responsibility and informing what we do at most levels, including training, presentations and representatives at recruitment interviews. We also seek feedback from family carers, and are planning an afternoon drop-in session for them.

To continue driving improvements in the quality of the care we offer, we plan to embed Positive Behaviour Support practices throughout the organisation. I look forward to the next five years, which will enable us to build on strong foundations which we have built, providing an exemplary level of care and support to more Nottinghamshire families.

Dani Noquet
Registered Care Manager

"When we set up Reach Care in 2012, Trustees were adamant that we should only embark on providing one-to-one care support if we could create a genuine high quality service shaped around the needs and aspirations of the people we support. I am so proud of our achievements in this regard and am excited about the difference that Reach Care will make to many more adults with learning disabilities and their families in the coming decade."
– Steve Shatwell, Chief Executive

Connect with Dani on LinkedIn

Or email dani.noquet@reachuk.org



Reach Care Story

"I don't worry about Richard anymore – I have peace of mind that he is looked after" – Meriel, Richard's mum

As you approach the neat bungalow where Andrea and Richard have lived for the last 12 years, the first things you notice are the pots of brightly coloured petunias. These, along with her tomato plants, are Andrea's pride and joy.

Richard is non-verbal and visually impaired, while Andrea has a hearing impairment, but it is immediately clear that their Reach support workers know and understand them well. Each has their own separate living spaces, and weekly routine, but they enjoy each other's company.

Initially they were mostly supported by another organisation, but their parents decided to change all their support to Reach Care in 2019. Since then, they are all much happier. As Richard's mum Meriel says:

"We have been 100% happy ever since Reach started supporting Richard and Andrea. Richard gets looked after really well. Reach is like a family-run firm – you get to regard them as family."

Kate, one of Andrea and Richard's support team explains some of the changes they have made:
"Richard loves watching cartoons and football on his iPad. As he is visually impaired, he can hold it as close as he needs to, then swipes it with his nose. Previously he had pulled his TV off the wall, but perhaps he was trying to see the TV.

As we have low staff turnover at Reach, we can build relationships with the clients and work out what makes them happy."

This year, Andrea and Richard went on holiday together for the first time to Blackpool, where they both enjoyed the horse and carriage ride and dressing up for the themed nights in the hotel.

"We think the staff are doing a fantastic job, and we would like to thank the team for everything they do. Andrea and Richard seem to be a lot happier than they used to be with the old provision." - Stephen, Andrea's step-dad

Reach Care Staff Stories



Yuliia supporting Ben

Yuliia's Story

"Since joining Reach, I finally feel that I belong here. I want to have a future with Reach."

Yuliia came to the UK in June 2022, having escaped from occupied Ukraine, feeling traumatised, isolated, and with little English. She joined Reach Care in June 2023 and made a huge impact in a short time.

She speaks fluent English now and works in two different accommodation settings in Newark and Southwell, and has supported clients on a Reach holiday too.

"The clients give me energy – I feel really good when I help them deal with everyday situations, when I help them to be more independent. It doesn't feel like a job – it's part of my life. When I haven't seen the clients for a while, I start to miss them!

The management has been really kind and understanding. They arrange my shifts so that I can continue attending English classes and start driving lessons. I have made friends with some of my colleagues, and feel part of a community.

This job is a way to understand life here. When the clients do something for the first time, it is often the first time for me too, so I get to experience it with them."

Simon's Story

"I do love working for Reach. I wouldn't work anywhere else."

Simon joined Reach Care as a support worker in 2018, having worked with other care organisations for 20 years. Two years ago, he was promoted to Team Leader, and supports four Reach clients in two supported living houses in Newark.

"I enjoy liaising with the families and our team so that everyone can pull together to get the best for the clients. We have taken all four clients on holidays, including Center Parcs, the Bond Hotel in Blackpool and Butlins."

One of the tenants is Lewis, whose grandfather ran 100 half marathons, so Simon decided to run the Newark Half Marathon with Lewis in a lightweight wheelchair.

"We did it in memory of Lewis' grandad, and raised £800 for Reach. We were in the local paper and radio, and the photos say it all – Lewis was beaming.

We always get personal emails from Steve, the Chief Executive, thanking us after the holidays – it is nice to feel valued. All the staff go above and beyond – whether it is attending the 25th anniversary service in their own time, or creating a sensory room in the clients' home."



Simon and Lewis at the Newark Half Marathon

Financial Review



Reach's consolidated accounts show a total income of £3.57m, an increase of 7% on last year and a surplus of £221k, which includes £114k of restricted income.

Our restricted funds have increased to £1.70m, with £114k designated for funded projects to be completed in the next financial year and the remainder used to build our Southwell accommodation to house 12 adults with learning disabilities. Completion and occupancy were achieved in June 2023.

Our domiciliary care business, Reach Learning Disability Care CIC, provides round the clock support for the tenants and has contributed to a 35% increase in income to £2.14m. Direct costs associated with service delivery have increased 28% to £1.96m.

Government business grants added £6k to the CIC's income during the year and as such the surplus for the year has resulted in a donation to the charity of £228k.

Our 12 tenants, and two others occupying an additional investment property, contribute £155k of rental and service charge income to the charity. This, with Reach Care's donation, are strategically moving Reach, the Charity, to long-term sustainability with reduced reliance on more volatile income sources.

Principal funding for Reach Learning Disability, the Charity, has continued to come through charitable activities. We continue to attract near capacity attendance at our five day centres with personal budget income from Nottinghamshire County Council increasing by 7% to £633k. Our contract with Inspire Learning enabled us to deliver informal adult community learning courses at each centre with a total income of £101k.

We rely on fundraising to meet shortfalls between income from personal budgets and commissioning and the full costs associated with running our quality person-centred service, including our holidays and day trips. We also tackle entrenched problems through our best practice projects such as our 'All Part of Life' project to support volunteering, funded by The National Lottery Community Fund, and a programme of work to empower adults with learning disabilities and their families to plan for brighter futures, funded by The Albert Gubay Charitable Foundation and the Big Give Christmas Challenge 2023. This year we raised £79k of unrestricted funds and £378k of restricted income, with £111k restricted for our Southwell accommodation.

Our expenditure on charitable activities increased by 26% to £3.21m, the majority of this through direct costs associated with increased activity within our domiciliary care business and £991k of people costs associated with 34 full-time equivalent staff in the charity.

With the completion of our supported living houses our fixed assets across the Group have increased by £317k resulting in a net book value at the end of the financial year of £2.31m.

Our creditors due after one year have decreased to £359K due to an initial payment against the £300k loan taken out to meet the final costs of our Southwell accommodation. This has a five-year term at 2.5% interest payable.

Our cash balances total £675k at the year end with £110k restricted in use.

Sharon Card
Finance Director

Connect with Sharon on LinkedIn

Structure, Governance and Management

Company Particulars

Principal and Registered Office Address
Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Auditor
Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield, Nottinghamshire, NG18 1BL

Solicitors
Actons Solicitors, 4-8 Regent Street, Nottingham, NG1 5BQ

Registered Number 3724275

Charity Number 1076318

Company website www.reachuk.org

Purposes and Aims

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.



Structure

On 1st April 2014, the Charity's name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the Charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).

Office and Delivery Premises

Offices

Reach Learning Disability's head office is Prebend Passage, Southwell, Nottinghamshire, NG25 0JH.

Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021).

The Charity's day service delivery premises are located at:

Reach Newark – Hawtonville Community Centre, St Mary's Gardens, Newark, NG24 4JQ

Flower Pod Newark operates at a site next to Eton Court, Newark, NG24 4JB

Reach Mansfield – St John's Church Hall, St John's Street, Mansfield, NG18 1QH

Reach Southwell – Prebend Passage, Southwell, NG25 0JH

Flower Pod Southwell – Home Farm, Brackenhurst Lane, Southwell, NG25 0QL

Supported Living Accommodation

The Charity holds the freehold title of land and properties on Halloughton Road in Southwell.

The Charity holds the freehold title of a three-bedroom bungalow in Newark, over which CAF Bank hold a mortgaged security charge.

The Charity holds the freehold title of a three-bedroom bungalow in Newark, over which Hillary's Finance hold a mortgaged security charge.

Governance

The Company is administered by its Council of Management (the Council), the members of which are Trustees for the purposes of Charity Law and Directors for the purposes of Company Law. The Trustees delegate the day-to-day management of the Charity to the Chief Executive and Senior Management Team (see page 4 for further information). The Senior Management Team (SMT) report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy. Further review and planning also takes place at Strategy and Audit meetings with designated Trustees and the SMT. Organisational aims and objectives are reviewed every three years by Trustees and the SMT, incorporating feedback from all staff, clients, family carers, volunteers and professional contacts, but are subject to continuous informal review throughout the year.

We have an 80% attendance at Council meetings. We ensure the membership of the Council comprises a good mix of the skills required to steer the organisation together with an adequate representation of family carers. Three of our Trustees have been on the Council for more than nine years. In our sector the experience of long-serving Trustees is invaluable. During 2019 we adopted a policy regarding constitution of the Council.

The Council of Management seeks to ensure that the needs of adults with learning disabilities and families are appropriately reflected through the diversity and competencies of the trustee body. The Council considers that an appropriate spread of characteristics and skills are currently represented within the trustee body. In 2023/24 the Council recruited one new trustee who was elected at the November 2023 AGM. All members of the Council of Management provide a list of their skills upon appointment, which are utilised appropriately to support the achievement of the charitable objectives. The recruitment process is overseen by the Council of Management.

All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to the Charity's work including safeguarding and fundraising. Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year.



Delivering Public Benefit

The Trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance. Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.

Risk Management

The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the Charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational, strategic and business risks which the Charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the Senior Management Team and annually by the Council of Management.

All changes to the Risk Register are approved by the Trustees. The organisation completes individual operational risk assessments in all areas of its work including provision of services, special projects and fundraising activities. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

Reserves

It is our policy to maintain unrestricted free reserves at a level which provides funds both to cover three months' operating expenditure of the charity and to mitigate against financial risks in its commercial trading operations. The level of reserves is reviewed regularly taking into account strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.

Remuneration

The Chief Executive's salary is reviewed annually by the Chair who makes proposals for the Council to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations' (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also taken into account. The positioning of senior management remuneration is delegated to the Chief Executive and reported to the Council annually.

Affiliations

The Charity is a member of the National Council for Voluntary Organisations and the Association for Real Change. It subscribes to the Fundraising Levy. The Charity engages regularly with other support agencies including our local Councils for Voluntary Service and carers' networks.

Directors' Responsibilities

Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council is responsible for keeping proper accounting records which disclose at any time the financial position of the Company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Council is also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

Signed on behalf of the Council.

R Lannon.

Rachel Lannon
Chair of Trustees

Officers of Reach Learning Disability

Council of Management



Rachel Lannon – Chair
Independent Corporate Business Consultant and Trainer with over 10 years' experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at the Eastman Kodak Company. Former JP.



Nick Turner – Deputy Chair
Retired local businessman. Member of Southwell Lions. Property and Maintenance Co-ordinator at Southwell Minster.



Bob Gardner
Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.



John Peacock
Appointed 6th November 2023. Retired Partner of intellectual property law firm Potter Clarkson, where he specialised in trademark law. Previous positions include 'in-house' at BT and the branding consultancy Interbrand. He sits as a Magistrate in Nottingham and Mansfield.



Julie Payne
Founder member of Westgate Group. 20-year foster carer. Former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability. Adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.



Adrian Hartley
Father of a son with complex needs. 'Expert by Experience' working with CQC Inspectors. Co-chair of Carers Space Notts, a carers forum in Nottinghamshire. Chair of the Respectful and Inclusive Language and Communication Learning and Action Group (a sub-group of CQC Supported Living Coalition). Member of the Learning Disabilities and Autism Physical Health Steering Group Nottingham and Nottinghamshire Integrated Care System (ICS) (LeDeR).



Paul Evans
Director of Youth & Education at St John Ambulance. Strong background in voluntary sector leadership, education, youth services, homelessness and mental health. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.



Mark Bramble
Served in the Royal Air Force in the field of electronics and telecommunications in the UK and overseas. Joined the world of corporate IT for Perot Systems, Powergen, Eon, HP and Boots. Many decades' experience of voluntary work for charities and civic organisations. Involved with Reach since its inception. Father of a son with learning disabilities.



Pati Colman
Former Complaints Manager, Adult Social Care. Chair of the Westgate Group for people with disabilities and their families.

Dr Bradley Poulson
Resigned as Trustee 13th May 2024.

Report of the Independent Auditors

Report of the Independent Auditors to the Members of Reach Learning Disability

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2024 on pages 35 to 48. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).
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 auditors' 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.

Respective responsibilities of council and auditors

As explained more fully in the Directors' Responsibilities set out on page 33, the Council (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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

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

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters in which we are required to report by exception

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:

- 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 Council's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.

Beeley Hawley & Co Ltd.

Ray Callingham (Senior Statutory Auditor)
for and on behalf of Beeley Hawley & Co. Ltd
Chartered Accountants Statutory Auditors
44 Nottingham Road
Mansfield
Nottinghamshire
NG18 1BL

Date: 11th November 2024



Statement of Group Financial Activities for the Year Ended 31st March 2024

	Notes	Unrestricted £	Restricted £	2024 Total £	2023 Total £
Income from:					
Donations & Legacies	3	78,691	377,951	456,642	899,428
Charitable Activities	4	3,011,008	104,209	3,115,217	2,439,366
Investments		21		21	21
Total		3,089,720	482,160	3,571,880	3,338,815
Expenditure on:	6				
Raising Funds		117,975		117,975	107,906
Charitable Activities		2,853,269	367,712	3,220,981	2,558,324
Governance costs		11,888		11,888	11,905
Total resources used		2,983,132	367,712	3,350,844	2,678,135
Net incoming /(outgoing) resources.		106,588	114,448	221,036	660,680
Transfers between funds					
Total funds brought forward as previously stated		942,264	1,581,810	2,524,074	1,863,394
Funds carried forward		1,048,852	1,696,258	2,745,110	2,524,074

The above statement also serves as the Group's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.
There have been no recognised gains or losses in the year.

Balance Sheet as at 31st March 2024

	Notes	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Fixed Assets					
Tangible Fixed Assets	9	245,222	263,643	244,811	263,095
Investment Property	10	2,062,101	1,726,506	2,062,101	1,726,506
Investment in Subsidiary Co.	5			30,001	30,001
		2,307,323	1,990,149	2,336,913	2,019,602
Current Assets					
Debtors	11	331,927	253,313	371,380	199,817
Bank balances		675,171	860,986	498,053	809,983
		1,007,098	1,114,299	869,433	1,009,800
Creditors - amounts falling due within one year	12	210,279	81,570	122,215	36,535
Net current assets		796,819	1,032,729	747,218	973,265
Creditors - amounts falling due after one year	13	359,032	498,804	339,032	468,804
Net Assets		2,745,110	2,524,074	2,745,099	2,524,063
Represented by:-	17				
Unrestricted Funds					
General Fund		1,048,852	942,264	1,048,841	942,253
Restricted Funds		1,696,258	1,581,810	1,696,258	1,581,810
Total Funds Carried Forward		2,745,110	2,524,074	2,745,099	2,524,063

These financial statements have been prepared in accordance with the special provision of part 15 of The Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 11th November 2024 and were signed on behalf by:

R Lannon.

Rachel Lannon - Chair

Statement of Group Cash Flows and Statement of Charity Cash Flows for the Year Ended 31st March 2024

	Notes	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Cash used in operating activities	see below	153,174	843,478	27,038	831,973
Cash flows from investing activities					
Purchase of fixed assets		(3,372)	(58,055)	(3,372)	(58,055)
Purchase of investment property		(335,595)	(1,286,646)	(335,595)	(1,286,646)
Loan repaid		-	25,000	-	25,000
Interest received		(21)	(21)	-	-
Cash provided by (used in) investing activities		(338,988)	(1,319,722)	(338,967)	(1,319,701)
Change in cash and cash equivalents in the year		(185,814)	(476,244)	(311,929)	(487,728)
Cash and cash equivalents at the beginning of the year		860,986	1,337,230	809,983	1,297,711
Cash and cash equivalents at the end of the year		675,172	860,986	498,054	809,983

Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Net movement in funds (as per the statement of financial activities)	221,036	660,680	221,036	660,675
Adjustments for:				
Depreciation/impairments	21,794	24,093	21,657	23,910
Interest received	21	21	-	-
Decrease (increase) in debtors	(78,614)	(61,715)	(171,563)	(101,241)
Increase (decrease) in creditors	(11,063)	220,399	(44,092)	248,629
Net cash used in operating activities	153,174	843,478	27,038	831,973

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

1. Accounting Policies

Accounting Convention
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Group Financial Statements
The financial statements consolidate the results of the charity and its wholly owned subsidiaries Reach Learning Disability Care CIC and Reach Cafe CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the charity itself are not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Incoming Resources
All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources Expended
Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Governance Costs
Governance costs include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

Allocation and Apportionment of Costs
In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund Accounting
All the resources of the Charitable Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Charitable Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

Tangible Fixed Assets
Tangible fixed assets are capitalised and included at cost except for furniture and equipment purchased for clients' own accommodation which is written off in the year of purchase.

Depreciation is provided on equipment put into use at 25% on cost and on alterations to leasehold premises over the remaining life of the lease. The Flower Pods are depreciated at 5% on cost over its estimated useful economic life.

Investment Property
Investment properties are measured at fair value on an annual basis. Any surplus or deficit arising from changes to fair value is recognised in the Statement of Group Financial Activities.

2. Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiary Reach Learning Disability Care CIC.

The summary financial performance of the charity alone is:-

	2024	2023
	£	£
Incoming resources	1,427,640	1,750,402
Gift aid from subsidiary company	227,920	86,400
	1,655,560	1,836,802
Expenditure on charitable activities	1,422,637	1,164,222
Governance costs	11,888	11,905
	1,434,525	1,176,127
Net incoming/(outgoing) resources	221,035	660,675
Total funds brought forward	2,524,063	1,863,388
Total funds carried forward	2,745,098	2,524,063
Represented by		
Restricted funds	1,696,258	1,581,810
Unrestricted funds	1,048,841	942,253
	2,745,099	2,524,063

3. Donations and Legacies

	2024 Unrestricted	2024 Restricted	2023
	£	£	£
The National Lottery Community Fund - All Part of Life project		82,653	82,634
The Albert Gubay Charitable Foundation - Homing in on the Future project		66,465	
Community Donations & Small Grants	42,455	12,750	49,203
Legacies	36,236		
Dunelm Soft Furnishings Ltd - Donation in Kind		30,000	
Edna Szwarc Will Trust			23,330
Anonymous Funder (Trust) - Independent Transitions Project			20,000
Nottinghamshire County Council's Local Communities Fund - Future Forward project		15,407	15,407
Oliver Ford Foundation - Healthy Horti project			15,000
The Thomas Farr Charity - Healthy Horti project			12,755
Tax Refunds			10,790
National Grid Community Matters Fund Fuel Poverty Plus - Fuel Focus project			9,983
BNA Charity			8,065
Co-op Local Community Fund - Ways to Wellbeing project			6,622
Co-op Local Community Fund - Move More, Feel Better project		5,881	
CLA Charitable Trust - new horticultural learning at Flower Pod Southwell			5,564
The Inman Charity			5,000
The Percy Bilton Charity - Digital Inclusion project		4,400	
The D'Oyly Carte Charitable Trust - Healthy Horti project			4,000
St. James' Place Charitable Foundation - Access All Areas project		3,423	
National Grid Christmas Community Donation - Winter Warmers project			3,334
Anonymous Funder (Trust) - Day Trips		3,000	
Anonymous Funder (Trust) - Money Matters project			3,000
	78,691	**223,979**	**274,687**
Southwell Accommodation Project			
The Jones 1986 Charitable Trust			250,000
Mr D Thompson		40,000	80,000
The Edward Gostling Foundation			50,000
The Clothworkers' Foundation			50,000
Wolfson Foundation			50,000
Bernard Sunley Foundation			50,000
Gemini Trust		35,000	
Anonymous Funder (Trust)			25,000
Tax Refunds		11,575	20,000
The Baily Thomas Charitable Fund			15,000
Accommodation Community Donations and Grants		24,235	3,300
	0	**110,810**	**593,300**
Big Give Christmas Challenge Appeal			
Big Give Christmas Challenge 2023 Donations and Small Pledges - Brighter Futures project		23,662	
The Reed Foundation (Charity Champion) - Brighter Futures project		7,500	
The Jones 1986 Charitable Trust (pledger) - Brighter Futures project		5,500	
The Mary Robertson Trust (pledger) - Brighter Futures project		3,000	
Mr D Thompson (pledger) - Brighter Futures project		2,500	
Southwell and District Lions Club (pledger) - Brighter Futures project		1,000	
Big Give Christmas Challenge 2022 Donations and Pledges - Money Matters project			31,441
	0	**43,162**	**31,441**
	78,691	**377,951**	**899,428**

4. Income from Charitable Activities

	2024 Unrestricted	2024 Restricted	2023
	£	£	£
Reach Learning Disability Care CIC Income	2,144,219		1,588,392
Personal Budgets	633,224		590,997
Inspire Learning	-	100,834	135,912
Short break holidays and trips	54,277		52,068
Activities less than £2,000	12,001		11,367
Flower Sales	1,581		3,625
Room Hire / Workshops	10,686		10,416
Property Rental	128,888		26,480
Property Service Charge	26,132		-
Other Grants -			
Nottinghamshire County Council Care Services Sustainability Fund			16,389
Education and Skills Funding			3,720
Newark and Sherwood District Council		3,375	
	3,011,008	**104,209**	**2,439,366**

5. Commercial Trading Operations

Reach Learning Disability Care CIC

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2024	2023
	£	£
Turnover	2,138,035	1,579,194
Other income	6,184	9,198
Investment income	21	21
Cost of sales and administrative costs	(1,916,319)	(1,502,008)
Net profit/(loss)	227,921	86,405
Amount gift aided to the charity	227,920	86,400
Retained in subsidiary	1	5
The assets and liabilities of the subsidiary were:		
Fixed assets	411	548
Current assets	371,759	190,898
Current liabilities	(322,158)	(131,435)
Long term liabilities	(20,000)	(30,000)
Total net liabilities	30,012	30,011
Aggregate share capital and reserves	30,012	30,011

6. Expenditure Analysed by Purpose

	Costs of raising funds	Charitable activities	Governance costs	Total 2024	Total 2023
	£	£	£	£	£
Salaries, pensions and N.I.	109,214	872,771	9,488	991,473	882,881
Contracted labour / consultancy		42,400		42,400	42,910
Marketing and communications		2,438		2,438	1,316
Training costs		7,498		7,498	5,715
Travel and vehicle expenses		13,736		13,736	11,417
Rent and utilities		68,533		68,533	64,653
Maintenance and cleaning		51,026		51,026	24,743
Insurances		13,722		13,722	8,738
Office equipment and repairs		30,633		30,633	14,677
Printing, post and stationery		6,425		6,425	4,529
Telephone / internet	893	14,557		15,450	11,990
Website costs		1,064		1,064	871
Software subscriptions	4,602	12,463		17,065	14,667
Professional charges	421	9,583		10,004	4,412
Audit fee		-	2,400	2,400	2,400
Banking charges	155	627		782	834
Mortgage interest		5,245		5,245	5,438
Loan interest		8,315		8,315	2,037
DBS checks		778		778	429
Depreciation of fixed assets		21,656		21,656	23,910
Short break holidays and trips		52,600		52,600	21,852
Clients' activities		14,551		14,551	16,957
Clients' flower growing activities		5,061		5,061	5,825
Direct costs of Fundraising Events	2,690	-		2,690	1,556
Accommodation set up expenses		43,721		43,721	
Other costs		5,259		5,259	1,370
Commercial trading operations - Reach Care CIC		1,916,319		1,916,319	1,502,008
	117,975	3,220,981	11,888	3,350,844	2,678,135

The heading Salaries, Pensions and NI includes £74,687 in respect of employers N.I.

7. Net Incoming / Outgoing Resources

Net incoming resources are stated after charging:

	2024	2023
	£	£
Depreciation	21,656	23,910
Auditors remuneration	2,400	2,400
	24,056	26,310

8. Staff Numbers

The average number of employees throughout the year was as follows

	2024	2023
Management and administration	21	15
Service delivery	91	82
	112	97

The full time equivalent number of staff who received emoluments, including pension contribution, in excess of £60,000 are shown below:

Salary Band £	2024	2023
60,000 - 69,999	1	1
70,000 - 79,999	1	
	2	1

9. Fixed Assets - Group

	Freehold Property	Leasehold Premises	Office & Other Equipment	Motor Vehicle	Total 2024	Total 2023
	£	£	£	£	£	£
Cost brought forward	89,602	309,243	53,914	29,998	482,757	424,701
Additions during year	372	3,000			3,372	58,055
Cost carried forward	89,974	312,243	53,914	29,998	486,129	482,756
Depreciation						
Brought forward	4,480	143,925	53,366	17,342	219,113	195,020
Charge for year	4,481	14,012	137	3,164	21,794	24,093
Carried forward	8,961	157,937	53,503	20,506	240,907	219,113
Net Book Value						
At 31st March 2024	81,013	154,306	411	9,492	245,222	263,643
At 31st March 2023	85,122	165,318	548	12,656	263,644	

10. Investment Property - Group

	Total
	£
Fair Value	
At 1st April 2023	1,726,506
Additions	335,595
At 31st March 2024	2,062,101
Net Book Value	
At 31st March 2024	2,062,101
At 31st March 2023	1,726,506

11. Debtors

	Group 2024	Group 2023	Charity 2024	Charity 2023
	£	£	£	£
Reach Learning Disability Care CIC trade debtors	178,891	131,031		
Personal budgets	97,802	87,148	97,802	87,148
Others	12,198	1,100	11,499	
Reach Learning Disability Care CIC donation			227,920	86,400
Prepayments	43,036	34,034	34,159	26,269
	331,928	253,313	371,380	199,817

12. Creditors due within one year

	Group 2024	Group 2023	Charity 2024	Charity 2023
	£	£	£	£
Expense accruals	44,422	36,654	1,563	5,819
Sundry creditors	3,500		9,674	
Trade creditors	18,616	6,739	14,236	6,739
PAYE	49,771	2,793	18,167	2,793
Pensions	8,954	4,200	3,559	
Bounce Back Loan	20,000	20,000	10,000	10,000
Loan	60,000		60,000	
Mortgage	5,017	11,184	5,017	11,184
	210,280	81,570	122,216	36,535

13. Creditors due after one year

	Group 2024	Group 2023	Charity 2024	Charity 2023
	£	£	£	£
Bounce Back Loan	40,000	60,000	20,000	30,000
Loan	180,000	300,000	180,000	300,000
Mortgage	139,032	138,804	139,032	138,804
	359,032	498,804	339,032	468,804

14. Operating Lease Commitments

At 31 March 2024 the Charity was committed to making the payment of £22,942 during the next year in respect of an operating lease expiring in 2035.

15. Payments to Trustees

No expenses were paid to Trustees throughout the year.

16. Movement in Funds

	At 01.04.23	Net movement in funds	Transfers between funds	At 31.03.24
	£	£		£
Unrestricted Funds				
General Fund	942,264	106,588	-	1,048,852
Restricted Funds	1,581,810	114,448	-	1,696,258
	2,524,074	221,036	-	2,745,110

Net movement in funds included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	3,089,720	(2,983,132)	106,588
Restricted Funds	482,160	(367,712)	114,448
	3,571,880	(3,350,844)	221,036

17. Analysis of Funds

	General Fund	Restricted Fund	Total
	£	£	£
Tangible Fixed Assets	245,222		245,222
Investment Property	476,039	1,586,062	2,062,101
Debtors	331,927		331,927
Cash at Bank and in Hand	564,974	110,197	675,171
Creditors - due within one year	(210,279)		(210,279)
Creditors - due after one year	(359,032)		(359,032)
	1,048,851	1,696,259	2,745,110

18. Secured Debts

Bank borrowings are secured by a First Legal Charge over 1a Sheridan Close, Balderton, Newark, Nottinghamshire, NG24 3RB.

Thanks to our Supporters

Actons Solicitors
ASDA Newark
BBC Radio Nottingham
Benefact Group
Brierley Forest Golf Club
Broxtowe Lodge
Central Co-op Community Dividend Fund
David Thompson
Deerstock Music Festival
Dunelm Soft Furnishings Ltd.
Farnsfield Community Spaces
Forman Hardy Charitable Trust
Gemini Trust
Geoffrey C Bond
Handicentre (Bingham) Ltd.
Heron Foods
Hy-Ram Engineering Co. Ltd
Inspire Learning
James Turner Photography
Jigsaw Planning
Life Magazines
Lowe's Wong Junior School
Mansfield Building Society Community Support Scheme
Mansfield Councillor's Divisional Fund
Mansfield CVS
Mansfield, Ashfield & Sherwood News Journal
Michael Cornish Charitable Trust
MinsterFB
Morrisons Newark
Newark Advertiser
Newark and Sherwood Community Lottery
Newark and Sherwood CVS
Newark and Sherwood District Council
NHS Supply Chain
Nottingham Café Bridge
Nottinghamshire Community Foundation
Nottinghamshire County Council Local Communities Fund
NTU Brackenhurst
Oxton WI
Potter Clarkson LLP
Poyser Fund
Primeprint Newark Ltd
Reach Bridge Club
RHP Social Club
Ridgeway Marketing
Robin Hood Lottery
Robin Hood Theatre Luncheon Club
Rose & Crown
Sainsbury's
Samworth Foundation
ScreenPop Meets
Sir John and Lady Peace
Southwell & District Lions Club
Southwell Co-op
Southwell Cricket Club
Southwell Minster
Southwell Racecourse
Southwell Town Council
St. James' Place Charitable Foundation
The Albert Gubay Charitable Foundation
The Andrew and Edward Douglas-Pennant Trust
The Bramley Newspaper
The Co-op Local Community Fund
The David Crane Charitable Trust
The DB Wood Newark Half Marathon
The Jessie Spencer Trust
The Jones 1986 Charitable Trust
The Mary Robertson Trust
The Minster School
The National Lottery Community Fund
The Percy Bilton Charity
The Reed Foundation
The Viking Challenge
TK Maxx Newark
Upton WI
Volunteers, each and every one



COMMUNITY FUND

AG
THE ALBERT GUBAY CHARITABLE FOUNDATION

Christmas Challenge BigGive

Inspire Adult Learning
Culture | Learning | Libraries

NOTTINGHAMSHIRE COMMUNITY FOUNDATION

funded by
Nottinghamshire County Council

LIONS INTERNATIONAL

BENEFACT GROUP

CentralCoop

The Queen's Award for Voluntary Service

Inspected and rated Outstanding – Care Quality Commission

Reach Learning Disability Care

TRUSTED CHARITY MARK LEVEL 1 – NCVO Awarded October 2020

CYBER ESSENTIALS

Registered with FUNDRAISING REGULATOR

INVESTORS IN PEOPLE™ We invest in people Gold

ARC England Member

2024 NCVO MEMBER

LABC Building Excellence AWARDS 2024 Regional Winner

FINALIST Newark Business Awards 2024 ★★★★★ FINALIST

Reach Learning Disability
Prebend Passage
Southwell, NG25 0JH
www.reachuk.org
01636 819066
info@reachuk.org

Printed on FSC certified paper stock, constructed from 100% recycled fibres.

reach learning disability

Reach Learning Disability registered as a limited company in England and Wales (3724275). Registered office: Reach Learning Disability, Prebend Passage, Southwell, Nottinghamshire, NG25 0JH. Registered Charity Number 1076318

@ReachLearningDisability
@ReachLDCare
@reachflowerpods

reach_learning_disability
flowerpod_official

reach-learning-disability

@reach_ld

Writing and layout: Reach staff and Beryl Pettitt
Photographs: James Turner Photography, Claudia Harrison-White, Beverley Rayner and other Reach Staff

REACH LEARNING DISABILITY

England & Wales - Charity number 1076318

Accounts

Annual Report and Accounts

REACH LEARNING DISABILITY

2022/23



Supporting people with learning disabilities in Nottinghamshire



Contents

3 Who we are and What we do
3 Where We Work
4 Chair's Report
5 Chief Executive's Report
6 A Strategy for Impact and Growth 2020-2023
7 The Difference we Make – a Snapshot
8 About the People we Support
10 Average Weekly Client Facing Hours
11 Centre Focus
12 Flower Pod Southwell
13 Flower Pod Newark
14 Reach Mansfield
15 Reach Newark
16 Reach Southwell
17 Carers Matter Project
18 All Part of Life Project – Volunteering
19 Volunteer Stories
20 Reach Holidays, Socials and Out and About
22 Voice and Participation
23 Staff Stories
24 Reach Learning Disability Care CIC
25 Reach Care Story
26 Partner Story
27 Southwell Accommodation Project
32 Fundraising Statement
34 Financial Review
35 Structure, Governance and Management
38 Officers of Reach Learning Disability
39 Company Particulars

Accounts

40 Annual Accounts
56 Our Supporters, Partners and Associates
57 Accreditations, Awards and Memberships
58 Thanks to our Supporters

Who we are and What we do

Reach Learning Disability ('Reach') is a Nottinghamshire charity that supports people with learning disabilities and their family carers. Our overall goal is to enable people with learning disabilities in Nottinghamshire to achieve a good life in the community.

The Charity started life as Southwell Care Project in 1999, set up by parents who were worried about the lack of local services for their family member with a learning disability. We now reach people from across the county, supporting 250 regular clients a week.

Broadly, we deliver day services through our five day centres, whilst our separately managed Reach Learning Disability Care CIC provides high quality one-to-one care to people with learning disabilities in the community. We also run best practice projects to enable people with learning disabilities and their families to have greater voice and choice, and to tackle entrenched barriers to inclusion. Increasingly, these special projects are planned and led by staff across the organisation, with input from people with lived experience of learning disability.

Reach Learning Disability:
We run courses and socials at our five centres which are: Reach Mansfield, Reach Newark, Reach Southwell, and our two horticultural day centres Flower Pod Southwell and Flower Pod Newark. Our centres offer over 60 weekly courses, as well as socials, day trips, supported volunteering, and twice-yearly supported holidays.

Reach Learning Disability Care CIC:
Our separately managed community interest company provides high quality one-to-one care to people with learning disabilities in the community. Since 2018 this service has been rated Outstanding by the Care Quality Commission (CQC) – less than 4% of adult social care organisations achieve this.

Accommodation:
In line with our strategy to develop our accommodation services, in 2023, work on our long-awaited accommodation for 12 adults with learning disabilities in Southwell achieved completion. More information can be found on pages 27-30. This adds to the supported living accommodation provided to two tenants in Newark which we introduced in last year's Annual Report.



Our services are available to people with learning disabilities across Nottinghamshire and include:

- Courses and activities at our five centres
- One-to-one care support from Reach Care
- Accommodation services
- Support for family carers
- Holidays, day trips and social activities



Chair's Report



What a year 2022/23 has been! The difference made to the quality of life for our clients and carers is revealed in their stories within this Report. I am proud of how we have worked together to address multiple challenges and achieve a major milestone with the opening of our supported living accommodation in Southwell.

Demand for our services has never been higher. Despite seemingly unrelenting inflationary cost pressures, the challenge of recruitment in the sector and the increasingly competitive landscape for fundraising, I've seen determination, coupled with innovation, from staff throughout the organisation. Thanks to the dedication of our staff, volunteers and Trustees we have continued to expand our services, to make every penny count and achieve a financial surplus.

Trustees have seen the combined impact of rigorous financial control of our overheads and of the long and hard negotiations with the Local Authority to achieve deserved parity with published care fee rates. We supported the resulting higher staff pay rates which have improved both retention and recruitment. We experienced how grant funding continues to be vital to sustain our additional activities such as support for carers, transitions support, holidays and socials, and the development of innovative new work. Our regular discussions with the leadership team recognise the challenges we face as we strive to develop diverse sources of sustainable income.

It has been a great honour to witness the achievement of our founding Trustees' vision of quality accommodation in Southwell. Our building contractor, architect and the Reach project team have done an outstanding job in delivering this project on time, in budget and to an extremely high standard. Alongside the building work, our Transitions Co-ordinator and care teams supported our 12 tenants to prepare for a smooth move. It's been a joy to watch friendships form, confidence grow and excitement build.

Without doubt, the changing political, economic and social care environment will present new challenges. The impact of the Southwell accommodation on our income, service delivery and fundraising will also bring new learning to inform our plans for sustainability and growth. As we look forward to our 25th Anniversary next year, our new five-year strategy must meet these challenges and the expressed needs and aspirations of our clients and family carers.

I give my sincerest thanks to all who have shown such loyalty to Reach and those who have donated finance, resources, and time, including my fellow Trustees for their wonderful support during my first full year as Chair.

I extend special thanks to our much-respected Trustee Michael Davidson who has now retired. We thank him for his thoughtful and empathetic contribution over many years. Special thanks must also go to Steve Shatwell, Chief Executive, for his exceptional leadership during this period of challenge and growth.

We remain absolutely committed to delivering the highest possible impact on the lives of adults with learning disabilities from every donation we receive.

Rachel Lannon
Chair



Chief Executive's Report



The headline for this amazing year for Reach has to be the achievement of our long-held dream to build our own supported living accommodation for 12 people with learning disabilities in our home town of Southwell. It's taken 24 years of development and endeavour to get there but, with the support of so many amazing people and organisations, we have done it. You will read more about the project on page 26. Increased provision of high-quality supported living models is urgently needed in the UK and our Trustees and senior leaders all agree that we must develop further in this area as a core part of our future strategy.

We are so pleased that our domiciliary care company, Reach Learning Disability Care CIC (Reach Care), continues to hold its CQC 'Outstanding' rating. Whilst recruitment is still a sector-wide challenge, we have started to see some light at the end of the tunnel, and we hope to achieve a full complement of staff within this coming year.

Our third Investors in People assessment saw us again achieve a Gold Award. For the first time, Reach Care and volunteers took part in the assessment, including Reach clients who also volunteer for us.

Our two Flower Pod bases have benefitted substantially from funding for our 'Green Citizens' project this year. Through this project, they now have solar panels producing their energy, water harvesting systems, new ponds and wildlife gardens. Sam Ward managed the whole project superbly and in so doing, as he now moves to pastures new, has secured a lasting legacy in the organisation. We will all miss him. This year we have also said 'Goodbye' to Jane Hufton and Christine Daniels. They both brought such a wealth of experience and achieved truly remarkable things whilst managing our Flower Pods, Southwell and Newark respectively. We wish them well in their retirement.

The clear outcome of our family carers work, funded for the past 3 years by the Masonic Charitable Foundation, is that there is a desperate need by family members for assistance in accessing support for themselves and their loved ones, helping them to plan for today and tomorrow. We are wholly committed to the continued delivery of this service in the future.

We recognise the ongoing importance of the voice of adults with learning disabilities and their carers being heard at all levels of our own organisation and, more broadly, in society as a whole. Building on learning from recent projects that promoted participation, co-production and voice, we are piloting new work – our Voice and Participation project. Read more on page 22.



We could not achieve all that we do without our volunteers who share their time, skills and expertise with us in manifold ways – as described on page 18. We thank each and every one.

Next year we celebrate 25 years as a charity proudly delivering the highest quality support to people with learning disabilities and their families. We are planning an event at the Minster in Southwell when we can all celebrate the amazing achievements of such wonderful staff, trustees, volunteers and clients.

Steve Shatwell
Chief Executive

A Strategy for Impact and Growth 2020-2023

The Issue
People with learning disabilities are at higher risk than other people of poor physical and mental health, loneliness and social exclusion.

Barriers to Inclusion
Low self-esteem, low confidence, poor skills, negative perceptions, lack of opportunity.

Our Vision

A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

Our Mission

We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment and compassion of our team.

What We Offer to Achieve Change

· Courses and social activities
· One-to-one care support
· Supported volunteering opportunities
· Volunteer-led activities
· Supported holidays and trips
· Accommodation solutions
· Family support
· Special projects to tackle exclusion.

Our Strategic Direction for Growth 2020-23

· Reach more people
· Increase delivery of activities & services to achieve impact
· Introduce new services to meet identified needs
· Continue innovating new solutions to promote inclusion.

Difference Made
More people with learning disabilities and their families will have:
· More independent lives with greater voice and choice
· Improved physical and emotional health
· The skills and knowledge they need to stay safe
· More opportunities to participate in community life.



Impact More people with learning disabilities in Nottinghamshire achieve a good life in the community.

Our Values

· Everything we do should inspire trust and confidence
· We all need to feel safe, encouraged and valued
· Everyone has the right to aspire
· Understanding individual needs takes time and care
· We all have the right to share in the life of the community
· The voices of people with learning disabilities AND their families must be heard
· Our commitment to high standards must underpin all that we do.

Critical to Success

· Expert, knowledgeable, caring staff
· Dedicated volunteers including peer mentors
· Welcoming, accessible venues
· Engaged community and funders
· Strong networks and partnerships
· Person-centred, creative, flexible approaches
· Reliable income streams
· Effective infrastructure
· A learning culture.

The Difference we Make - a Snapshot

Our 60+ weekly courses enable clients to gain skills and knowledge that reduce their risk of poor health, social and economic exclusion, which ultimately could help prevent, reduce or delay the need for further support and intervention from health and social care services – thereby bringing a social return on investment.



Funded project work also helps us achieve impact, for example:

- 90% of family carers participating in our Carers Matter project agreed it had helped them to feel less lonely; 26 carers were regularly socialising with other carers as a result of the project
- 12 clients have prepared for their approaching house move
- 10 clients have new plans to support an eventual move from their family home
- 8 co-trainers with learning disabilities are piloting new 'voice' work with a project worker

"I used to be really frightened because I was scared of birds, but I am feeling more comfortable because volunteer Richard helps us identify them. Nature is what it is. I now feel happy when I see a bird because they're part of our environment." - Emma



97%
of learners enjoyed their courses

95%
wanted to continue that subject

89%
reported they had more confidence as a result of attending one or more course

87%
reported that they made new friends

over 50% of courses focus on Healthier Lifestyle outcomes

All learners can give examples of how their new skills help them in everyday life:

"try new things, do things independently and ask for help"

"help my grandad in the garden"

"keep the kitchen clean"

"use IT research"

"get to know people more"

"use the Merlin app to bird-watch"

"do cooking at home using recipes from lessons"

"do 30 minutes of exercise a day"

"know about parts of the body and labelling muscles"

"feel more confident doing weights"

Above data taken from self-assessments for our Inspire Learning Contract, academic years 21/22 and 22/23.

About the People we Support



The population of adults with learning disabilities in Nottinghamshire is predicted to increase from 15,227 in 2017 to 16,660 by 2035, with many people living at home with older carers and not yet known to services (*cf Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019*).

Everything we do is tailored to empower adults with learning disabilities and their families to address the barriers they face to achieving a better quality of life. Issues faced include:

Health inequalities
Research shows that, on average, people with a learning disability and autistic people die earlier than the general public, and do not receive the same quality of care as people without a learning disability or who are not autistic. (*NHS LeDeR website leder. Nhs.uk – Learning from Lives and Deaths 2021/22*).

Poor life chances and lifestyle choices of people with learning disabilities are also linked to poor health outcomes. 'The factors associated with higher levels of obesity and low levels of activity are mostly social rather than medical. Factors include limited financial resources, lack of support to maintain a healthy diet, social isolation and lack of opportunities to engage in physical activity outside the home'. (*Improving care for people with diabetes and a learning disability, Diabetes UK).*

Many Reach clients live in areas where prevalence of certain chronic illnesses in the general population is higher than nationally, with prevalence and management of diabetes identified as a specific concern in areas covered by our centres. (*Primary Care Networks Health & Care Profiles, Nottingham & Nottinghamshire Integrated Care System*).

Some people with learning disabilities also experience poor mental health. Although depression and anxiety are sometimes linked to particular conditions, they are also linked to loneliness, negative life experiences and 'Lack of social support and reduced coping skills.' (*Austin et al, 2018; Bond et al, 2019. Reference accessed from Mencap website 2023*).

Worries about finances...and the future
Our Carers Matter project revealed that many carers struggle to access their full entitlements for their family member, leaving households vulnerable to rapidly escalating costs and exacerbation of financial exclusion. 'On average, disabled households (with at least one disabled adult or child) need an additional £975 a month to have the same standard of living as non-disabled households… The pressure on disabled households to meet these costs makes it harder to have a good standard of living. It makes it harder to build savings, and it makes it difficult to plan for the future'. (*Scope, Disability Price Tag 2023: the extra cost of disability*).

Our July 2022 survey of family carers showed that 75% had concerns about the future care and support for family member with a learning disability.

About 40% of our clients live in areas where the general population is at risk of economic and financial exclusion, including within Mansfield and Newark wards identified as being in the 10% and 20% most deprived in the country. (*Indices of Multiple Deprivation 2019*).

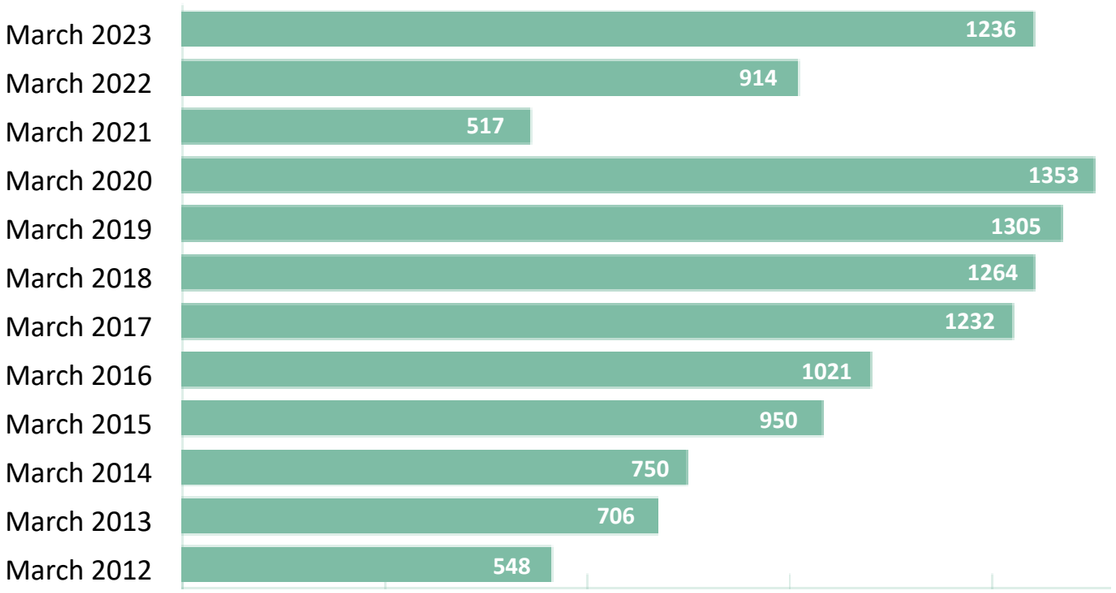
Nottinghamshire's total population aged 65 and over predicted to have a learning disability is estimated to increase from 3,503 in 2017 to 4,994 in 2035 (*cf Nottinghamshire Joint Strategic Needs Assessment, Learning Disabilities 2019*). It is likely that many of these people are not yet known to services and will require support in the coming decade.

There is an urgent need to support families to plan for the future. 'More serious is when family care ends through parental illness or death and, due to lack of future planning, the person may be moved inappropriately, or have multiple moves.' (*National Institute for Health and Care Excellence, Care and support of people growing older with learning disabilities guidelines, 2018*).

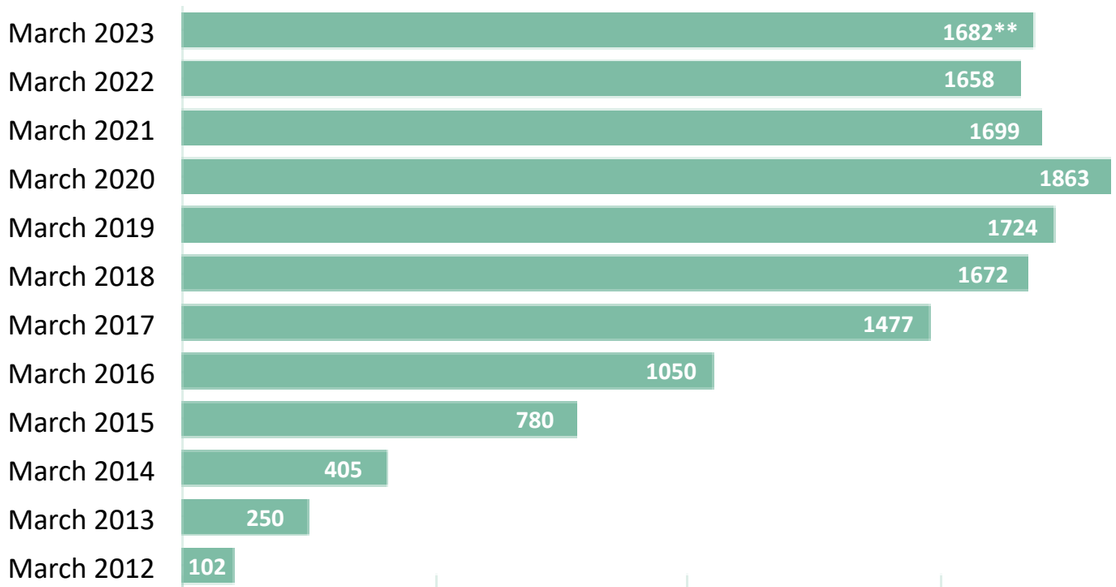
Housing is a particular concern. "There needs to be investment in information, resources and skills to support people to know and understand how to get access to housing that suits them." (*The Good Lives Framework, Learning Disability England consultation/collaboration led by 40 self-advocates with learning disabilities, 2022*).

Average Weekly Client Facing Hours

Reach Learning Disability - Day Service Hours



Reach Learning Disability Care CIC - Care Support Hours*



* Care support hours include sleep and waking night shifts.
** Our 2022/23 weekly care support hours remain lower than in previous years due to the ongoing challenges in social care recruitment. You can read more about this in our Reach Care report on page 24.

Centre Focus



Chantelle Welsher
Day Services Manager

The focus for 2022/23 was to grow our person-centred day service provision and reach as many people as possible. We have managed to engage with 23 new families and five clients returned to us after a few years' absence. We are grateful for funding from Nottinghamshire County Council's Local Communities Fund to support our capacity-building work.

Each Centre Manager has a plan of action to support their teams to increase the number of sessions and clients. Over the past year it has been wonderful to see Flower Pod Newark grow and develop their timetable, increasing the number and breadth of sessions.
We are passionate about ensuring staff have clear opportunities to progress and develop. We listened to staff feedback from our Investors in People Gold Award assessment and introduced new, clear career pathways. In 2022/23, three staff achieved their Award in Education and Training. Sadly this year we said goodbye to our Flower Pod Southwell and Flower Pod Newark Centre Managers – we wish Jane and Christine all the best in their retirement and thank them for their commitment. Their departures provided secondment opportunities for staff, to develop new skills and build confidence.

Over the five centres we have 62 courses running weekly. Last year we also reintroduced our two popular socials at Reach Southwell and Reach Newark, and ran free 'Winter Warmer' socials in response to cost-of-living challenges.

We continue to ensure the needs of clients are met by regularly consulting with them about the types of sessions they would like to see in their centre. You can read about this on page 14.

In the past year, centre teams have worked even more closely with our Reach Care colleagues, including through work to support transition into our Southwell accommodation and our new Voice and Participation initiative. This helps create holistic responses to clients' needs and aspirations.

62
courses



37
new clients

Reach has been working with Inspire Learning – Nottinghamshire County Council's adult community learning team, for over a decade. Our Inspire Learning courses are shaped by the needs of learners and delivered by qualified, experienced tutors. We are proud to still be working with Inspire Learning today. Their support enables us to deliver enriching, diverse courses across all five centres.

Inspire Adult Learning
Culture | Learning | Libraries

Flower Pod Southwell



Nicola Bradley
Centre Manager

I was delighted to join as Centre Manager earlier this year. I am very grateful to Vickie Ward, Reach Newark Centre Manager, who has supported me in my first months. I hope that my previous career in teaching, outdoor education and working with adults with learning disabilities, combined with my current studies for Royal Horticultural Society exams, will help me to further enhance the learning and participation experience for Flower Pod Southwell clients.

Recent major site improvements have included the introduction of solar panels, improved rainwater harvesting, new accessible paths, and transformation of an unusable area into a new pond and a bog garden. Improvements have been achieved thanks to funding from the Samworth Foundation's Transformation & Innovation Fund, and help from EMEC Ecology (subsidiary of Nottinghamshire Wildlife Trust), our Green Citizens team and 40 volunteers, including our regular volunteers, clients and staff, and teams from National Grid, Virgin Media, NHS Supply Chain, Southwell Lions, and Nottingham Trent University (NTU).

Our new 'Wild About Wildlife' course is already making good use of the new pond! Our NTU ecology and conservation placement student has worked with clients to research and plan planting and built hibernacula to encourage more wildlife.

The Thursday Group have given great feedback about the volunteer-led woodwork sessions, as they really enjoy making things for the garden such as bird tables and art easels.

Future plans for the garden include creating lower maintenance and sensory areas, adding more shade in the learning garden, and building a new patio area for outdoor classes.

Emma's Story

Emma is one of our new clients at Flower Pod. She is accompanied by her twin sister Aynsley, who supports Emma during sessions. When Emma first started, she was incredibly shy, and would only sit with her sister for lunch and during activities. Now Emma is fully integrated with the group, well-settled in her routine and actively participates in our 'Plant to Plate' themed activities and discussions which include cooking, crafts, art and gardening. Emma is a real asset to the group – with a wonderful sense of humour she makes us all laugh. The group has formed friendships and Emma is really missed when she is not there.



Flower Pod has given Emma more confidence to access her community, creating talking-points with other groups. She enjoys activities at home that are linked to things we have done in a session. For example, at home she produced a picture of a scarecrow, which she was excited to bring to her next session to show us. Emma feels that coming to Flower Pod helps her to be more active – she particularly enjoys when we walk to the cricket club to water the hanging baskets there.

Both Emma and Aynsley agree that patience shown by staff and volunteers, taking time to get to know Emma, has helped her to settle in so well. Staff adapt to support her specific needs; giving her time to process ideas and showing an interest in what she has to contribute; offering choices and listening to suggestions for future activities. Emma's goal is to arrive early for her session so that she can have lunch with her Flower Pod friends.

"Flower Pod has been the contribution to Emma's big smile" – Aynsley, Emma's sister

Flower Pod Newark



Samantha Dakin
Centre Manager

This has been a year of change for Flower Pod Newark, as I became Centre Manager in January 2023 following Christine Daniels' retirement. Having worked here as a Tutor previously, I am familiar with the site, and am brimming with ideas.

In the last year, we have increased our client numbers to 45 and our timetable has increased to eight sessions each week, with many clients attending more than one session. We have changed some sessions this year based on feedback from our learner forum.

We work closely alongside other Reach Centres, including bringing Tutors from Reach Newark in to deliver specialist courses including 'Seed to Plate' cookery. We also welcome groups from other centres to use the site – for example for Botanic Art.

I have so many plans for the future, including building a bothy and an outdoor classroom with a roof, turning the smaller pond into a bog garden, and starting volunteer-led woodworking and photography classes.

We're grateful to funding from Trusts and Foundations for specific projects at Flower Pod Newark. They include:

- Green Citizens programme and capital developments – Samworth Foundation's Transformation & Innovation Fund
- 'Mindfulness Garden' project – National Lottery Awards for All
- Self-composting toilet – Forbes Charitable Trust
- 'Healthy Horti' project – Oliver Ford Foundation, The Thomas Farr Charity and D'Oyly Carte Charitable Trust.

Jordan's Story

Jordan began attending Flower Pod Newark in November 2021. His aims were to form friendships, be more sociable, meet new people and maintain independence. When he first arrived at Flower Pod Newark, Jordan struggled to work in groups and often took his breaks outside of the classroom. He was quite shy and quiet, preferring to work alongside volunteers rather than his peer group. He attends 'Seasonal Gardening' on Monday afternoons and has extended his Wednesday 'Healthy Horti' session to a full day. Jordan has learnt new woodworking skills from our volunteer Richard, and has helped build a bird hide, bird table and nesting boxes. He has shared his new knowledge with other clients, showing them how to saw wood and fix screws and together they have built log edging around borders. Wildlife also interests Jordan; he has mowed paths through the wildlife meadow and, with his peers, set up a wildlife camera.



Jordan has achieved his primary aims in becoming more sociable, chatting to friends he has made during his time at Flower Pod Newark. His confidence and self-esteem have grown. He is very popular amongst his peers and likes to joke with them. Jordan now feels more confident out and about in his community and to engage socially with others. Jordan would like to develop his woodworking skills further into a supported volunteering role, where he can help others to gain new skills.

"I like coming to Flower Pod because it gets me out of the house and I meet more people. I like mowing the lawns and building things. I enjoy making friends – it makes me more confident".- Jordan

Our Flower Pod Southwell and Newark centres provide high quality learning opportunities, utilising the proven therapeutic benefits of working outdoors with nature. Flower Pod clients and volunteers work together to grow and nurture flowers, fruits and vegetables, and to help enhance local wildlife and biodiversity.

Reach Mansfield



Maria Williams
Centre Manager

Greater awareness of the work that we do at Reach Mansfield has led to an increased number of referrals. Client numbers have increased steadily from 30 clients in 2019 to almost 50 in 2023. As a result, we have expanded our timetable to accommodate more people. Our Singing, Art, and Tasty Treats courses are very popular, so we have added additional sessions. This presents logistical challenges with space, which we are working to resolve. We use a variety of methods to consult with clients about their desired activities. In addition to discussions and questionnaires, we hold a client forum every spring, with representatives from each group reporting on what they liked and did not like over the year. Our clients love this formal agenda-led approach, and I'm confident that they know that what they say matters to us. We use our 'You said, We did' board to show our response.

One recent request was for a new fitness group trying different activities every week, including Boccia, yoga, chair-based exercise, and relaxation techniques. This group will begin later this year.

Once again, Mansfield Rotary Club invited us to nominate a client for their Courage Awards for young people who have faced adversity. Reach Mansfield client Alyssa went on to win the award for her outstanding attitude. Well done Alyssa!



Ben's Story

When Ben left college, his mum, Tracey, struggled to find a day service suitable for his needs. Luckily for us she found Reach! Ben has been with us since 2015. When he's in the centre, he prefers his own space and likes to wear headphones during sessions.

Initially, we kept a separate space available for Ben and he wanted to keep the doors closed to avoid interaction with other clients. Ben now attends 'Tuesday Technology' and on Wednesdays he attends Art, which shows great progress towards socialising with others. We also offer Ben a bespoke session to meet his needs, which includes computer-based activities and crafts. He also participates in ' 'Tasty Treats' cookery, which he joins before the rest of the group to help him feel comfortable – he loves to take his baking home. I am proud of how the adjustments made for Ben have enabled him to participate, build positive relationships with other clients, staff and volunteers and to share his smashing smile and personality with us.



"Reach have made a huge difference to Ben and I can recognise the difference between when he first joined Reach back in 2015 compared to now. He loves coming to all his sessions and I feel I've found the best place for him. I think of Reach as part of a family, and they listen to me about how to meet Bens needs and ensure we adapt things to suit him."- Tracey, Ben's mum

Reach Newark



Vickie Ward
Centre Manager

We have welcomed several new clients to Reach Newark this year and it continues to be a busy centre. We have a varied timetable of 18 sessions a week. I work closely with Samantha at Flower Pod Newark- as the two centres are in walking distance of each other, many clients enjoy a mix of activities at both.

Our courses are shaped by clients- we listen to everyone's feedback when planning so that we can respond to individual needs and preferences. Our tutors know our clients well, and can respond to their needs and interests. For example, due to popular demand we added a third cookery session and two new Boccia sessions this year. Moving forward we are planning an 'Independent Living' course.

Our annual Christmas performance and party were the highlight of the year. Our new Drama Tutor excelled in the role – the performance was amazing.

We have had great success with developing opportunities for our clients to volunteer with Reach and in the community, including in charity shops. Offering supported volunteering roles has proven very motivating for several clients, renewing their enthusiasm for learning and progression.

As we are the largest centre, we help to provide cover to other centres. I have been supporting Nicola at Flower Pod Southwell in recent months as she settles into her new role. We invest in our people and we continue to enable staff to complete their Award in Education and Training qualifications to be able to lead courses.

In the future, I want to raise our profile by attending more careers fairs for school leavers, continue to build positive relationships with the Living Well Teams, and develop what we offer at Reach Newark.

Dorian's Story



Dorian has attended Reach Newark since 2008. He really enjoys his weekly art and 'Educational Fun' courses. Until recently he felt wary of trying new activities, but with time and support he has gradually built confidence to consider further courses in preparation for his move into our Southwell accommodation.

Our Transitions Co-ordinator is helping Dorian to get know his new housemates, whilst tutor Gemma, who has specialist communication skills, has enabled him to build confidence in interacting with others. Gemma's range of skills means Dorian has control over how he communicates with her, choosing between speech, signing or on an iPad using specialist software.

Dorian's confidence has noticeably increased. So much so that he has opted to try Boccia, Reach Southwell and Flower Pod Newark sessions.

Dorian is a very happy person and loves chatting with others about his favourite subject – guide dogs!

'We are extremely grateful for the quality of the courses at Reach. We are especially impressed by the scope of the educational fun sessions which he always tells us about most enthusiastically, also finding lots of illustrations online to explain what he's been learning about in more detail. Your students must be the luckiest in the whole world." – Melvina, Dorian's mum.



You can watch a film of Dorian signing and chatting with Gemma about his favourite activities at Reach. www.reachuk.org/about/our-stories

Reach Southwell



Helen Davenport
Centre Manager

Our focus this year was on supporting our clients to get out and about and engage in the local community, as many were about to move into the new accommodation in Southwell.

We have visited Stonebridge Community Farm, Bilsthorpe Heritage Museum, Clumber Park, Flower Pod Newark and returned to the ever-popular Civil War Museum in Newark. By organising daytrips and using public transport where possible, we encourage clients to use their concessionary bus passes and gain confidence to explore beyond the local area.

Participating in local events enables clients to feel connected to their town, while raising awareness of Reach. Clients organised a pop-up café during the Southwell Music Festival, serving tea and cakes for donations to Reach. They also attended One Fest, a learning disability festival in Mansfield, with clients from other Reach centres.

When designing our programme, we work hard to respond to clients' feedback. One of our most successful courses has been 'All About Dogs', which the clients loved as it included hands-on experience with working dogs from local charities. Clients also got involved in activities such as croquet, pottery painting, and alpaca walking.

Our local leisure centre has introduced an accessible swim session with warmer water, which clients have really enjoyed and has helped them to feel more confident. It's also helped them be even more active because they can easily walk there!

We restarted the monthly 'Friday Night Social', and thanks to a grant from the National Grid Christmas Community Giving Campaign, introduced a free weekly 'Winter Warmer' club, which included a healthy meal and lots of games.

Looking ahead, we will continue to offer our well attended socials, and look for opportunities for our clients to engage in community life.

Jade's Story



Jade has been coming to Reach Southwell for over eight years, attends Flower Pod Southwell, and has Reach Care support one day a week. She has selective mutism, but finding things that Jade really enjoys has led to her speaking more in sessions.

Her great love is animals, so the "Under the Sea" course is her favourite. The cooking course is giving her more confidence to prepare her own food at home.

Jade also enjoys going to different places and trying new activities with the 'In Out and About Group', including swimming, crazy golf and visiting Southwell Workhouse (a National Trust property). This group helps her to be more active – particularly walking more, which in the past she has not enjoyed.

We have worked closely with Jade's Speech and Language team to support her communication needs, and using an iPad with Widgit symbols in sessions helps her to express herself. Jade tells us she enjoys being with her friends at Reach.

Florida, Jade's mum said **"When it's a Reach day, Jade is up and ready, making her own breakfast, not having her usual lie in. That tells me Jade is happy to go to Reach."**

Carers Matter Project



Catherine Shatwell
Carers Matter Manager

Over the last year, the cost-of-living crisis has placed considerable pressure on family carers, many of whom were already feeling worried about money and finances. Thanks to a grant from the National Grid Fuel Poverty Fund, I was able to provide energy and fuel poverty awareness advice to family carers reliant on low incomes, to help reduce their fuel cost burden during the colder months.

I also worked with our Local Authority to improve how information is provided to family carers on Disability Related Expenditure and other topics. This work confirmed the need for specialist support for carers of adults with learning disabilities who often have very specific needs that can be misunderstood by decision-makers and services.

For families caring for people with care and support needs, major life changes such as bereavement or illness can quickly lead to crises and emergency situations. In the past year, we have provided bespoke support to many families, some at crisis point. Looking forward, we want to continue to be there for families, not only during these difficult times, but also to support them to plan better for the future as soon as possible, to avoid risk of poor outcomes for individuals.

Sara, Charlie, Steve and Josie's Story



Brother and sister Charlie and Sara attend Reach Newark. When their mum sadly passed away in 2022, Charlie was living in the family home with his dad, Steve, and Sara was living with her 74-year-old grandmother, Josie. Steve was finding it difficult to cope and relying on Josie more and more for help. Both Steve and Josie now receive one-to-one support from me. Steve was finding it difficult to keep on top of household admin which led to a withdrawal of benefits – I supported him to get them reinstated and to increase his household income by accessing his full entitlements. I supported Josie to become Charlie's appointee when Steve didn't quite feel ready to take on that responsibility. I'm now supporting Steve to find accommodation which better supports his and Charlie's needs.

"We didn't really know where to start after Bridget passed away – Catherine knew exactly what to do and how to do it. It's been a difficult time, but with Catherine's help, we can finally see the wood for the trees."
– Josie, family carer

570 hours of one-to-one support

37 group sessions

188 family carers accessed specialist support

Engaged with **33** family carers through closed Facebook group

To find out more about our work to support family carers, visit our web page. www.reachuk.org/carers-matter

All Part of Life Project - Volunteering



Wayne Wilmot
Volunteer Manager

Our five-year 'All Part of Life' project, funded by The National Lottery Community Fund (TNLCF), aims to develop volunteering at Reach. Our fourth year of the project has been incredibly positive. We have recruited new volunteers, whilst many existing volunteers have increased their hours and involvement by helping us to introduce new activities and projects, or leading their own specialist workshops. New volunteer-led jewellery making, photography and woodworking sessions have all been welcomed by clients.

Volunteers have also helped us towards our goal to achieve greater environmental sustainability. At our two Flower Pod sites, volunteers helped create new wildlife areas – digging and planting the new ponds and working alongside clients to build bird-hides and bat boxes.

Looking forward to the next year, I plan to respond to volunteer feedback from our Investors in People assessment to refresh our volunteer supervision processes, and, as requested by clients, develop partnerships with local groups to create sports-related volunteering opportunities.

I'd like to thank all of our volunteers for their time and commitment which enables us to offer such a diverse and engaging range of activities.

"Becoming a volunteer was one of the best decisions I've made since retiring."

Richard, Flower Pod Newark volunteer

Key Achievements

- Volunteers took part in our Investors in People assessment for the first time
- Increased number of online training courses available to volunteers
- Input into pilot volunteer training programme delivered by co-trainers with learning disabilities
- Strengthened relationships with schools and colleges, including one of our local secondary schools, creating a pipeline for young Duke of Edinburgh volunteers
- Developed new corporate volunteering opportunities at Flower Pod Newark
- Welcomed three new staff members who, having previously volunteered for Reach, were inspired by their volunteering to consider a social care career
- Refreshed our Volunteer Handbook and Volunteer Policy.

With thanks to The National Lottery Community Fund for funding our five-year project to develop volunteering at Reach.

370 client-facing volunteer hours each week

104 people in client-facing volunteer roles

26 adults with learning disabilities actively volunteering

50 clients actively contributed to community life in the past year

20 volunteers providing specialist or ad-hoc support

150 corporate volunteers a year

To find out more visit our All Part of Life Webpage. www.reachuk.org/projects/all-part-of-life

Volunteer Stories



James' Story - Supported Volunteer

"James has been a Reach client since 2017. In 2022, he expressed an interest in volunteering in the community. James loves sport and is very competitive, so it was important to find him a role that would challenge him. Barnardo's charity shop offered the perfect place. James serves customers, prepares attractive displays and more. He has learnt how to prioritise tasks and communicate effectively with staff and customers. He has built confidence to suggest his own ideas to staff and other volunteers and he recognises his volunteering as important in the running of the charity shop. Volunteering gives James more independence because he sees himself as a valued and productive member of society.

James has progressed from being driven to and from Newark, to identifying and catching the correct bus, with support staff. His goal is to travel independently on public transport to Barnardo's which will open up new opportunities for him."

"James loves his volunteering. It has built up his confidence, improved his independence and given him a huge sense of purpose. James has built on and improved skills he was already learning." – Claire, James' mum

"I really like meeting people but I don't like it when I don't have enough to do. At Barnardo's I have built on skills I have been learning all my life. Improving and perfecting them." – James





Jo's Story - Reach Southwell and Flower Pod Southwell Volunteer

"I'm a retired Paediatric Physiotherapist and encountered Reach in our local paper. I was attracted to a local charity doing valuable work to support adults with learning disabilities, a group that sadly often get overlooked and forgotten.

I've been volunteering at Reach for five years, initially at Flower Pod Southwell and now at Reach Southwell. 18 months ago, I started helping two clients preparing for their move into the Southwell accommodation and developing their independent living skills. Working with Reach clients has made me more aware of their future, and how important it is to them (and their families) to continue living in a familiar community. My involvement has been incredibly rewarding.

I'm a practical person and have enjoyed all the activities with clients and staff. This has included gardening, planning meals, shopping and cooking, interior design, ironing and even bowling nights – I'll have a go at anything!

From my volunteering I get a sense of purpose and achievement, it's very fulfilling and rewarding as the clients gain confidence in my company and friendship and trust develops."



Reach Holidays, Socials and Out and About









“The holiday was really fun! I enjoyed meeting new people, and the food was nice. The entertainment was good, and I like the singers. Plus, I got to have a free martini.” - Graham



The excitement in the air before a Reach holiday is palpable. For nearly 90 Reach clients, this is the highlight of their year, and for their families, it is often the only respite that they have from caring all year round.

In 2022/23 we have loved getting out and about and meeting up with friends again. Highlights have included:

- Our September holiday in Suffolk
- Outings to lovely local places such as Hockerton Housing Project and Ecofarm
- Introducing new socials in Southwell and Mansfield, in addition to our popular weekly Newark socials.

These activities offer opportunity for fun, relaxation and friendship, and to explore places of interest. They help mitigate against the effects of loneliness and isolation and raise aspirations for more independent lives.

Fundraising helps us keep such activities affordable for clients and families by contributing towards co-ordination and other costs. This is especially important during the cost-of-living crisis which is disproportionately affecting disabled households.



We are grateful to the funders that have helped us to provide additional or subsidised activities this year including:
Big Give Christmas Challenge – holidays and day trips
National Grid Christmas Community Donation – ‘Winter Warmers’ project
National Grid - Community Matters Fund Fuel Poverty Plus – ‘Fuel Focus’ project
Tesco Community Grants – ‘Eat Well Live Well’ project



Voice and Participation

The adults with learning disabilities who use Reach services say how important it is for their views and experiences to be understood and acted upon, and for them to feel they are respected as active, equal citizens. Family carers also tell us how they and their family member with learning disabilities can feel overlooked and ignored, including in discussions about the future of social care.

We have always sought to tailor activities to individual needs and aspirations, using genuinely person-centred approaches to empower each individual to express their wishes and views. We hope that the stories throughout this Report testify to this commitment.

In recent years we have delivered major, innovative projects to enable the voice of those with lived experience of learning disability to have greater influence within Reach and beyond.

For example, our three-year 'Reach Out Stop Exploitation' project (ROSE), which completed in 2022, enabled mentors with learning disabilities to raise awareness of sexual exploitation and deliver 'stay safe' training to people with learning disabilities, professionals and family carers. A celebration event at Nottingham University in June was attended by academics, social care professionals, funders, Reach staff and Trustees. The mentors shared learning from the project and future recommendations.

ROSE resources available at https://reachuk.org/projects/rose/#resources.

Other projects including All Part of Life (page 18), Green Citizens (pages 12 and 13) and Carers Matter (page 17) have also been instrumental in driving forward our work to empower adults with learning disabilities and their families to have influence and impact, and to play more active roles in their communities.

All of these projects have only been achievable with grant funding, illustrating the crucial role that voluntary income plays in enabling the voice of people who are so often ignored, to be heard and have influence.

The Future

Drawing on previous project evaluations, we are now scoping new ways to enable clients and their families to influence services within Reach and beyond. This includes piloting training for volunteers designed and delivered by co-trainers with learning disabilities, and further co-production work with statutory services to enable family carers to shape how information about entitlements is provided.

Jamie's Story

Jamie has had volunteering and mentoring roles for several years, including within the ROSE and Green Citizens projects. With light-touch support from our Volunteer Manager, Wayne, he has also volunteered at a local charity shop for some time. When Jamie felt ready for new challenges, Wayne helped him identify a peer volunteering opportunity within Reach Mansfield's singing or drama courses – topics that match Jamie's interests. This necessitated a Newark to Mansfield bus journey, initially with support from Wayne. Jamie is now able to do the journey himself. The Mansfield team are supporting Jamie in his volunteering. Jamie is also involved in development work for the new Voice and Participation project.

"I love volunteering at Reach, it makes me feel very helpful and is really rewarding. Volunteering keeps me busy and lets me feel like I am helping improve the community."
– Jamie



Staff Stories



Debbie Mirfin

Deputy Manager, Reach Care

Debbie joined Reach Care in 2015, as an experienced support worker. With Reach's help, she studied for a Level 5 qualification in Leadership in Health and Social Care, and soon progressed to Team Leader.

Unfortunately, at the time, there were no opportunities to progress further within Reach, so Debbie left to join a former employer as Service Manager, but she says, "I have never cried so much as the day I left Reach!"

Within six months, Debbie heard that Reach was recruiting a Deputy Care Manager. Knowing she enjoyed the workplace culture and how well Reach's values aligned to her own she applied to rejoin Reach, and was appointed in June 2020. Joining during lockdown was difficult, but Debbie soon realised that the digital processes introduced due to Covid-19 restrictions would benefit the organisation.

Debbie's responsibilities include improving how quality is measured and putting a robust audit strategy in place.

For example, accident and incident reporting was on a paper form, but is now done digitally. The results can be analysed in a spreadsheet, so that trends can be spotted quickly and acted on, by changing processes or improving training.

"I have so much autonomy to make changes and suggestions. I've implemented a new quarterly quality report for Reach Care Directors and the Reach Council of Management. I report on four pillars of quality – Trust and Confidence, A Good Life, Voice and High Standards, to drive improvements across Reach Care." - Debbie

Debbie is now studying a three-year Level 7 qualification in Strategic Management and Leadership with the Chartered Management Institute to further develop her management and leadership skills.



Hayley Berry

Reach Newark Tutor and Holidays Co-ordinator

Hayley joined Reach as a Project Co-ordinator in September 2019, with 14 years of support work experience. Since joining, Reach has supported her to complete her Award in Education and Training (AET) qualification, and she has now progressed to the role of Tutor.

"I like everything that Reach stands for. They are all about the clients, about making a difference in somebody's life, not making money. My manager is always supportive, and has really helped me with studying for the AET qualification. There is always extra training on offer, and you are encouraged to progress."

In 2022, Hayley was approached to take on the role of Holidays Co-ordinator from Catherine Shatwell, who has supported Hayley to learn the ropes.

"I wouldn't have known where to start without Catherine's help. She has so much knowledge, and has a structured plan which I follow, covering everything from breakfast times to the accessibility of the activities."

It's important to Hayley to get every detail right. From doing risk assessments to creating a seating plan for mealtimes, and booking coaches, a Reach holiday is a huge undertaking and takes months of preparation.

"Just seeing clients live their best lives makes my heart burst" – Hayley

Evidence of the difference our holidays make can be seen on pages 20 - 21.





Dani Noquet
Registered Care Manager

Working towards the completion of the Southwell accommodation has made this a challenging but ultimately exciting and inspiring year. We have a huge sense of pride in reaching the finishing line. Seeing our clients happy in their forever home has really boosted morale.

We worked closely both with colleagues across the organisation, and our Local Authority, to assess the support that each tenant would need.

Voice and Participation Project

We have been working on an exciting new project to ensure that everyone at Reach understands our values, and how our clients like to be supported. Applying our learning from the ROSE project, eight clients have become co-trainers, delivering training to Reach staff and volunteers. The first volunteer session will be delivered in the summer, with employee sessions following on from this. The group will also present their training to the Council of Management, increasing client voice throughout the organisation. Longer term, we hope that the co-trainers will also be involved in the Oliver McGowan mandatory training within Reach. You can read more about the Voice and Participation project on page 22.

Positive Behaviour Support

I have now achieved my Level 5 Practice Leadership of Positive Behaviour Support (PBS). PBS is an evidenced based model of support. It provides a framework for staff to work within, ensuring support is tailored to meet the specific needs of an individual. PBS should be ever evolving, developing, and embracing practices that improve a person's quality of life. PBS values are already embedded into our strategy, but we will now train staff to implement quality PBS more widely within Reach.

Looking ahead, we will recruit a PBS Practice Leader who will work with staff teams, then clients and families, supporting them to recognise behaviour that may concern us as the communication of an unmet need. This approach facilitates better outcomes for our clients and staff. It is well recognised that if people are supported to lead full and meaningful lives, they are happier, more settled, and there is less presentation of concerning behaviours.

Staff and Recruitment

We have been able to recruit additional staff to support the Southwell accommodation tenants, and now have 63 client-facing staff working at Reach Care. Although recruitment remains an issue and we are always seeking to recruit, our recent campaigns have led to an increase in applicants who share our values. Staff retention remains above the national average.

The work that Deputy Care Manager Debbie Mirfin has led on quality, as explained on page 23, will help us respond to the new style Care Quality Commission inspections, which will focus on an assessment of quality and risk.

We are proud to have participated in the Reach 'Investors in People' (IiP) assessment for the first time this year. Achievement of the IiP Gold Award is a valuable benchmark for us as we strive to be a high-quality local employer.

It has been reassuring to see that staff sickness levels have fallen, indicating more resilience in the team. Although preparations for the Southwell accommodation occupied a lot of management time, staff report that they felt supported.

In the future, we hope to apply learning from our new accommodation to help solve accommodation issues for other adults with learning disabilities in Nottinghamshire.

Inspected and rated Outstanding
Care Quality Commission

To find out more visit www.reachuk.org/services/reach-care



Jenny's Story

"What a wonderful organisation Reach is."

The highlight of Jenny's year is the Reach holiday, and if you saw her dancing until 11pm on the most recent one, you would find it hard to believe how many health issues Jenny faces.

Born with a rare genetic condition which caused a severe learning disability, Jenny developed a further condition which caused loss of hearing in one ear, and benign tumours to grow on her spine. Jenny has had four spinal tumours removed and now has monthly chemotherapy to help inhibit further growth of the tumours.

Despite frequent pain and hospital visits, Jenny's care support staff describe her as bubbly and full of life. When she is well, she loves going to the cinema, dancing, swimming or playing crazy golf with her friends at Reach.

Reach Care has supported Jenny since 2013, with one-to-one care from 8am to 5pm most days, and she also attends sessions at Reach and Flower Pod in Southwell. Her parents cannot praise Reach enough for the support Jenny has received. Steve, Jenny's father says:

"When we first heard about all Jenny's problems, we wondered what the future would hold. We are so lucky to have found Reach - Jenny lives a happy life. Reach has done such a good job – they are a great team."

Jenny's Reach Care support team is now able to take her for her monthly blood tests and chemo sessions at hospital and have even stayed overnight with her. Cathy, Jenny's mother says:

"Jenny has limited speech and understanding, so having Reach Care staff with her at the hospital, who know her and can understand her, is a great help, and takes the pressure off Steve and me."

"We are gradually gaining more time to enjoy our retirement and grandson, as we know that Jenny is happy to stay at home with Reach Care staff while we are away."

Jenny is now in her early thirties and it is becoming clear to both her parents and the Reach Care staff that she is ready for more independence. Both think that she would benefit from a supported living environment with one or two others, as she often needs quiet time when she is in pain.

Reach is hoping that they will soon be able to find a suitable home for Jenny to give her the independence she needs, while giving her parents peace of mind that Reach is continuing to care for her.

Watch our recruitment video at: bit.ly/48nBvUP

Partner Story - Southwell and District Lions Club

Reach is all about people coming together to make a difference; this aligns with the aim of Lions Club International to enable individuals to join together to give their valuable time and effort to improving their communities, and the world. Reach has been closely connected with Southwell Lions for many years now, working together to build an excellent relationship. We are even more closely connected through Nick Turner, Reach Trustee and Steve Scall, family carer to one of our clients and accommodation tenant, who are both Lions.

Southwell Lions do wonderful work within our local community, giving their time volunteering and raising money to support charities, schools and individuals. They currently have 32 members who, together, raise around £20,000 each year, some of which is used to support
Reach's work. Including:

- Making a grant towards Reach's Southwell Accommodation project
- Donating towards Reach Southwell's socials
- Pledging to match-fund 2021 and 2022's Big Give Christmas Challenge
- Gifting two Christmas trees and decorations to the Southwell accommodation.



Our rich and mutual partnership with Southwell Lions has created a valuable source of funding, whilst working alongside a strong pillar of the community. We look forward to building on this in the future.

Sarosha Byrne, Fundraising Volunteer interviewing Alastair Murray, Southwell & District Lions Club President 2022-2023

"Southwell Lions have supported Reach in many ways including volunteering at Flower Pod Southwell and at events like the Viking Challenge. At Flower Pod Southwell, six Lions helped dig a new wildlife area. Reach also helps us, by sharing resources and supporting our activities. Reach loan us marquees for social and fundraising events, and staff members enjoy attending our quizzes and comedy nights.



We ensure we are involved beyond the financial investment too, for example making site visits to see the progress of the accommodation build. This enables us to report back to our monthly business meetings and demonstrate where our money is going which helps give members confidence in Reach's work and increases the likelihood of reinvesting in Reach. Collaborating with Reach gives us further insight into how a charity operates, which will help cultivate future work. For example, Reach has provided information on ways to diversify our fundraising to improve the club's financial sustainability.

Lions know the importance of the work Reach do in the community. If Reach weren't here, we know that people with learning disabilities would fall off the radar. Without Reach, many local people wouldn't receive the excellent support that they do. It's a pleasure to work with the dedicated staff. The friendliness from the Reach team is outstanding, I receive the same friendliness as they give to their clients."

Alastair, Southwell Lions Club President 2022-2023

Southwell Accommodation



Lack of quality, affordable housing means that people with learning disabilities often remain living with family for most of their adult lives. When this is no longer viable, there is often no choice but for the person to move to a new area, sometimes losing their family, friends and community in one go.

This was the situation that a group of parents sought to address when they founded the charity that became Reach almost 25 years ago. The high cost of local property and land rendered the aspiration to build our own accommodation unattainable for many years, but we persisted due to the increasing urgency of need.

The catalyst came in 2018 with the gift to the charity of land and property on a housing development site in Southwell. Innovatively, it was agreed that our build could represent the affordable housing element of a larger housing development.

Trustees, staff, expert volunteers, and professional advisers have worked tirelessly to bring the project to fruition. This included a major fundraising campaign that raised grants and donations from local and national funders, including £250k through a community appeal.

Our first major capital project has certainly been a learning curve, with additional challenges presented by the Covid-19 pandemic, cost-of-living crisis and rising material costs. Thanks to careful project management, some judicious value engineering, our expert volunteers, and our wonderful donors and funders, we continued to make progress. Trustees also approved the offer of a £300,000 loan at a favourable interest rate. The build remained broadly within budget.

The build commenced in early 2022 and one year on was nearly complete, with the 12 tenants set to move into their new home in early June 2023.

"We are exceptionally proud of how the new homes do justice to our founding Trustees' unwavering belief that people with learning disabilities deserve high-quality housing. We thank all those who have enabled us to finally say 'home at last!'"

Steve Shatwell, Chief Executive



Getting Ready

The accommodation will be offered on a supported living basis with shared and one-to-one care provided by our Reach Learning Disability Care CIC (Reach Care). There is a dedicated team of care support staff for each house, headed by experienced Team Leaders. At night-time, sleep-in care support is present in each house.

Whilst the build progressed, expert staff provided practical and emotional support to prospective tenants and their families to ensure smooth, sustainable transitions. This included group and one-to-one life-skills learning for tenants, with lots of opportunity to bond as a group, and explore local community facilities. Our Transitions Co-ordinator and Reach Care teams worked collaboratively with Local Authority and multi-disciplinary health and care teams to ensure that each tenant's needs and aspirations were understood, and to support each individual to settle properly into their new home. Family carers received support to ensure the right funding packages were in place.



Southwell Accommodation



Sarah's Story

Sarah's mother, Ann, has had a worrying time since Sarah first moved from the family home 26 years ago. Sarah had lived in three different homes in Newark, becoming lonely and isolated living on her own so far from her family, finding it difficult to get along with the others in shared accommodation, and returning home when things didn't work out.

The last few years were easier, as Reach housed Sarah in rented properties in Southwell along with two other Reach clients. This enabled her to live nearer her family, and have the support of Reach Care, but there were still some issues, as the group had to move houses when a tenancy ended. As in most households, there were also some grumbles between the group including disputes over which TV programmes to watch!

The move to the Southwell accommodation was a big change for Sarah, as it was the first time she had lived with a bigger group of people, and meant that she had less one-to-one care from her support staff. However, as Sarah herself says:

"I'm very happy here. It is different from what I am used to – but in a good way"

Beverley Rayner, who worked with the residents for 18 months on the transition to the new accommodation, says:

"Sarah is a great asset to the group, as she has shared her experiences of living with other people, and is the first to point out if someone is upset. She has gained more confidence, and the change has suited her."

Living with five others has enabled Sarah to find friends of a similar age with common interests. They enjoy the same TV programmes, and making cards in the shared living and activity rooms. She now happily walks to the shops and the Reach Centre in Southwell with her friends, something she resisted previously.

Since Sarah moved into the new Southwell accommodation, Ann has finally been able to stop worrying and see a future for Sarah.

"Sarah has settled in nicely, thanks to the transition work she did with Beverley. The whole family are extremely pleased, and her niece and nephews have already visited her there. The accommodation is superb, and that is now her home for life. It's phenomenal – a big thank you to everyone whose hard work and generosity made this possible"

Ann, Sarah's mum

Like all the residents, she now has a bigger bedroom with her own sitting area, so can have time out on her own. when she needs it.

Rosie, Team Leader in Sarah's house, says:
"Initially Sarah struggled with not having so much one-to-one support, but we discussed it, and she realised that she does not need so much help now."



Moving Forward - Independent Transitions Project

Moving house can be stressful! Our 12 prospective Southwell accommodation tenants have faced multiple challenges including lack of practical life-skills, anxieties about moving out of the family home, and changes of routine. Some people have faced additional challenges due to difficult circumstances including bereavement.

Over the past 18 months, I have worked with our prospective tenants and their families to identify their needs and concerns, and then, thanks to funding, plan a programme of weekly group and one-to-one sessions. I have been supported in this by a qualified tutor, our Chief Executive, Carers Matter Manager and Reach Care team.

Having the flexibility to offer such bespoke support has been a game-changer. Tenants have used their one-to-one sessions to gain skills that addressed the issues that matter to them. They've enjoyed making decisions for their future such as planning their bedrooms and using local facilities.

Everyone is now keen to use their new housework skills including cookery, shopping, washing-up, making and changing beds, ironing and cleaning. Digital skills to help with activities like online shopping have also been on the agenda.

The tenants have enjoyed learning together as a group too. They've planned how they'll manage meals, agreed rules, and discussed what being a 'tenant' means. They've practised fun activities and discussions to understand each other's needs. I'm really proud of how everyone has become more confident and respectful communicators.

Working closely with colleagues has facilitated holistic, bespoke support for tenants and families in crisis, addressing complex issues whilst still keeping focused on the June moving date. It has been exceptionally valuable to have time to prepare detailed care plans to help the tenants' new care teams.

It is a joy to see how happy and confident the tenants feel about their new home.

We also provided support to people who are preparing for a move from the family home in the next few years.

Beverley Rayner, Transitions Co-ordinator





To find out more visit www.reachuk.org/projects/accommodation-project

Southwell Accommodation



Furniture and furnishings kindly donated by Midlands furniture company Dunelm, whose interior design skills helped turn the houses into homes.







Our high-specification building was designed by award-winning architects Allan Joyce Architects Ltd and built by C. Ratcliffe Builders Ltd.

Our Accommodation comprises:

- Two separate houses named by the tenants as ‘Cherries’ and ‘Springbank House’. Each house accommodates six tenants. The two houses are connected by a shared space that contains an accessible lift and accessible bathroom.
- Innovative eco-technology to keep maintenance and running costs low, and achieve environmental sustainability. The houses are designed to be net zero carbon in use.
- A spacious, ensuite bedroom in each house for support staff on overnight shifts.
- 12 spacious, airy bedrooms with either a balcony or patio space for each tenant, and ensuite bathrooms meeting individual accessibility needs and preferences.
- A large kitchen and living area in each house. French windows open onto beautiful, shared gardens, whilst upstairs are large activity/sitting rooms.

Difference Made

The 12 tenants will have a home for life, in their chosen community.

The community of Southwell has sustainable accommodation offering adults with learning disabilities and their families peace of mind for generations to come.

The Future

We hope that our story will benefit other voluntary organisations. We are therefore compiling a ‘Frequently Asked Questions’ document to share our learning.

We have begun to scope future options to provide quality, community-based accommodation solutions to more adults with learning disabilities in our county.

Please contact Steve Shatwell steve.shatwell@reachuk.org to find out more

Fundraising Statement

2022/23 has been a year of great reward and challenge. Knowing that our fundraising efforts have helped to provide a home for life for 12 people is a source of great pride to the Fundraising Team. An increasingly competitive fundraising environment with the cost-of-living crisis affecting all voluntary income streams remains a challenge. We are also adjusting to how our increased income renders us newly ineligible for some grant-makers, whilst we are, as yet, without the established voluntary income streams that larger charities enjoy such as legacies and significant individual giving.

Fundraising need

It is sometimes assumed that adults with learning disabilities are 'looked after' by the state. Whilst it is true that our income streams include personal budgets (payments allocated to people in need by local authorities), there is still very much a need to fundraise, because:

- Personal budget income does not cover the true cost of running our high-quality, person-centred services and projects that achieve enduring social impact. We need to raise £500,000 a year just to keep the service at current levels.
- Reach offers a level of support that goes beyond what is normally understood by 'day service' or 'care support.' Grants and donations enable us to work collaboratively with clients, families and partners to problem solve and tackle exclusion in exciting, dynamic ways. Current examples include bespoke support for clients and families in crisis or preparing for major life changes, for work to ensure the voice of clients and families is heard including new co-training and co-production activity and enhancing volunteering and community participation including supported opportunities for adults with learning disabilities.
- Capital grants fund improvements to centres, and now, to address the lack of affordable, quality accommodation.
- Smaller grants help fund therapeutic activities that make life more fun and enjoyable such as holidays, socials, day trips, exhibitions and performances.
- People assessed as having mild to moderate learning disabilities often receive little or no personal budget allowance yet are amongst the most 'at risk' in society today, without timely, appropriate support.

Our fundraising approach

Fundraising and communications activities are delivered by a small team (full time equivalent of 2.6). Specialist volunteers, freelancers, and agencies provide communications and technology services when required.

It has cost the charity £1,056,316 to provide services to people with learning disabilities in 2022/23 Approximately £850,974 was met from personal budgets, property rental, contracts, and business grants. The difference of £205,342, has been raised from grants and donations from organisations (this excludes accommodation grants).

Our approach is to achieve good return for our time and resources, meeting current income needs whilst developing longer-term income streams. Grants continue to be our primary source of voluntary income, but new creative approaches to diversify income streams are underway.

During 2022 we ran two appeals, communicating with supporters who have opted in to receive appeal information and via local and social media:

- Our Summer 2022 appeal helped to recruit four new regular givers. Regular gifts currently generate an income of £3,250 annually.
- We again participated in a national matched funding initiative, the Big Give Christmas Challenge, slightly exceeding our £30,000 target for our 'Money Matters' appeal.

Community fundraising returned to a more normal schedule during 2022/23. Rather than running our own major events, we participated in third-party events such as Deerstock, the DB Wood Newark Half Marathon and the Viking Challenge.

Voluntary scheme for regulating fundraising/ monitoring

The Charity complies with current fundraising regulatory standards. We are registered with the Fundraising Regulator and adhere to the Fundraising Promise and Code of Fundraising Practice. We subscribe to the Fundraising Levy.

We comply with General Data Protection Regulations (GDPR). We use a specialist fundraising database to ensure compliance with GDPR, Fundraising Code of Practice and related regulations and laws. Our overall supporter privacy notice is available on our website or from the Fundraising Team. Shorter privacy notices pertaining to particular activities are also produced. We do not swap or sell our supporter data. Supporters are informed as to how they can change communication preferences at any time.

Trustees understand their responsibility for fundraising as required by the Charity Commission. They are informed of performance against plans and budget at quarterly meetings.

Fundraising staff undertake regular training and professional development via Reach's online training portal and fundraising-specific training providers.

All Trustees, staff and volunteers are made aware of regulations, policies and procedures pertaining to fundraising, including complaints, ethical fundraising, data protection, and safeguarding of vulnerable people. This happens through inductions, team meetings, email updates, and training. New presentations for trustees, staff and volunteers have begun to be rolled out.

We ensure correct safeguards are in place with parties that fundraise on our behalf. Service level agreements or contracts are in place proportionate to our relationship and any expected return. We explain about the Code of Fundraising Practice, data protection, safeguarding responsibilities, timelines, milestones, target income, handling and processing of monies, confidentiality, complaints process, and how to describe our relationship.

Our Ethical Fundraising Policy includes our approach to the protection of vulnerable people.

Our Fundraising Complaints Policy explains how individuals can complain. No fundraising complaints were received during 2022/23.

All Fundraising staff and volunteers undertake safeguarding training with further advice provided by Reach's safeguarding lead.

Fundraising policies are available on our website at www.reachuk.org/about/reports-documents/.

Summary of future objectives – 2023/24

- Refresh fundraising strategy to support 2024-2029 strategy
- Plan and deliver 25th Anniversary appeal
- Secure revenue income and small capital grants to meet annual budget
- Secure 3-4 multi-year grants
- Submit high-scoring tenders to adult community learning and day service commissioners
- Grow diversified, unrestricted income streams to ensure stability and sustainability
- Incorporate Chartered Institute of Fundraising competencies within fundraising training
- Communicate impact and stories
- Address lack of dedicated communications resource.

We thank all those who have helped to make a difference to the lives of people with learning disabilities in Nottinghamshire and their family carers in the past year.

Julia Sandhu MCIOF(Dip)
Fundraising Director








Financial Review



Reach's consolidated accounts show a total income of £3.34m, an increase of 8.3% on last year and a surplus of £661k, which includes £542k of restricted income.

Our restricted funds have increased to £1.58m, as additional funds have been secured to meet the cost of building our Southwell accommodation. At the financial year end the build was close to completion with £1.47m of capitalised costs included in our fixed asset total. The accommodation will prove to be another source of income for us next year and for years to come.

Principal funding for Reach Learning Disability, the Charity, has continued to come through charitable activities. Demand for attendance at our five day centres is increasing back towards pre-pandemic levels. Project funding, including a grant towards capital developments at our Flower Pod Newark and Southwell sites from Samworth Foundation's Transformation and Innovation Fund, has enabled us to extend the number and diversity of courses. We have grown personal budget income from Nottinghamshire County Council by 12.5%. Our contract with Inspire Learning enabled us to deliver informal adult community learning courses at each centre, whilst separate commissioning for numeracy courses created 10% additional income.

We rely on fundraising to meet shortfalls between income from personal budgets and commissioning and the full costs associated with running a quality person-centred service. Development of best practice projects such as our 'All Part of Life' project to support volunteering, funded by The National Lottery Community Fund, add value to our services. This year we raised £82k of unrestricted funds and £225k of restricted income, together with £593k restricted for our Southwell accommodation.

We have seen the income from our domiciliary care business, Reach Learning Disability Care CIC, increase by 12.2% to £1.58m. We have worked hard with the Local Authority to secure comparative hourly rates. This has allowed us to reward staff, reflecting the need to remain competitive in a challenging employment market and maintain high staff retention.

Government business grants added £9K to the CIC's income during the year and as such the surplus for the year has resulted in a donation to the charity of £86.4k.

Our expenditure on charitable activities, therefore, increased by 5.5% to £2.56m. A culture of continuous improvement across all our operations and strong financial controls has allowed us to manage overheads effectively in a time of significantly increasing costs.

With the capital investment at both our Flower Pod sites, and the near completion of our two additional supported living houses, our fixed assets across the Group have increased by £1.35m, resulting in a net book value at the end of the financial year of £1.99m.

Our creditors due after one year have increased due to a £300k loan taken out to meet the final costs of our Southwell accommodation. This has a 5-year term at 2.5% interest payable.

Our cash balances total £861k at the year end with £333k restricted in use. The reduction of £476k during the year was to meet our construction costs.

Sharon Card
Finance Director

Structure, Governance and Management

Purposes and Aims

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

Structure

On 1st April 2014, the Charity's name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the Charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).

Head Office and Delivery Premises

Offices
Reach Learning Disability's head office is Prebend Passage, Southwell, Nottinghamshire, NG25 0JH. This is also our Southwell day service centre.

Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021). Reach Care provides support to clients and their families across Nottinghamshire.

The Charity's delivery premises are located at:
Reach Newark – Hawtonville Community Centre, St Mary's Gardens, Newark, NG24 4JQ

Flower Pod Newark operates at a site next to Eton Court, Newark, NG24 4JB

Reach Mansfield – St John's Church Hall, St John's Street, Mansfield, NG18 1QH

Reach Southwell – Prebend Passage, Southwell, NG25 0JH

Flower Pod Southwell – Home Farm, Brackenhurst Lane, Southwell, NG25 0QL



Structure, Governance and Management



Accommodation

The Charity holds the freehold title of land and properties on Halloughton Road in Southwell.

The Charity holds the freehold title of a three-bedroom bungalow in Newark, over which CAF Bank hold a mortgaged security charge.

Delivering Public Benefit

The Trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance. Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.

Risk Management

The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the Charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational, strategic and business risks which the Charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the Senior Management Team (SMT) and annually by the Council of Management. All changes to the Risk Register are approved by the Trustees. The organisation completes individual operational risk assessments in all areas of its work including provision of services, special projects and fundraising activities. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

Reserves

It is our policy to maintain unrestricted free reserves at a level which provides funds both to cover three months' operating expenditure of the charity and to mitigate against financial risks in its commercial trading operations. The level of reserves is reviewed regularly taking into account strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.

Governance

The Company is administered by its Council of Management (the Council), the members of which are Trustees for the purposes of Charity Law and Directors for the purposes of Company Law. Senior managers report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy. Further review and planning also takes place at Strategy and Audit meetings with designated Trustees and the SMT. Organisational aims and objectives are reviewed every three years by Trustees and the SMT, incorporating feedback from all staff, clients, family carers, volunteers and professional contacts.

Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year.

We have an 85% attendance at Council meetings. We ensure the membership of the Council comprises a good mix of the skills required to steer the organisation together with an adequate representation of family carers. Three of our Trustees have been on the Council for more than nine years. In our sector the experience of long-serving Trustees is invaluable especially at this time of our major development initiatives such as accommodation. During 2019 we adopted a policy regarding constitution of the Council. All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to the Charity's work including safeguarding and fundraising.

Remuneration

The Chief Executive's salary is reviewed annually by the Chair who makes proposals for the Council to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations' (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also taken into account. The positioning of senior management remuneration is delegated to the Chief Executive and reported to the Council annually.

Affiliations

The Charity is a member of the National Council for Voluntary Organisations and the Association for Real Change. It subscribes to the Fundraising Levy. The Charity engages regularly with other support agencies including our local Councils for Voluntary Service and carers' networks.

Directors' Responsibilities

Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council is required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities Statement of Recommended Practice (SORP)
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council is responsible for keeping proper accounting records which disclose at any time the financial position of the Company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Council is also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

R Lannon.

Signed on behalf of the Council.
Rachel Lannon, Chair

Officers of Reach Learning Disability

Council of Management

Rachel Lannon – Chair
Independent Corporate Business Consultant and Trainer with over 10 years' experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at Kodak Ltd. Former JP.

Nick Turner – Deputy Chair
Retired local businessman. Member of Southwell Lions. Verger at Southwell Minster.

David Thompson FCA
Resigned as Trustee 16th May 2022.

Bob Gardner
Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.

Michael Davidson
Resigned as Trustee 22nd November 2022.

Pati Colman
Former Complaints Manager, Adult Social Care. Former Investigations Officer, Training Officer, Study Supervisor and Mental Health Social Worker with Nottinghamshire County Council. Chair of the Westgate Group for people with disabilities and their families.

Julie Payne
Founder member of Westgate Group. 20-year foster carer. Former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability. Adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.

Adrian Hartley
Father of a son with complex needs. Expert by Experience working with CQC Inspectors. Co-chair of Carers Space Notts, a carers forum in Nottinghamshire. Chair of the Respectful and Inclusive Language and Communication Learning and Action (a sub-group of CQC Supported Living Coalition). Member of the Learning Disabilities and Autism Physical Health Steering Group Nottingham and Nottinghamshire Integrated Care System (ICS) (LeDeR).

Dr Bradley Poulson
Semi-retired Management Consultant, Academic, and Non-Executive Director. Extensive experience gained working for three of the world's leading IT Services Corporations. Has held CIO and Executive positions within well-known high street retail, financial services, and public sector organisations.

Paul Evans
Director of Youth & Education at St John Ambulance. Strong background in voluntary sector leadership, education, youth services, homelessness and mental health. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.

Mark Bramble
Appointed 8th August 2022.
IT Engineer currently working for Walgreens Boots Alliance. Many years' experience of voluntary work for charities and civic organisations. Father of a son with learning disabilities.





Steve Shatwell
Chief Executive
Full-time



Julia Sandhu
Fundraising Director
Full-time



Alison Hall
Business Operations Director
Part-time



Sharon Card
Finance Director
Full-time

Company Particulars

Company Particulars

Registered Office
Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Registered Number
3724275

Charity Number
1076318

Principal Address
Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Auditor
Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield Nottinghamshire, NG18 1BL

Solicitors
Browne Jacobson, Mowbray House, Castle Meadow Road Nottingham, NG2 1BJ

www.reachuk.org

Report of the Independent Auditors

Report of the Independent Auditors to the Members of Reach Learning Disability

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2023 on pages 40 to 54. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). 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 auditors' 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.

Respective responsibilities of council and auditors

As explained more fully in the Directors' Responsibilities set out on page 36, the Council (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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

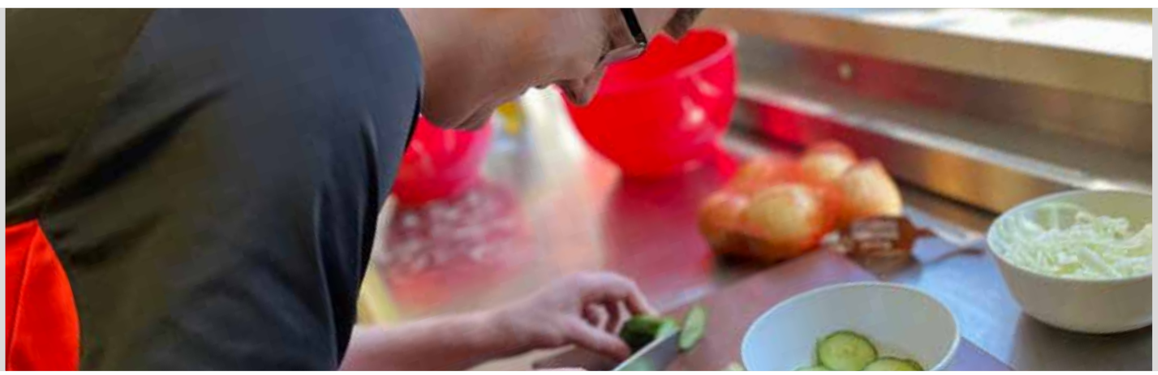
Opinion on financial statements

In our opinion the financial statements:

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

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.



Matters in which we are required to report by exception

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:

- 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 Council's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.

Beeley Hawley & Co Ltd.

Ray Callingham (Senior Statutory Auditor)
for and on behalf of Beeley Hawley & Co. Ltd
Chartered Accountants Statutory Auditors
44 Nottingham Road
Mansfield
Nottinghamshire
NG18 1BL

Date: .....6th November 2023.....



Statement of Group Financial Activities for the Year Ended 31st March 2023

	Notes	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Income from:					
Donations & Legacies	3	81,573	817,855	899,428	937,236
Charitable Activities	4	2,231,277	208,089	2,439,366	2,145,847
Investments		21		21	29
Total		2,312,871	1,025,944	3,338,815	3,083,112
Expenditure on:	6				
Raising Funds		107,906		107,906	103,282
Charitable Activities		2,074,706	483,618	2,558,324	2,425,064
Governance costs		11,905		11,905	10,834
Total resources used		2,194,517	483,618	2,678,135	2,539,180
Net incoming /(outgoing) resources.		118,354	542,326	660,680	543,932
Transfers between funds					
Total funds brought forward as previously stated		823,910	1,039,484	1,863,394	1,319,462
Funds carried forward		942,264	1,581,810	2,524,074	1,863,394

The above statement also serves as the Group's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.
There have been no recognised gains or losses in the year.

Balance Sheet as at 31st March 2023

	Notes	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Fixed Assets					
Tangible Fixed Assets	9	263,643	229,680	263,095	228,949
Investment Property	10	1,726,506	439,860	1,726,506	439,860
Investment in Subsidiary Co.	5			30,001	30,001
Loan	11		25,000		25,000
		1,990,149	694,540	2,019,602	723,810
Current Assets					
Debtors	12	253,313	191,598	199,817	98,576
Bank balances		860,986	1,337,231	809,983	1,297,712
		1,114,299	1,528,829	1,009,800	1,396,288
Creditors - amounts falling due within one year	13	81,570	130,241	36,535	66,976
Net current assets		1,032,729	1,398,588	973,265	1,329,312
Creditors - amounts falling due after one year	14	498,804	229,734	468,804	189,734
Net Assets		2,524,074	1,863,394	2,524,063	1,863,388
Represented by:-	18				
Unrestricted Funds					
General Fund		942,264	823,910	942,253	823,904
Restricted Funds		1,581,810	1,039,484	1,581,810	1,039,484
Total Funds Carried Forward		2,524,074	1,863,394	2,524,063	1,863,388

These financial statements have been prepared in accordance with the special provision of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 6th November 2023 and were signed on behalf by:

R Lannon.

Rachel Lannon- Chair

Statement of Group Cash Flows and Statement of Charity Cash Flows for the Year Ended 31st March 2023

	Notes	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Cash used in operating activities	1	843,478	704,345	831,973	854,360
Cash flows from investing activities					
purchase of fixed assets		(58,055)	(72,187)	(58,055)	(72,187)
purchase of investment property		(1,286,646)	(319,272)	(1,286,646)	(319,272)
loan repaid		25,000		25,000	
interest received		(21)	(29)	-	-
Cash provided by (used in) investing activities		(1,319,722)	(391,488)	(1,319,701)	(391,459)
Change in cash and cash equivalents in the year		(476,244)	312,857	(487,728)	462,901
Cash and cash equivalents at the beginning of the year		1,337,230	1,024,373	1,297,711	834,810
Cash and cash equivalents at the end of the year		860,986	1,337,230	809,983	1,297,711

1 Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Net movement in funds (as per the statement of financial activities)	660,680	543,932	660,675	544,149
Adjustments for:				
Depreciation/impairments	24,093	19,057	23,910	18,813
Interest received	21	29	-	-
Decrease (increase) in debtors	(61,715)	(33,316)	(101,241)	109,150
Increase (decrease) in creditors	220,399	174,643	248,629	182,248
Net cash used in operating activities	843,478	704,345	831,973	854,360

Notes to the Financial Statements for the Year Ended 31st March 2023

1. Accounting Policies

Accounting convention

The financial statements of the Charitable Company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Group financial statements

The financial statements consolidate the results of the Charity and its wholly owned subsidiaries Reach Learning Disability Care CIC and Reach Cafe CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the Charity itself are not presented because the Charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Governance costs

Governance costs include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

Allocation and apportionment of costs

In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

All the resources of the Charitable Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Charitable Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

Tangible fixed assets

Tangible fixed assets are capitalised and included at cost except for furniture and equipment purchased for clients' own accommodation which is written off in the year of purchase. Depreciation is provided on equipment put into use at 25% on cost and on alterations to leasehold premises over the remaining life of the lease. The Flower Pods are depreciated at 5% on cost over its estimated useful economic life.

Investment Property

Investment Properties are measured at fair value on an annual basis. Any surplus or deficit arising from changes to fair value is recognised in the Statement of Group Financial Activities.

2. Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiary Reach Learning Disability Care CIC & Reach Café CIC

The summary financial performance of the charity alone is:-

	2023 £	2022 £
Incoming resources	1,750,402	1,663,965
Gift aid from subsidiary company	86,400	33,950
	1,836,802	1,697,915
Expenditure on charitable activities	1,164,222	1,142,932
Governance costs	11,905	10,834
	1,176,127	1,153,766
Net incoming/(outgoing) resources	660,675	544,149
Total funds brought forward	1,863,388	1,319,239
Total funds carried forward	2,524,063	1,863,388
Represented by		
Restricted funds	1,581,810	1,039,484
Unrestricted funds	942,253	823,904
	2,524,063	1,863,388

3. Donations and Legacies

	2023 Unrestricted £	2023 Restricted £	2022 £
The National Lottery Community Fund - All Part of Life project		82,634	82,614
Community Donations & Small Grants	42,453	6,750	50,875
Edna Szwarc Will Trust	23,330		
Anonymous Funder (Trust) - Independent Transitions project		20,000	
Nottinghamshire County Council's Local Communities Fund - Future Forward project		15,407	
Oliver Ford Foundation - Healthy Horti project		15,000	
The Thomas Farr Charity - Healthy Horti project		12,755	
Tax Refunds	10,790		11,713
National Grid Community Matters Fund Fuel Poverty Plus - Fuel Focus project		9,983	
BNA Charity		8,065	
Co-op Local Community Fund - Ways to Wellbeing project		6,622	
CLA Charitable Trust - New horticultural learning at Flower Pod Southwell		5,564	
The Inman Charity	5,000		
The D'Oyly Carte Charitable Trust - Healthy Horti project		4,000	
National Grid Christmas Community Donation - Winter Warmers project		3,334	
Anonymous Funder (Trust) - Money Matters project		3,000	
Samworth Foundation: Transformation & Innovation Fund - Green Citizens project			87,582
Samworth Foundation: Young Voices Programme - ROSE project			66,812
Premier Modular - Donation In Kind			40,000
Masonic Charitable Foundation - Carers Matter project			16,996
The Jones 1986 Charitable Trust			10,000
National Lottery Awards for All - Mindfulness Garden project			10,000
Co-op Local Community Fund - Reach Southwell & Flower Pod Southwell			6,233
Nottinghamshire County Council's Local Improvement Scheme - Reach Together project			5,250
The Mary Robertson Trust			4,000
The Forbes Charitable Trust - Self-composting toilet project			3,000
	81,573	**193,114**	**395,075**
Southwell Accommodation Project			
The Jones 1986 Charitable Trust		250,000	
Mr D Thompson		80,000	40,000
The Edward Gostling Foundation		50,000	
The Clothworkers' Foundation		50,000	
Wolfson Foundation		50,000	
Bernard Sunley Foundation		50,000	
Anonymous Funder (Trust)		25,000	
Tax Refunds		20,000	30,592
The Baily Thomas Charitable Fund		15,000	
Accommodation Appeal		3,300	132,184
Garfield Weston Foundation			100,000
The Gemini Trust			100,000
Winifred Eileen Kemp Trust			50,000
The Lady Hind Trust			25,000
The Chetwode Foundation			8,000
The DRH No 3 Trust			5,000
JN Derbyshire Trust			5,000
		593,300	**495,776**
Big Give Christmas Challenge Appeal			
Big Give Christmas Challenge 2022 Donations & Pledges - Money Matters project		18,941	
Monday Charitable Trust (Charity Champion) - Money Matters project		7,500	
The Mary Robertson Trust (pledger) - Money Matters project		4,000	
Southwell and District Lions Club (pledger) - Money Matters project		1,000	
Big Give Christmas Challenge 2021 - Holidays & More project			19,718
		31,441	**19,718**
Government Grants			
N&SDC Coronavirus Grants			26,667
			26,667
	81,573	**817,856**	**937,236**

4. Charitable Activities

	2023 Unrestricted £	2023 Restricted £	2022 £
Reach Learning Disability Care CIC Income	1,588,392		1,419,118
Personal Budgets	590,997		525,253
Inspire Learning	-	135,912	123,579
Kickstart Grant	-		38,976
Short break holidays and trips	-	52,068	
Acitivities less £2,000	11,367		7,651
Flower Sales	3,625		6,849
Room Hire / Workshops	10,416		8,211
Property Rental	26,480		16,210
Other Grants -			
Nottinghamshire County Council Care Services Sustainability Fund		16,389	
Education and Skills Funding		3,720	



5. Commercial Trading Operations

Reach Learning Disability Care CIC

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2023 £	2022 £
Turnover	1,579,194	1,408,089
Other income	9,198	11,029
Investment income	21	29
Cost of sales and administrative costs	1,502,008	1,385,194
Net profit/(loss)	86,405	33,953
Amount gift aided to the charity	86,400	33,950
Retained in subsidiary	5	3
The assets and liabilities of the subsidiary were:		
Fixed assets	548	731
Current assets	190,898	166,490
Current liabilities	(131,435)	(97,215)
Long term liabilities	(30,000)	(40,000)
Total net liabilities	30,011	30,006
Aggregate share capital and reserves	30,011	30,006

Reach Cafe CIC

The wholly owned trading subsidiary Reach Café CIC is incorporated in the United Kingdom. It ceased trading during the year 2021. The Charity owns the entire share capital of £1 shares.



6. Expenditure Analysed by Purpose

	Costs of raising funds	Charitable activities	Governance costs	Total 2023	Total 2022
	£	£	£	£	£
Salaries, pensions and N.I.	100,468	772,908	9,505	882,881	885,228
Contracted labour / consultancy		42,910		42,910	58,721
Marketing and communications		1,316		1,316	2,081
Training costs		5,715		5,715	7,192
Travel and vehicle expenses		11,417		11,417	6,084
Rent and utilities		64,653		64,653	49,780
Maintenance and cleaning		24,743		24,743	17,824
Insurances		8,738		8,738	7,007
Office equipment and repairs		14,677		14,677	10,496
Printing, post and stationery		4,529		4,529	6,715
Telephone / internet	893	11,097		11,990	12,724
Website costs		871		871	169
Software subscriptions	4,001	10,666		14,667	12,002
Professional charges	757	3,655		4,412	10,936
Audit fee		-	2,400	2,400	2,330
Banking charges	231	603		834	1,540
Mortgage interest		5,438		5,438	4,123
Loan interest		2,037		2,037	-
DBS checks		429		429	773
Depreciation of fixed assets		23,910		23,910	18,813
Short break holidays and trips		21,852		21,852	-
Clients' activities		16,957		16,957	30,208
Clients' flower growing activities		5,825		5,825	2,913
Direct costs of Fundraising Events	1,556	-		1,556	4,298
Other costs		1,370		1,370	1,809
Commercial trading operations - Reach Care CIC		1,502,008		1,502,008	1,385,194
Commercial trading operations - Reach Cafe CIC		-		-	220
	107,906	2,558,324	11,905	2,678,135	2,539,180

The heading Salaries, Pensions and NI includes £67,731 in respect of employers N.I.

7. Net Incoming / Outgoing Resources

Net incoming resources are stated after charging:

	2023	2022
	£	£
Depreciation	23,910	18,813
Auditors remuneration	2,400	2,000
	26,310	20,813

8. Staff Numbers

The average number of employees throughout the year was as follows

	2023	2022
Management and administration	15	16
Service delivery	82	86
	97	102

The full time equivalent number of staff who received emoluments, including pension contribution, in excess of £60,000 are shown below:

Salary Band £	2023	2022
60,000 - 69,999	1	1
	1	1

9. Fixed Assets - Group

	Freehold Property	Leasehold Premises	Office & Other Equipment	Motor Vehicle	Total 2023	Total 2022
	£	£	£	£	£	£
Cost brought forward	72,187	268,602	53,914	29,998	424,701	352,513
Additions during year	17,414	40,641			58,055	72,187
Cost carried forward	89,601	309,243	53,914	29,998	482,756	424,700
Depreciation						
Brought forward		128,713	53,183	13,124	195,020	175,963
Charge for year	4,480	15,212	183	4,218	24,093	19,057
Carried forward	4,480	143,925	53,366	17,342	219,113	195,020
Net Book Value						
At 31st March 2023	85,121	165,318	548	12,656	263,643	229,680
At 31st March 2022	72,187	139,889	731	16,874	229,681	

10. Investment Property - Group

	Total £
Fair Value	
At 1st April 2022	439,860
Additions	1,286,646
At 31st March 2023	1,726,506
Net Book Value	
At 31st March 2023	1,726,506
At 31st March 2022	439,860

11. Loan

A loan was made to Golden Lane Housing Ltd, to assist them in the purchase of 33 Silvey Avenue Southwell, which was used by adults with learning disabilities. It was secured by a second charge on the property, was interest free and only repayable in the event of its sale or cessation of use by people with learning disabilities. The loan was repaid in full in November 2022.

12. Debtors

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Reach Learning Disability Care CIC trade debtors	131,031	119,441		
Personal budgets	87,148	62,189	87,148	62,189
Others	1,100	325		325
Reach Learning Disability Care CIC donation			86,400	33,950
Prepayments	34,034	9,643	26,269	2,112
	253,313	191,598	199,817	98,576

13. Creditors due within one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Expense accruals	36,654	44,205	5,819	16,000
Sundry creditors		1,000		1,000
Trade creditors	6,739	16,353	6,739	15,593
PAYE	2,793	35,571	2,793	14,963
Pensions	4,200	7,112		3,420
Bounce Back Loan	20,000	20,000	10,000	10,000
Mortgage	11,184	6,000	11,184	6,000
	81,570	130,241	36,535	66,976

14. Creditors due after one year

	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Bounce Back Loan	60,000	80,000	30,000	40,000
Loan	300,000		300,000	
Mortgage	138,804	149,734	138,804	149,734
	498,804	229,734	468,804	189,734

15. Operating Lease Commitments

At 31 March 2023 the Charity was committed to making the payment of £22,942 during the next year in respect of an operating lease expiring in 2035.

16. Payments to Trustees

No expenses were paid to Trustees throughout the year

17. Movement in Funds

	At 01.04.22 £	Net movement in funds £	Transfers between funds	At 31.03.23 £
Unrestricted Funds				
General Fund	823,910	118,354	-	942,264
Restricted Funds	1,039,484	542,326	-	1,581,810
	1,863,394	660,680	-	2,524,074

Net movement in funds included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted Funds			
General Fund	2,312,871	(2,194,517)	118,354
Restricted Funds	1,025,944	(483,618)	542,326
	3,338,815	(2,678,135)	660,680

18. Analysis of Funds

	General Fund £	Restricted Fund £	Total £
Tangible Fixed Assets	263,643		263,643
Investment Property	252,790	1,473,716	1,726,506
Debtors	253,313		253,313
Cash at Bank and in Hand	752,892	108,094	860,986
Creditors - due within one year	(81,570)		(81,570)
Creditors - due after one year	(498,804)		(498,804)
	942,264	1,581,810	2,524,074

19. Secured debts

Bank borrowings are secured by a First Legal Charge over 1a Sheridan Close, Balderton, Newark, Nottinghamshire. NG24 3RB.

20. Accommodation

On 19 December 2018, Reach Learning Disability took possession of the Freehold Title of the property, Springfield Bungalow, Halloughton Road, Southwell upon which we are building a facility to accommodate 12 adults with learning disabilities. At this current time, the property itself is subject to an encumbrance by virtue of a Section 106 agreement which will be released once the aforementioned property has been built and is occupied. In our opinion, the value of this encumbrance equates to the open market value of the property as it stands and therefore, at this stage, the only asset value that is recognised on the Balance Sheet is in relation to capitalised costs expended to date in the construction.



Our Supporters, Partners and Associates

Christmas Challenge BigGive

COMMUNITY FUND

Inspire Adult Learning
Culture | Learning | Libraries

The Jones 1986 CHARITABLE TRUST

Bernard Sunley Foundation Since 1960

The Edward Gostling Foundation
Enhancing Quality of Life for People in Need

The Wolfson Foundation

THE CLOTHWORKERS' FOUNDATION

Provincial Grand Lodge Nottinghamshire

The Baily Thomas Charitable Fund

Lions International

funded by
Nottinghamshire County Council

Accreditations, Awards and Memberships

The Queen's Award for Voluntary Service

Inspected and rated Outstanding
Care Quality Commission

Reach Learning Disability Care

TRUSTED CHARITY MARK LEVEL 1
NCVO Awarded: October 2020

CYBER ESSENTIALS

FR Registered with FUNDRAISING REGULATOR

INVESTORS IN PEOPLE™
We invest in people Gold

ARC England Member

2023
NCVO MEMBER

Thanks to our Supporters

To every person, community, company, grantmaker and organisation who has supported our work this year – thank you.

Actons Solicitors
ASDA Newark
Averham, Staythorpe & Kelham Gardening Club
Bernard Sunley Foundation
Beekeepers John Britton and Ian Saunders
Geoffrey and Dianora Bond
Boshier-Hinton Foundation
Carnill & Co
CLA Charitable Trust
Pat Dean & Sue Powelll
Deerstock Music Festival
Dominic Joyce, Filmmaker
Door Stop International
Edwinstowe & The Dukeries Lions Club
Edwinstowe Lodge Freemasons No 3998
EMEC Ecology
Experian corporate volunteers
Farnsfield Community Spaces
Farnsfield Friendship Club
Farnsfield Local History Society
Farnsfield Methodist Church
FarmEco
Good News Journal
Greenio
Green Southwell
Heron Foods
Holy Trinity Ladies Group
Inner Wheel Club of Mansfield
Inspire Learning
Jigsaw Planning and Development
Lincolnshire Co-op Community Champions
Lowe's Wong Junior School
Mansfield CVS
Minster Lodge of Freemasons No 8510
MinsterFB
Monday Charitable Trust
Morrisons Newark
National Grid- Community Matters Fund Fuel Poverty Plus
National Grid corporate volunteers
National Grid Christmas Community Donation
Newark Advertiser
Newark and Sherwood Community Lottery
Newark and Sherwood CVS
Newark and Sherwood District Council
Newstead Abbey Volunteers
NHS Supply Chain corporate volunteers
Nottingham Trent University Brackenhurst
Nottinghamshire Community Foundation
Nottinghamshire County Council Local Communities Fund
Nottinghamshire Freemasons and the Masonic Charitable Fund
Nottinghamshire Wildlife Trust
Oliver Ford Foundation
Paddleplants
Potwell Dyke Grasslands Conservation Group
Premier Modular
Prime Print
Reach Bridge Club
Ridgeway Marketing
Robin Hood Lottery
RT Warburton Memorial Fund
Samworth Foundation
Screen Pop
Southwell & District Lions Club
Southwell Co-op
Southwell Life Magazine
Southwell Cricket Club
Southwell Minster
Southwell Music Festival
Southwell Town Council
St Michael the Archangel Church
Staythorpe Power Station
T4 Sustainability
Tesco Community Grants
The Arnold Clark Community Fund
The Baily Thomas Charitable Fund
The Bereavement Trust
The Blakemore Foundation
The BNA Charitable Incorporated Organisation
The Bramley
The Bramley Fund
The Clothworkers' Foundation
The Co-op Local Community Fund
The DB Wood Newark Half Marathon
The D'Oyly Carte Charitable Trust
The Edna Szwarc Will Trust
The Edward Gostling Foundation
The Forbes Charitable Foundation
The Gemini Trust
The Gordon Trust
The Handicentre
The Hockerton Housing Project
The Inman Charity
The John Starkey Charitable Trust
The Jones 1986 Charitable Trust
The Mary Robertson Trust
The Minster School
The National Lottery Community Fund
National Lottery Awards for All
The Poyser Fund
The Riley Motor Club
The Thomas Farr Charity
The Wolfson Foundation
David Thompson
Thurgarton WI
UMC Architects
Viking Challenge
Virgin Media corporate volunteers
Volunteers, each and every one
Westhorpe Fund











Reach Learning Disability
Prebend Passage
Southwell, NG25 0JH

www.reachuk.org

01636 819066

info@reachuk.org

reach

Registered Charity Number 1076318

@ReachLearningDisability
@ReachLDCare
@flowerpodsouthwell

reach_learning_disability
flowerpod_official

@reach_ld
@FlowerPodReach

Writing and layout: Reach staff and Beryl Pettitt **Photographs:** Beverley Rayner and other Reach Staff

REACH LEARNING DISABILITY

England & Wales - Charity number 1076318

Accounts

reach
learning disability



Reach Learning Disability

Annual Report and Accounts

2021/22

Supporting people with learning disabilities in Nottinghamshire

Contents

3 Who We Are and What We Do
3 Where We Work
4 Chair's Report
5 Chief Executive's Report
6 Financial Review
7 A Strategy for Impact and Growth 2020 – 2023
8 About the People We Support
9 Average Weekly Client Facing Hours
10 Fundraising Statement
12 Partner Story
13 Out and About
14 Centre Focus
20 Southwell Accommodation Project
21 David's Story
22 All Part of Life Project
23 Volunteer Stories
24 Carers Matter Project
25 ROSE Project
26 Reach Learning Disability Care CIC
27 Reach Care Story
28 Structure, Governance and Management
31 Officers of Reach Learning Disability
32 Company Particulars

ACCOUNTS

33 Annual Accounts
49 Our Supporters and Partners
52 Accreditations, Awards and Membership

Who We Are and What We Do

Reach's overall goal is to enable people with learning disabilities in Nottinghamshire to achieve a good life in the community. The charity started life as Southwell Care Project in 1999, set up by parents who were worried about the lack of local services for their family member with a learning disability. We now reach people from across the county, supporting 250 regular clients a week at our centres.

Our day centres are Reach Mansfield, Reach Newark, Reach Southwell, Flower Pod Southwell and Flower Pod Newark. We offer over 50 weekly courses at our centres, as well as socials, day trips, holidays and supported volunteering. Our popular holidays and trips create further opportunity for our clients to gain vital skills and confidence.

Our domiciliary care agency, Reach Learning Disability Care CIC (Reach Care), provides high-quality one-to-one care support for people with learning disabilities. Since 2018 this service has been rated Outstanding by the Care Quality Commission (CQC) – less than 4% of adult social care organisations achieve this.

We also run best practice projects to enable people with learning disabilities and their families to achieve a better quality of life. Examples of two such projects can be found on pages 22, 24 and 25. Work on our long-awaited accommodation for adults with learning disabilities in Southwell has begun. More information about our Southwell Accommodation Project is on page 20.

Where We Work

Our services are available to people with learning disabilities across Nottinghamshire and include:

- **Courses and activities at our five centres**
- **One-to-one care support from Reach Care**
- **Accommodation services**
- **Support for family carers**
- **Holidays, day trips and social activities**





Chair's Report

As the new Chair of the Board of Reach Learning Disability, it is my honour to begin my report by giving thanks to David Thompson who retired in November as Chair. David was a founding Trustee of the charity and served as Chair for 20 years, and his passion, commitment and tenacity have been the driving force behind our development into the extraordinary organisation we are today. David's vision and drive have resulted in many people with learning disabilities achieving a good life in the community.

I must also offer further thanks to two other long-serving Trustees who retired in November 2021. Keith Harding and Madeline Oliver have both served the organisation over many years, and we thank them for their commitment in supporting the charity through its development.



My personal involvement with Reach started in 2016 when I was engaged as a Business Performance Consultant funded by a grant from the Cabinet Office's Local Sustainability Fund. I was so impressed by the ethos of the organisation and the positive impact Reach has on the lives of the people it serves that I couldn't bring myself to leave when my contract came to an end. I joined as a Trustee and am now proud to be continuing David's legacy as Chair.

There is no doubt that I am taking over from David during difficult and yet exciting times. Despite staffing challenges presented by the Covid-19 pandemic and the nationwide staff shortage in the care sector, we have continued to strive to provide outstanding support to clients and their families. It has of course also been a challenging year financially. With sound financial management we are weathering the storm and continue to be in a secure position.

Our strategic approach to achieving an enduring and positive impact for people with learning disabilities, their families and carers is to offer varied, personalised services. We have developed a unique model of support comprising day services, care support, accommodation and best practice projects. This blend helps provide sustainable and diverse income streams. In the past two years, we have made significant progress in extending this model. We have broadened our offer through the creation of an additional day centre, and we have purchased our first property to provide living accommodation to clients. The construction of our two new supported living houses for 12 people in Southwell is well underway. We successfully achieved our fundraising target and with the help of a contingency loan we have a plan to meet the increased building costs.

As we face the year ahead, we remain committed to the careful management of this precious organisation while looking for new opportunities to further our purpose as a charity. We have an outstanding management team who, along with our staff, have shown exceptional commitment and flexibility to sustain excellence throughout the pandemic. Our Board of Trustees bring a wealth of experience and skill to the collaborative governance of the organisation. Our volunteers give their time and expertise so willingly and add value to everything we do. It is to all these people I give my sincerest thanks for everything we have achieved over this past year.

Rachel Lannon
Chair





Chief Executive's Report

Dealing with the aftermath of the pandemic has, in its own way, been as challenging as the previous 12 months. Bringing our day service clients back into our buildings-based service has required much sensitivity from our amazing staff team. Inevitably, our client-facing colleagues are fatigued from what has been the most challenging time in the charity's history. As to be expected, fundraising for our new accommodation project in Southwell has been all consuming and has, quite naturally, stretched our limited resources in this area of our operations.

In Spring 2022 after an enormously successful fundraising campaign, we completed the demolition of the bungalow previously on site and commenced construction of our two new supported living houses. Their completion, targeted for next April, will be the culmination of a 23-year-long held dream for the charity. Along with a bungalow purchased in Newark this year, to accommodate two clients, this marks a major strategic move for Reach into residential property ownership. This, effectively, completes the circle for us in terms of provision of supported living, care support and day service activities.

Our Care Quality Commission (CQC) 'Outstanding' rated domiciliary care company, Reach Care, has, like most health and social care organisations across the UK, struggled to recruit staff to fulfil the contracts we currently hold. We hope that commissioning authorities will soon recognise the immense skill, experience and dedication of the social care workforce and their value to society and enable us to remunerate them appropriately.

This year saw the completion of our latest day service base: Flower Pod Newark. A wonderful two-acre site central to Newark-upon-Trent, it is already thriving and delivering horticultural therapeutic activities for over 40 adults with learning disabilities in the town. Grateful thanks go to Premier Modular who gifted the building and its installation. It has already made such a huge difference to the lives of so many people.

This last year, we have substantially increased our work supporting parents and carers who, having navigated the pandemic, now face enormous challenges with care staff shortages, tightening Local Authority budgets and cost of living increases. Our 'Carers Matter' Project Manager has worked tirelessly to support parents and carers of Reach clients with some immensely satisfying outcomes.

One of our proudest achievements has been the completion of a three-year best practice project called the ROSE (Reach Out Stop Exploitation) Project. We trained 14 Reach clients as Peer Mentors who, in turn, delivered



training on positive relationships and how to stay safe from sexual exploitation to schools, colleges, social work teams and organisations around the county. Just another great example of Reach working at the cutting edge of our sector.

This year has been challenging for us financially and, already, next year looks equally daunting. However, I truly believe that maintaining the quality we deliver at every level of the organisation is imperative to our long-term sustainability and survival. Our strategic focus going forward is all about doing more of what we excel at. As ever, I must end by recognising the loyalty and commitment of all our staff and volunteers who make Reach the unique and special organisation that it is.

Steve Shatwell
Chief Executive

Financial Review

Reach's consolidated accounts show a net income of £3,083,112, an increase of 5.7% on last year and a surplus of £543,932, with an unrestricted component of £30,649. This increases our unrestricted funds to £823,910, a 3.9% increase on last year.

Our restricted funds have increased to £1,039,484 as our accommodation appeal successfully secured additional funds to meet the cost of building our two supported living houses in Southwell. Further funds are pledged and will be drawn down in the next financial year as construction continues.

Principal funding for Reach Learning Disability, the charity, has continued to come through its charitable activities. With a phased return to our day centres, and the investment in an additional day centre, Flower Pod Newark, we have been able to grow our personal budget income from Nottinghamshire County Council by 9% whilst maintaining our contract with their adult community learning service (Inspire Learning).

Our project funding from the National Lottery Community Fund, The Masonic Charitable Foundation and Samworth Foundation Young Voices has continued into this year.

Government grants totalling £65,643 were received.

Our expenditure on charitable activities increased by 12.8% to £2,425,064. This increase is largely due to an uplift in salaries reflecting the need to remain competitive in the employment market and the staffing of new additional services.

We have seen the income from our domiciliary care business, Reach Learning Disability Care CIC, fall by 2.9% to £1,419,118. Our recruitment challenges mirror those experienced nationally across the care sector, leading to managed contraction in order to maintain safe services.

Government grants added £11,029 to the CIC's income during the year.

The surplus for the year has resulted in a donation to the charity of £33,950.

With the addition of Flower Pod Newark to our day centres, the purchase of a supported living bungalow, and commencement of building two additional supported living houses, our fixed assets have increased by £372,401 to £669,540.

Our cash balances total £1,337,231 at the year end, a movement of £312,858 during the year, with £1,039,484 restricted in use.

Sharon Card
Finance Director



A Strategy for Impact and Growth 2020 – 2023

The Issue

People with learning disabilities are at higher risk than other people of poor physical and mental health, loneliness and social exclusion.

Barriers to Inclusion

Low self-esteem, low confidence, poor skills, negative perceptions, lack of opportunity.

Our Vision

A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

Our Mission

We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment and compassion of our team.

What We Offer to Achieve Change

- Courses and social activities
- Outreach courses around the country
- One-to-one care support
- Supported volunteering opportunities
- Volunteer led activites
- Supported holidays and trips
- Accommodation solutions
- Family support
- Special projects to tackle exclusion.

Our Strategic Direction for Growth 2020-23

- Reach more people
- Increase delivery of activities & services to achieve impact
- Introduce new services to meet identified needs
- Continue innovating new solutions to promote inclusion.



Difference Made

More people with learning disabilities and their families will have:

- More independent lives with greater voice and choice
- Improved physical and emotional health
- The skills and knowledge they need to stay safe
- More opportunities to participate in community life.

Impact More people with learning disabilities in Nottinghamshire achieve a good life in the community.

Our Values

- Everything we do should inspire **trust** and **confidence**
- We all need to feel **safe**, encouraged and valued
- Everyone has the right to **aspire**
- Understanding **individual needs** takes time and care
- We all have the right to share in the **life of the community**
- The **voices** of people with learning disabilities AND their families must be heard
- Our commitment to **high standards** must underpin all that we do.

Critical to Success

- Expert, knowledgeable, caring staff
- Dedicated volunteers including peer mentors
- Welcoming, accessible venues
- Engaged community and funders
- Strong networks and partnerships
- Person-centred, creative, flexible approaches
- Reliable income streams
- Effective infrastructure
- A learning culture.

About the People We Support

People with learning disabilities face disproportionate risk of disadvantage, for example:

- "Research has shown that, on average, people with a learning disability and autistic people die earlier than the general public, and do not receive the same quality of care as people without a learning disability or who are not autistic." (NHS LeDeR website leder.nhs.uk – Learning from Lives and Deaths 2021/22).
- "Over 1 in 3 people with a learning disability said that being bullied is one of the things they worry about most when they go out." (Mencap research, 2019).
- "People with a learning disability may be more likely to experience deprivation, poverty, abuse and other negative life events earlier on in life." (National Institute for Health and Care Excellence, 2016).
- The number of older people we support who still live at home with parents in their seventies and eighties is growing. Many have been unable to make decisions about the future.
- A recent survey amongst Reach family carers showed that worries about the future including financial issues were major causes of anxiety.
- About 40% of our clients live in areas where the general population is at risk of economic and financial exclusion, including within certain Mansfield and Newark wards identified as being in the 10% & 20% most deprived in the country. (Indices of Multiple Deprivation 2019).
- Clients tell us about exclusion linked to rural isolation, with patchy local transport and lack of affordable social housing being priority concerns for many.
- Challenges within the learning disability care sector are complex and not always understood even by policy-makers or the media. The needs of people with learning disabilities don't always seem represented in generic initiatives to address social mobility and health inequalities (cf Intellectual and Physical Disability, Social Mobility, Social Inclusion & Health. Centre for Disability Research, Emerson et al 2009). Our clients want to have a voice in the decisions that affect them and actively contribute to their community.

The above are just some of the factors that exclude people with learning disabilities. This disadvantage puts them at higher risk than average during times of change and societal upheaval – for example, "people with a learning disability have died from COVID-19 more than 6 times the rate of the general population." (Mencap report & website 2022 My Health, My Life: Barriers to healthcare for people with a learning disability during the pandemic 2020).

Now as we face the cost-of-living and social care recruitment crises, people with learning disabilities and their families are again likely to be amongst the first and worst affected.



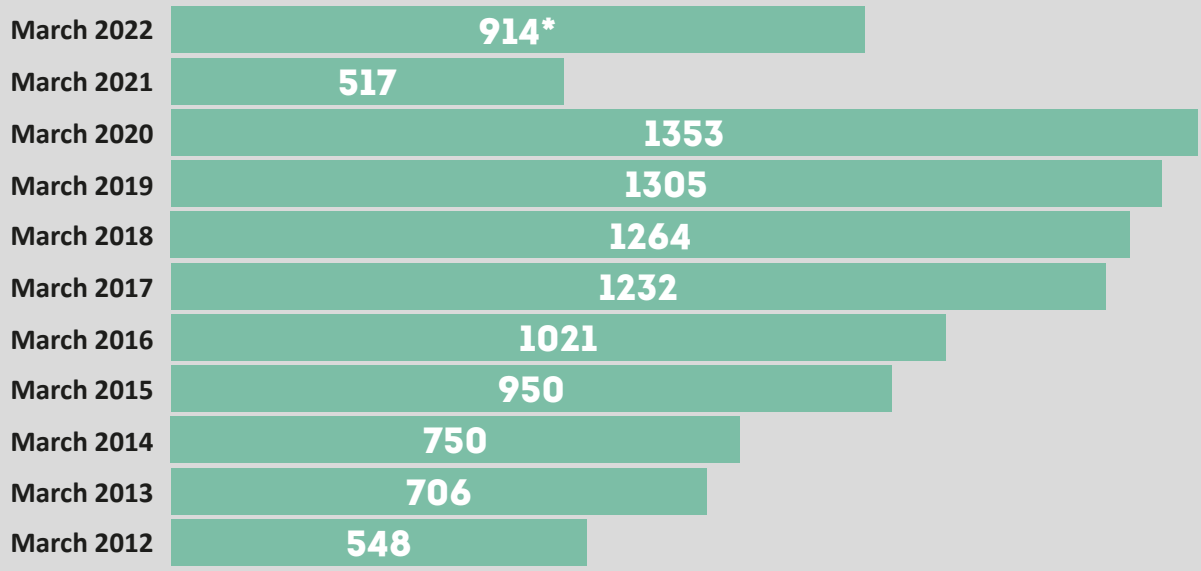
"[...] it is broadly estimated that approximately 2% of the adult population will have a learning disability, however a significant proportion of this group will not be known to health or social care services. Evidence shows estimates vary because many adults with mild learning disabilities do not use specialist learning disability services, and are unlikely to self-identify as having a learning disability.

It is predicted the number of adults in Nottinghamshire with a learning disability is expected to increase from 15,227 in 2017 to 16,660 in 2035. The greatest increase in prevalence will occur within the 65+ age groups." (Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019).

Average Weekly Client Facing Hours

Reach Learning Disability

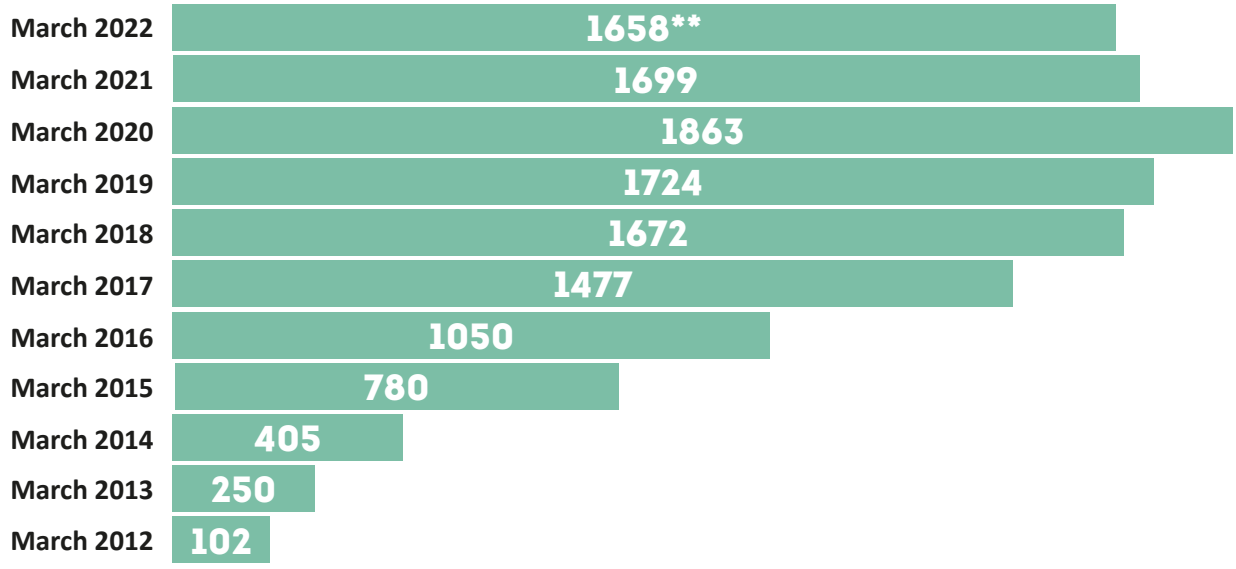
Day Service Hours



* Our 2021/22 weekly day service client-facing hours increased in 2021/22 as we gradually moved away from our alternative services developed during the Covid-19 pandemic, returning to a building-based service. We expect this to continue this year, returning to pre-pandemic levels by the end of 2022/23.

Reach Learning Disability Care CIC

Care Support Hours*



* Care support hours include sleep and waking night shifts.
** Our 2021/22 weekly care support hours are lower than in previous years due to not having the required number of employees to deliver a full and safe service. This is due to the ongoing challenges in social care recruitment. You can read more about this in our Reach Care report on page 26.

Fundraising Statement

Looking forward, there is no doubt that 2022/23 will be a challenging year. The likely impact of the cost-of-living crisis on our fundraising is of great concern. We are looking to our funders and supporters to help us to once again rise to the challenge, and enable our delivery colleagues to support our clients and families through this difficult time. As can be seen throughout this Report, those who support us can rest assured that their money is well spent and makes a real difference to the lives of some of the most vulnerable people in society.

Our approach

It has cost the charity £1,039,650 to provide services to people with learning disabilities this year. Approximately £727,000 was met from personal budgets, trading, contracts and business grants. The outstanding balance of £312,650 has been raised from grants, donations from organisations and individuals, and events. This voluntary income adds value to our service and enables staff to deliver innovative, bespoke and holistic responses to the needs of clients and family carers.

Our approach is to achieve good return for our time and resources to meet the charity's current financial needs whilst developing longer-term income streams. Applications to grant-making organisations forms the foundation of our fundraising, but stewarding current relationships, building individual income streams, and working closely with community groups and companies are also important. During the first part of 2021/22, securing major grants for our Southwell Accommodation Project was a particular focus.

Fundraising is managed by a small team who also coordinate marketing communications for the entire charity, including managing our digital platforms. Specialist volunteers, freelancers, and agencies provide us with communications and technology services when required.

During 2021 we ran two appeals, communicating with supporters who have opted in to receive appeal information and via local media:

- In Spring 2021 we launched our 'At Home in My Community Appeal' to help fundraise for our Southwell Accommodation Project. We aimed to raise £125,000 to secure a matched funding donation of £125,000 from a generous benefactor. We exceeded our target thanks to the ongoing generosity and kindness of local people, including those who took part in challenge events. To inform the community about the project, we ran a free-to-enter 'Design your Dream House' competition with local schools, held a donor engagement 'Cream Tea' event and undertook extensive PR.
- Big Give Christmas Challenge — we once again participated in this national matched funding initiative, exceeding our target of £30,000 towards costs of running day trips and holidays, which have been so sorely missed by our clients.

Changing social restrictions due to Covid-19 throughout 2021 continued to affect community and event planning. However, in addition to participation in virtual events like the Virtual London Marathon, supporters did participate in safe 'real-life' events, including a summer sky-dive and the Virgin London Marathon.

The Fundraising Team also submits our annual tender to Inspire Learning. We are proud of securing a contract each year, enabling centre teams to deliver exceptional learning experiences.

Voluntary scheme for regulating fundraising

Reach complies with current fundraising regulatory standards. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We subscribe to the Fundraising levy. Information about the Code is provided in training to staff, volunteers and third parties involved in our fundraising. A link to the Fundraising Regulator's website is provided on our website.





All privacy notices, including our supporter privacy notice, are available on our website or from the fundraising team. We do not swap or sell our supporter data.

Supporters can change communication preferences at any time. We comply with General Data Protection Regulations, working with colleagues to review and improve policies and procedures.

We will continue to work to ensure transparency about how we fundraise.

Vulnerable people

Our Ethical Fundraising Policy includes our approach to the protection of vulnerable people. The policy is available on our website or from the Fundraising Team. All Fundraising staff and volunteers undertake safeguarding training every year and can seek advice from colleagues with expertise on issues relating to vulnerable people.

Complaints and compliance

Our Fundraising Complaints Policy explains how an individual can complain and is available on our website. We did not receive any complaints about fundraising during 2021/22. Staff and volunteers are made aware of policies and procedures pertaining to fundraising, including complaints, ethical fundraising, data protection, and safeguarding of vulnerable people. This happens through inductions, team meetings, email updates, and training. We use a specialist fundraising database to ensure compliance with GDPR, Fundraising Code of Practice and related regulations and laws.

Monitoring activities

- Staff members and volunteers across Reach help with fundraising. Planned activities are clarified and supervised by the Fundraising Team who provide guidance, including on risk assessments.
- Service level agreements or contracts are in place with third parties proportionate to our relationship and any expected return. These outline key responsibilities, timelines, milestones, target income, handling and processing of monies, data protection and confidentiality, complaints process, and how to describe our relationship with the third party. We ensure correct safeguards are in place with parties that are fundraising on our behalf. We explain to them about the Code of Fundraising Practice, data protection, safeguarding and ask them to confirm compliance.
- Trustees are informed of performance against fundraising plans and budget at quarterly meetings, and are apprised of emerging risk relating to fundraising.
- Fundraising staff undertake regular training and professional development via Reach's online training portal and fundraising-specific training providers. As Fundraising Director, I am an individual member of the Institute of Fundraising. I work with the Team to regularly review compliance and practice, to address training needs, and to deliver fundraising training and updates as appropriate.

Summary of Future Objectives – 2022/23

- Secure £300,000 in revenue income and small capital grants
- Increase number of multi-year grants
- Secure outstanding balance for final build stage of accommodation project and outside area
- Grow diversified, unrestricted income streams to ensure stability and sustainability
- Communicate impact and stories using multi-modal channels.

The Fundraising Team thanks all local and national supporters for their generosity during the past year, and thanks our colleagues and volunteers for their help.

Julia Sandhu
Fundraising Director







Partner Story – Association for Real Change (ARC England)

As a local charity, Reach is firmly rooted in Nottinghamshire. Every day, our staff connect with local health and social care agencies, district and county councils, community and voluntary sector organisations, and local funders to help improve quality of life for people with learning disabilities in our county.

However, we also believe it is important to be part of national conversations about the very complex challenges facing the learning disability sector today. The Association for Real Change (ARC England) is a national membership organisation providing support for learning disability organisations. Through ARC England we can connect with other providers facing similar issues, share best practice, and have our voice heard by national policymakers through ARC England's lobbying and networking. This all helps us to make better informed decisions and to provide the best possible quality of service to people with learning disabilities in Nottinghamshire.

Recent examples of how membership of ARC England has made a difference to Reach's work include:

- Updates about legal decisions around sleep-ins and national minimum wage.
- Guidance on interpreting fast-moving government policy and decisions during Covid-19, including social restrictions, clarification of position regarding vaccination and help with PPE.
- Updating the Department of Health and Social Care (DHSC) about sector challenges ensuring the voice of learning disability could be heard alongside that of the age-related adult social care dominant voice and assumptions.

Right now, like most providers, we face multiple challenges. The shortage of quality care support workers is impacting on Reach Care, whilst the cost-of-living crisis and ongoing Covid-19 issues threaten growth and development. By being part of national conversations about how to tackle such complex difficulties, we can continue striving for a sustainable future.

"As members of ARC England since 2015, Reach's input into our work is highly valued; their role in our 2021 Virtual Visit with DHSC and Care Quality Commission colleagues played a vital part in driving home the message about what life is really like in learning disability services and how hard staff worked during the pandemic to maintain excellent care.

Providers coming together under the ARC England banner to represent the sector's needs has never been more important. Below-inflation fee uplifts, a recruitment crisis and the steep rise in living costs is affecting services, staff and supported people. We are lobbying the Government to make their Fair Cost of Care exercise more representative of the learning disability sector and continuing to bring members together to share best practice in offering high quality, person-centred care.

The creation of the ARC England Learning Disability Research Unit will tackle the problem of a lack of available data about learning disability social care. This will allow new insight into the sector's size and value, providing a knowledge base to inform business planning and shape policy making. As an ARC England member, Reach will be invited to take part in a quarterly CEO Confidence Index which will track sector health across a range of key indicators.

Reach provides an outstanding example to fellow ARC England members and the wider learning disability and autism sector, and we look forward to continuing our relationship for many years to come."

Clive Parry, ARC England Director
Liz Collins, ARC England Relationship and Communications Manager



I LIKE GOING TO DIFFERENT PLACES WITH MY FRIENDS

Amelia, Reach Mansfield













I LIKE SWIMMING WITH MY FRIENDS AT REACH

Laura, Reach Southwell









I ENJOY BEING WITH MY FRIENDS

Steve, Reach Mansfield



Centre Focus



Chantelle Welsher
Group Manager - Client Services

2021 was of course another testing year with Covid-19 still very much having an impact on our centres. I thank our clients, families, volunteers and staff who have so willingly complied with the necessary safety mitigations.

Friends sometimes ask me, “what do people actually do at Reach?” Well, there’s no easy answer because what we offer at each of our centres is so diverse. Each week people are enjoying over 50 courses, projects and socials which add up to a lot of learning and fun.

At the same time, our centre staff work with clients and families to tackle some very deep-rooted issues. It’s not just the courses and projects that make the difference, but the work that goes on ‘around the edges’ — for example, a Manager noticing that someone is unhappy, and working closely with the individual to address the issues.

All Reach centres have their own unique character and facilities; we are fortunate that, across our service, we offer beautiful outdoor spaces, well-resourced training kitchens, halls for sports and drama/creative activities, and some very nice classrooms. But it is the dedication, care and creativity of our staff and volunteers that has the true power to change people’s lives.

We know there are many more people we could be reaching. Funding from Nottinghamshire County Council’s Local Communities Fund will help me and the Centre Managers to build capacity and ensure we are here for the long-term. This includes developing our relationships with stakeholders, including councils, commissioners, schools and other charities. I thank all our staff, funders and partners who help us to offer creative, enriching learning and social experiences.

Green Citizens Project

As with many other big issues, people with learning disabilities are still too often left out of conversations about environmental sustainability. Our Green Citizens programme will enable clients at our Flower Pod centres to play active roles in their communities as environmental protectors and leaders.

Funding through the Samworth Foundation’s Transformation & Innovation Programme is helping to introduce new green technology, equipment, and wildlife spaces to both Flower Pod sites. This will help transform our capacity to manage water and energy, and improve biodiversity.

Clients are getting involved with capturing the story of change at each Flower Pod and will share this with other local people and organisations, including visitors to the sites. Clients will become empowered to confidently share their own passion for nature, and to actively contribute to Nottinghamshire’s green future.



Phil has attended Reach for many years, including undertaking volunteer roles. Most recently he has undertaken mentoring and leadership roles within ROSE and Green Citizens. He says: “I like coming to Flower Pod to give my gardening experience to other clients – like with the ROSE project, mentoring. It gets me out of the house and I can see my friends. I like nature and watching the wildlife.”

Centre Focus



Maria Williams
Reach Mansfield - Centre Manager

Over the past year, we have seen a steady growth of clients attending the centre with some new faces joining us. We have increased the sessions we deliver to keep up with the demand and are looking into increasing daily sessions once more so we can have additional clients attend Reach Mansfield in the near future.

Early in 2022, clients took part in the Get Wise project to produce two short films which were shared with families and carers. This opportunity enabled clients to find out about how a film is put together – from writing the storyboard, working on lines and making props, to understanding camera angles and working as a team on the production.

It's been wonderful to get back to producing our seasonal concerts again. We love putting them on for our family carers and local community, who always give us great feedback. It's great to see clients' smiles getting bigger with every performance as they grow in confidence. Singing and dancing as a group brings so much joy!

We nominated Amelia Page, a Reach Mansfield client, for a Mansfield Rotary Club Courage Award this year for her positive outlook on life. Reach staff have seen Amelia's confidence grow while she has been attending the centre – she brightens up everyone's day and always has an 'I'll give it a go' attitude. She received her award in person, alongside a civic citation from the Mayor of Mansfield. Well done Amelia – we are all proud of you!



Katie's Story

In 2021, Katie Foulstone started working at Reach Mansfield under the Government Kickstart Scheme. She soon became a fantastic member of the Mansfield Team who fits in well with everyone. We offered her a permanent contract this year as a Project Coordinator to help facilitate the courses and activities we offer to clients.

"Everyone must start somewhere in their career and my start was at Reach! Stepping into the role of Project Coordinator, I have encountered fun challenges and experiences that have helped me develop my abilities. I assist clients in the classroom, teaching people important life skills — I get to see clients learn new topics, expand their interests and grow with each session they attend. The Mansfield team has encouraged me since the beginning and are committed to making Reach a safe, inclusive space for everyone. I can confidently say that I love going to work."

Centre Focus



Vickie Ward
Reach Newark - Centre Manager

We have worked hard to gradually increase the number and range of courses, enabling clients to return to fun, safe activities that build confidence and self-esteem. Our flexible, enthusiastic staff, tutors and project coordinators, are skilled at adapting each session they deliver to meet the needs of each client. Let's not forget, too, our wonderful volunteers who bring their own unique skills and experiences to share with clients.

One of my highlights is our Drama group's performance of The Lion King in front of a full house. The atmosphere was one of excitement as clients sang, acted and danced their way through the show to demonstrate their skills, self-confidence and teamwork. The group has already decided what they want to perform next, and we are looking forward to a pantomime at Christmas!

We have listened to our clients about how services should return and evolve, and how we can create a safe environment which remains positive for learning. Each term, clients complete learner feedback forms that help us shape our courses around individual needs and interests. We update our 'You Said: We Did' board regularly to keep everyone informed of the positive changes made as a result of this feedback.

At our learner forums, client representatives report on feedback they have gathered from their peers. Tutors use this information to shape their course content. For example, clients fed back that they'd like to learn about Egyptian history. The Tutor, Hayley, developed a course accordingly, with clients creating their own canopic jars. It is also thanks to learner forum representatives that the immensely popular weekly bowling sessions returned as soon as it was safe to do so.



Lorraine's Story

Lorraine has been attending Reach Newark for 13 years and has been a Client Representative since 2019. Lorraine shared:

"I love coming to Reach. It gets me out the house and I get to see all my friends and staff. Currently I do the Craft and the Sit and Be Fit classes. I love making things and I enjoy keeping fit.

I am the Client Representative for the Sit and Be Fit class which I really enjoy. It is an important job to have as I am the voice of my class. I like being able to listen to my friends and get their views as well as any suggestions they would like to make for the next term.

We all get together at the forum and bring any new ideas or make note of whether anyone needs any equipment for their class. At the last forum, my class decided we wanted to learn more about animals and movements as well as learning Makaton animal signs. I took this to the forum and then our Tutor, Romany, made it happen for the following term, which made us all very happy."

Centre Focus



Helen Davenport
Reach Southwell - Centre Manager

Our focus at Reach Southwell has been about safely re-engaging with each other and the community.

In March 2022 clients used their cooking skills to prepare a two-course meal for family carers to thank them for their support, working together to serve and greet guests. Carers said they really appreciated the effort clients made and enjoyed the opportunity to come together as a group.

We have supported clients to build confidence in accessing the community. Our In, Out and About group have played golf at Norwood Park, tried bowls at the local green with support from some of the club's members and enjoyed a walk in Rufford Park. Just being able to have a cup of coffee with friends has given everyone a boost. With the support of Newark and Sherwood District Council, our Women's group went litter picking around Southwell; clients felt a shared sense of ownership in helping to keep our neighbourhood clean and tidy.

Our Inspire 'Nottinghamshire by Bus' course helped clients re-engage with using public transport to explore the local area. Clients practised numeracy and independence skills by looking up bus routes, checking timetables and using bus passes. In Nottingham, we took a tour of the Old Lace Market, while in Newark we visited the Civil War Museum. We finished the course with a re-enactment of a Victorian school room. The sessions have provided opportunities for clients to broaden their horizons, stay active and make great memories with friends.

We welcomed two young people as part of the Government Kickstart Scheme, and also a supported intern for 6 months, who is now a trainee Classroom Assistant at Portland College. We hope to continue supporting young people to develop their workplace skills.



Suzanna's Story

The 'Nottinghamshire by Bus' course was particularly helpful to Reach Southwell client, Suzanna, who said:

"Car parks are hard sometimes to park. I need to use the bus sometimes. I don't like sitting in the back of the bus. It makes me wobbly. Helen and Liz help me. I like sitting at the front. It's easier. I put my bus pass on the machine and it would go green. You have to do it twice so it can get my helper on. Sometimes I press the button to stop the bus. We went to the museum and I played a game with my friends. They make me laugh. I loved it."

Suzanna's mum, Karen, said:

"After the lockdown, I was hesitant for Suzanna to get back out again. For Suzanna, going back to Reach with all the restrictions, like wearing the masks and washing her hands all the time, was very hard for her to do. It took her a while to accept it, but staff helped her ease into and adapt to the changes. Suzanna loves going out and about, but she doesn't like sitting at the back of the bus, so staff support her to sit at the front where she's much happier. The staff are very caring. We appreciate everything they do for her."

Centre Focus



Jane Hufton

Flower Pod Southwell - Centre Manager

This has been a year of getting back to normal! Of clearing the over-grown garden, of welcoming back clients and volunteers, of welcoming new clients and volunteers, of getting out and about… and we have all loved it!

It has been heart-warming to have our clients back, as the social contact and sense of purpose that Flower Pod Southwell gives them is essential to their well-being, and their families and carers.

Many longstanding volunteers have now returned, and Wayne Wilmot, Reach Volunteer Manager, has helped us recruit new volunteers. They, alongside some Corporate Volunteering groups, have helped get the garden back into shape. We must give a special mention to our colleagues from across Reach who spent a day here tackling the garden with enthusiasm. Sam Ward, our Horticultural Lead, has re-wilded some areas which reduces the workload, and complements our drive to make the site more wildlife friendly.

The team have shown great resilience and camaraderie to keep us operational in the face of many changes, and this has been recognised by others outside of Reach. Jaq, a Speech and Language Therapist from the Newark Living Well team, who supported clients to improve communication skills, said: “We love this place; you do everything right here.”

A Kickstart placement was so enthused by her 6 months with us that she went on to secure a job with Reach Care. She said that we had changed her view of the health and care sector — she had thought it would be boring! Whatever we do at Flower Pod Southwell, we are definitely not boring!



Harvey’s Story

Harvey is an outgoing and chatty young man, but this masks a lack of basic numeracy and literacy. We were delighted when he joined the Numbers in Everyday Life course. Tutor Samantha Dakin said:

“I thought Harvey would struggle but he surpassed all my expectations. He was soon counting, writing, matching numbers, and telling the time. To the surprise of his mother, he even recognised the time on their clock at home.”

Harvey said:

“Learning about numbers was quite hard. I remember telling the time and drawing the hands on clocks. I love coming to Flower Pod and talking to people about sport, trains and beer. My favourite job is watering. I’ve learned how to look after tomato plants and now I have some at home.”

Centre Focus



Christine Daniels

Flower Pod Newark - Centre Manager

This has been an exciting year for Flower Pod Newark as we worked towards opening as a full centre in April 2022.

Our three-part modular building, generously donated and installed by the team from Premier Modular, arrived in September 2021, so we finally had an indoor space other than the polytunnels! By the end of March 2022, we had running water and flushing toilets, which was cause for even more excitement.

We are now supporting 42 clients across 8 sessions a week, with many coming to us for more than one session. I am supported by a Project Co-ordinator, staff from Reach Newark and five excellent volunteers.

Activities have ranged from gardening through to mindfulness, and included crafting, researching the history of gardens, music and singing. We also looked at where our food comes from and made jam and apple juice from produce we have grown in the garden.

It has been a long and sometimes quite difficult journey to clear and develop our two-acre site, but for me the reward is seeing clients out in the fresh air, chatting and laughing with their friends.



Charlotte's Story

Charlotte was a client at Reach Newark, but has really taken to gardening, and for the last 15 months has attended Flower Pod Newark. She enjoys it so much that she now attends sessions with us three days a week. Charlotte really likes to be useful, so she volunteers by tidying up and watering between the morning and afternoon sessions. She has learnt a lot about gardening, including the names of plants, and is really interested in the butterflies that we have been encouraging in the garden.

Charlotte says:

"I love meeting my friends and making new ones at Flower Pod Newark. I enjoy working in the garden and learning new things about growing vegetables and flowers. I also like the craft sessions and using things in the garden to make pretty things like bouquets and buttonholes."

Thanks to the generosity of some incredible businesses and individuals, we are the very proud owners of a building, providing much needed shelter, warmth, electricity, running water and even Wi-Fi. With special thanks to Premier Modular for their project management and provision of the building for free. I'd like to thank everyone who gave their time, resources and materials to make this happen, including:

BNA TRUST
BDS
GRAHAM JONES CRANES
MODULAR LINK
MODULAR MOVEMENTS
P COLES PLUMBING
PREMIER MODULAR
WARNER ELECTRICAL

Southwell Accommodation Project



Southwell Accommodation Project

Excitingly, demolition of an existing building and construction of the two new buildings on our accommodation site began in early 2022. It has taken us over 20 years to reach this point. We have met many challenges on the way but have persisted due the high level of need.

Across the country, the lack of affordable, quality housing means older adults with learning disabilities are still living at home with parents in their seventies and eighties: "Many people with a learning disability do not get a choice about where they live or who they live with. Too often they are moved into accommodation far away from family and friends." (Mencap website).

In rural localities like Southwell, affordable accommodation options for people with learning disabilities are especially limited. This leads families to delay making decisions about the future. But ultimately, alternative accommodation must be found, often due to parental illness or death. Without proper planning, at a time of great personal change, adults with learning disabilities can find themselves having to move away from familiar community and social networks to new locations. The loss of friends, family and support in one go can have a very detrimental impact on an individual's emotional and physical wellbeing.

This was the problem our founding Trustees sought to help address when the charity started life as The Southwell Care Project in 1999. Their vision was of accommodation built to a high specification that would enable people to stay in the community where they felt safe and could flourish.

Making it happen

Not a brick could have been laid without the financial help of supporters of all sizes, some well-known to us and some new. Through our matched funding 'At Home in our Community Appeal' and local PR, we reached out to our community. As well as hitting our original matched funding target of £250,000, we secured additional donations from local people, including major gifts from generous benefactors. We also received wonderful support from several local charitable trusts who have supported us for a number of years, and we thank them for their help. Early gifts to the project were instrumental in helping to lever in further funding. We are beyond delighted to have been able to secure grants from major national grantmakers and are proud to be able to list their names amongst our funders.

We view our Accommodation Project as a long-term asset that will benefit local people with learning disabilities and their families today and for years to come.

> "After so many years of aspiring and planning, when I saw the foundations go down and the walls going up in early 2022, I could hardly believe it. As the construction progresses brick by brick, I thank our former and current Trustees, staff, local community, grantmakers of all sizes and our expert volunteer and professional advisors and contractors for helping make our vision become a reality."
>
> **Steve Shatwell, Chief Executive**

Key Facts

- Two connecting houses accommodating 6 people each
- Agreement that our build could represent affordable housing element on planned development site
- Built to an environmentally, sustainable specification, utilising innovative ecotechnology with low maintenance and running costs
- Located in a pleasant, tree-lined site with easy access to community facilities
- Completion date set for Spring 2023

David's Story



There's a bit of banter about who is doing the washing up as David and his housemates sit down for lunch, just like in any house share. With Reach's support, the three are enjoying full and independent lives in their local community of Southwell.

Today's lunch is David's favourite – sausage rolls – bought from the local butchers. While out, he popped into the post office to add to his Harry Potter sticker collection. Wherever he goes, David is warmly greeted in the shops by people who have known him and his family for many years. It is this connection with the local community which helped David cope with the upheaval of two house moves in the past few years.

All three of the housemates have struggled to find suitable accommodation in Southwell where they could live independently of their families.

The lack of affordable social housing in rural areas like Southwell, means that David and his housemates are some of the many Reach clients who have had to face unstable living situations. Their search will end in 2023, when, all being well, all three will move into Reach's Southwell accommodation.



"Since our Mum passed away a few years ago, David has lived in rented accommodation with two housemates, supported by Reach. David very much wants to stay in Southwell. When he's out and about, people stop for a chat, often because they remember Mum. This sense of connection means so much to David. We are so glad as a family that David can now look forward to a stable home in the place where he feels at home."

David's sister

WATCH OUR FILM TO FIND OUT WHAT OUR PROJECT MEANS TO LOCAL FAMILIES

WWW.REACHUK.ORG/ACCOMMODATION

All Part of Life Project



Wayne Wilmot
Volunteer Manager

To find out more, visit our All Part of Life webpage
www.reachuk.org/projects/all-part-of-life/

Our five-year 'All Part of Life' Project, funded by The National Lottery Community Fund (TNLCF), aims to develop volunteering at Reach. In this, our third year of the project, we have been focusing on recovery and positivity. We are so pleased to have been able to move forward, using the learning from the Covid-19 pandemic, building on the strength and talents within our communities.

We have now welcomed many more volunteers back to our centres. Volunteers from the local community have told us they felt happy to return to Reach because of our focus on keeping people safe, how we have kept in touch throughout the pandemic, and the flexibility we offer to volunteers. Most of all, they have enjoyed re-connecting with clients, staff and other volunteers. Thank you to all our volunteers – we're so glad to have you back!

Reach Mansfield volunteer, Hilary said:

"It was completely inspirational! The clients worked so hard. Well done all of you. I felt privileged to be able to be a volunteer in the session." We were so proud when Hilary was awarded the Volunteers' Week Shining Star by Mansfield Community & Voluntary Services in 2021.

Key Achievements

- Arranged new opportunities for adults with learning disabilities to volunteer within other charities
- Improved volunteer induction processes for people with learning disabilities in response to individual need – for example, having a reader to read questions if required
- Returned to making presentations to community groups to promote volunteering, including local gardening clubs, University of the Third Age groups and local universities
- Improved co-ordination of use of our Reach van for volunteering across the charity
- Maintained the Reach Southwell gardens with help from a client volunteer and young people from a local secondary school
- Welcomed back Corporate Volunteering teams at Flower Pod Southwell
- Welcomed our very first Corporate Volunteering team at Flower Pod Newark.

240 Client-facing volunteer hours each week

12 adults with learning disabilities actively volunteering

50 clients actively contributed to community life in the past year

86 people in client-facing volunteer roles

14 volunteers providing specialist or ad-hoc support

100 Corporate Volunteers

Volunteer Stories



Emily's Story
Reach Southwell Volunteer

Psychology graduate Emily has used her volunteering experience at Reach to demonstrate to potential employers how she can take on responsibility and use her creative skills in different contexts. She has recently been offered paid employment.

"I volunteer in Reach Southwell's Art class. I have been doing this for five months. I help run sessions and assist clients to develop skills through art which are meaningful to them. I also help with housekeeping and organisation of the charity's facilities. Helen, Reach Southwell Centre Manager, leads the sessions and helped guide me on how to support clients and directs my activity with clients.

The goal which led me to volunteer was to maintain my skills and confidence while looking for work. Volunteering gives me opportunity to develop workplace skills while giving back to my local community.

Volunteering has taught me how to work with a group of vulnerable people. Through volunteering with people with learning disabilities, I have gained an appreciation of the importance of feeling a sense of belonging. The art group is a social environment which provides a lot of peer support. I learn a lot from clients while I try to help them enjoy the session and develop skills.

The best thing about volunteering at Reach is seeing the joy and pleasure that people with learning disabilities can get from undertaking creative activities. I enjoy working on a one-to-one basis to provide individual support. This has reinforced my desire to work with a charity or organisation who advocate and promote acceptance of mental health and learning disability in the future."



Emma's Story
Flower Pod Southwell Volunteer

Reach client Emma recently asked to become a volunteer. She now shares her time and her skills once a week, at Flower Pod Southwell.
Emma says:

"I have really enjoyed learning new skills, meeting new people and the feeling of satisfaction from making Flower Pod look nice. Volunteering is great fun and gives me the chance to help out. Volunteering is good for my confidence, and I feel very proud when people tell me I have done a good job.

My favourite part is helping everyone and talking about day-to-day life. I really enjoy looking after the plants, watering in the polytunnel and working in the garden. It is nice when everything grows, and people say thank you and I know I have done a good job."

You can read more Volunteer Stories at
www.reachuk.org/all-part-of-life/#volunteers

COMMUNITY FUND

WITH THANKS TO THE NATIONAL LOTTERY COMMUNITY FUND FOR FUNDING OUR FIVE-YEAR PROJECT TO DEVELOP VOLUNTEERING AT REACH.

Carers Matter Project



Catherine Shatwell
Carers Matter Manager

My role is to support unpaid family carers of adults with learning disabilities. Carers face multiple challenges. In our recent carers survey, 61% of responders reported feeling isolated from others some of the time or often, and 54% reported currently feeling worried about money and finances.

I help people to see the 'wood for the trees' and to plan ahead with confidence. In keeping with Reach's person-centred ethos, I tailor my support to individual needs, meeting with carers on a one-to-one basis as well as through group socials.

Over the last year I have continued to support carers to build confidence as we return to a more normal way of life. We've gradually moved from socially distanced walks and garden catch ups to small coffee/brunch meetings face-to-face. Meeting in groups once again has enabled carers to share their experiences and concerns with others in similar situations or just to have a laugh together! Carers have reported that they found it particularly helpful over the last year having access to vital information at the right time. For example, keeping up with changing government guidance and carer eligibility for vaccine priority groups.

Looking forward, I will undertake more work to support more people to plan for the future, whilst bringing carers together to share their experiences and provide mutual support.

520 Hours of one-to-one support

34 Group sessions

120 Family carers accessed specialist support

Engaged with 30 family carers through closed facebook group



Steve, family carer to Laura said:

"Frequent contact with Catherine helps me to build relationships with other carers. I look forward to meeting with others and we share experiences and exchange ideas."

TO FIND OUT MORE, VISIT OUR CARERS MATTER WEBPAGE

WWW.REACHUK.ORG/PROJECTS/CARERS-MATTER

WE ARE GRATEFUL TO THE NOTTINGHAMSHIRE FREEMASONS FOR THEIR FUNDING TOWARDS OUR CARERS MATTER PROJECT.

ROSE Project

The ROSE project aimed to raise awareness of sexual exploitation and how to stay safe by delivering training to young people with learning disabilities, family carers, and education, health and care professionals.

Everyone at Reach is very proud of what has been achieved by the ROSE Mentors and staff through this ground-breaking three-year initiative.

ROSE Mentors are Reach clients who have trained to deliver guidance and presentations in a range of settings. Covid-19 necessitated some changes during 2020, including delivering online sessions to all target groups. However, in the past year, the team have been able to do what they enjoy most: delivering face-to-face training. During the year, five more Mentors received their AQA 'An Introduction to Peer Education' unit Award, meaning that all have now gained a qualification through ROSE. Senior Mentors also received an additional qualification: AQA unit award 110699 for Service User Participation in Sexual Exploitation (written by Project Consultant and Project Worker).

As the project completes, we are planning our celebration event to share and explore what needs ROSE has met, including looking at the benefits of Peer Mentoring. Invitees include our evaluators from the Ann Craft Trust, representatives from our funder, schools, universities and the voluntary sector, and Reach colleagues and Trustees.

Further information about the project, including availability of resources, are at **www.reachuk.org/projects/rose/.**

We extend a special thank you to the Samworth Foundation staff and Trustees. It means a great deal to have been selected as one of the six projects funded through their national Young Voices programme and to have worked with colleagues from across England.

Bridget Fisher, Project Consultant
Kay Greenwell, Project Coordinator

Samworth Foundation

Thank you to Samworth Foundation Young Voices Programme

REACH
Reach supports everyone working on the project

OUT
We are taking a message out to people

STOP
We want to stop bad things happening

EXPLOITATION
When somebody uses somebody else badly to get what they want

191 people with learning disabilities received training

131 professionals received training

21 family carers attended awareness sessions

Information leaflets sent to 80 family carers

11 Mentors received Peer Education AQA Award

5 Senior Mentors received further qualification



Family carer

"The information session was delivered extremely well with opportunity to talk about personal experiences for our adults with learning disabilities."

Staff, William Farr School

"Thank you so much. Kay and her team were inspirational. To see our students engaging with challenging content so well was a pleasure to see."

Reach Learning Disability Care CIC



Dani Noquet
Registered Care Manager

The last year has seen us return to some degree of normality after the lockdowns. Staff are happy that restrictions have now eased and are enjoying seeing the people they support having so much fun, getting out and about again.

Behind the scenes, we have continued to work towards Digital Care Planning, which will enable us to have a central point for all communications and transactions. A new mobile phone and app have proved to be very popular with staff, and gives us a GDPR compliant, secure means of sharing information.

Our Deputy Care Manager is driving our Continuous Improvement Plan to refine our processes and audits, something that inspectors look for when rating us for our quality of care. We remain fiercely proud of our Outstanding rating!

We have been at our office at the Newark Beacon for over a year, and this works really well for everyone – staff like it, it provides excellent training facilities, and there is an on-site café too.

I am studying for a Level 5 Practice Leadership of Positive Behaviour Support qualification with the British Institute of Learning Disabilities, which fits with the overall strategy of Reach. We are now delivering more face-to-face staff training and have revised some of it to include Positive Behaviour Support, which keeps us at the forefront of current practice.

We continue to meet the challenge of the recruitment and retention of staff as the organisation is set to grow. I have attended two focus groups with the Department of Social Care which is trying to address the nationwide issues of recruiting and retaining staff. I'm enormously encouraged that our retention rate is well above the national average – 81% compared to 71% on average.

Our wellbeing programme for staff has been well received, and this has been enhanced by staff being able to reconnect in person with their colleagues for training and supervision. We also have a Basket of Kindness, so any member of staff who has gone above and beyond can choose a gift from the basket – thank you to the Directors and Trustees who kindly donated gifts!

To encourage more people to join our team, we are making a recruitment film to help show how working at Reach is different to other care roles, and we are running Facebook campaigns. We are also investing in career development for carers by nurturing our talent to step up to new responsibilities as we continue to grow.

The supported living service we set up last year for two gentlemen in Reach-owned accommodation in Newark has worked out really well for them. You can read more about Tom and Lewis in the Reach Care Story on page 27.



reach care

Inspected and rated Outstanding
CareQuality Commission

TO FIND OUT MORE, VISIT WWW.REACHUK.ORG/SERVICES/REACH-CARE/

Reach Care Story



Tom and Lewis moved into a shared bungalow owned by Reach Learning Disability in Newark in June 2021, where they are both supported by staff from Reach Care.

Tom had previously lived in supported living accommodation, but the arrangement had failed through no fault of his own, so his parents reluctantly decided to withdraw him from this service. He was having short break care at a residential home, where Lewis was living full time. Lewis' parents felt that the time had come for Lewis to move on to supported living accommodation, and they wanted him to live nearer to them. Reach Learning Disability was in a position to purchase a bungalow in Newark for the two young men to share, and Reach Care was able to provide the support needed.

Tom's mother, Louise explained:

"It has been a happy ending to a pretty challenging few years for us, not being able to access the services that Tom needed. We decided that something needed to be put in place now rather than later in life to meet Tom's future requirements. Tom had been disturbed by the changes in accommodation, so we really wanted him to be settled somewhere where he was happy.

The opportunity arose for Tom to be part of this wonderful home and be cared for by the dedicated team of carers that Reach have provided. It was a big thing to trust people again, but Tom has coped fabulously well and taken it all in his stride. We are so grateful for the help that Reach provided in helping us to find Tom's forever home."

Both Tom and Lewis like to be active and get out and about. Tom has worked at a local recycling charity three days a week for the last four years. Simon, one of the Reach Care Support Workers says: "Tom loves water, whether it is watering the plants or having a dip in his hot tub in the garden. We will be taking both Tom and Lewis swimming every week from September."

Reach Care Support Worker, Beth, says: "Lewis likes to be out all the time, so we take him out in his Motability car and wheelchair. He enjoys going out for lunch to Lincoln, Sherwood Pines and Clumber Park, and is always smiling and waving at people. He now has an adapted bike so that we can pedal him along and he can enjoy the freedom of cycling."

Lewis' mother Sue says:

"It took Lewis a few weeks to settle, but it has worked out perfectly. We could not get better staff – any problems are quickly resolved. All the family can pop in anytime for a cup of tea. This really is Lewis' forever home. It has changed his life and is the best thing we have done."

ONE OF REACH LEARNING DISABILITY'S STRATEGIC OBJECTIVES IS TO DEVELOP OUR OWN PROPERTY PORTFOLIO TO ACCOMMODATE MORE PEOPLE WITH LEARNING DISABILITIES. THIS WILL EXTEND OUR ABILITY TO PROVIDE HIGH QUALITY WRAP-AROUND CARE AND SUPPORT TO MANY MORE REACH CLIENTS IN THE FUTURE.

Structure, Governance and Management





Purposes and Aims

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

Structure

On 1st April 2014, the charity's name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).

On 30th March 2019, the charity set up a wholly owned café social enterprise, Reach Cafe CIC (company number 11915426). The company is no longer trading.



Head Office and Delivery Premises

Offices

Reach Learning Disability's head office is Prebend Passage, Southwell, Nottinghamshire. This is also our Southwell day service centre.

Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021). Reach Care provides support to clients and their families across Nottinghamshire.

The Charity's delivery premises are located at:

Reach Newark – Hawtonville Community Centre, St Mary's Gardens, Newark, NG24 4JQ
Flower Pod Newark operates at a site next to Eton Court, Newark, NG24 4JB

Reach Mansfield – St John's Church Hall, St John's Street, Mansfield, NG18 1QH

Flower Pod Southwell – Home Farm, Brackenhurst Lane, Southwell, NG25 0QL

We hold the freehold title of a piece of land on Halloughton Road in Southwell.

In June 2021, we purchased the freehold title of a three-bedroom bungalow in Newark, over which CAF Bank hold mortgaged security charge.

Delivering Public Benefit

The Trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.

Structure, Governance and Management

Risk Management

The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational, strategic and business risks which the charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the Senior Management Team (SMT) and annually by the Board of Trustees. All changes to the Risk Register are approved by the Trustees. The organisation completes individual operational risk assessments in all areas of our work including specific fundraising events and special projects. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

Reserves

It is our policy to maintain unrestricted free reserves at a level which provides funds both to cover three months' operating expenditure of the charity and to mitigate against financial risks in our commercial trading operations. The level of reserves is reviewed regularly taking into account strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.





Governance

The Company is administered by its Council of Management (The Council), the members of which are Trustees for the purposes of Charity Law and directors for the purposes of Company Law. Senior managers report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy every year. Further review and planning also take place at Strategy and Audit meetings with designated Trustees and the SMT. Organisational aims and objectives are reviewed every three years by Trustees and the SMT incorporating feedback from all staff, clients, family carers, volunteers and professional contacts.

Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year.

Directors of Reach Cafe CIC (Company number 11915426) agreed to cease trading on September 25th 2020.

We have an 85% attendance at Board meetings. We ensure the membership of the Board comprises a good mix of the skills required to steer the organisation together with an adequate representation of family carers. Four of our Trustees have been on the Board for more than nine years. In our sector the experience of long-serving Trustees is invaluable especially at this time of our major development initiatives such as accommodation. During 2019 we adopted a policy regarding constitution of the Trustee Board. All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to our work including safeguarding and fundraising.

Structure, Governance and Management

Remuneration

The Chief Executive's salary is reviewed annually by the Chair who makes proposals for the Board to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations' (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also taken into account. The positioning of senior management remuneration is delegated to the Chief Executive and declared to the Board annually.

Affiliations

We are members of the National Council for Voluntary Organisations, the Association for Real Change and Attend. We subscribe to the Fundraising Levy. We engage regularly with other support agencies including our local Councils for Voluntary Service and carers' networks.

Directors' Responsibilities

Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council is required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council is responsible for keeping proper accounting records which disclose at any time the financial position of the Company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Council is also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

Signed on behalf of the Council.

Rachel Lannon
Chair



Officers of Reach Learning Disability



Council of Management

Rachel Lannon — Appointed Chair 8th November 2021.

Independent Corporate Business Consultant and Trainer with over 10 years' experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at Kodak Ltd. Former JP.

David Thompson FCA – Former Chair
Resigned as Chair 8th November 2021.

Formerly Deputy Chief Executive and Finance Director of The Boots Co plc and Non-executive Director of Cadbury Schweppes plc. Formerly Chairman of Nottingham Building Society. Currently Trustee of the Boots Pension Fund. Formerly Chairman of The Nottingham Healthy Living Centre. Father of a son with learning disabilities. Resigned as Trustee 16th May 2022.

Nick Turner – Deputy Chair

Retired local businessman. Member of Southwell Lions. Verger at Southwell Minster.

Bob Gardner

Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.

Madeline Oliver
Resigned as Trustee 8th November 2021.

Keith Harding
Resigned as Trustee 8th November 2021.

Michael Davidson

Former Head of Humanities and Religious Education Teacher at Magnus School.

Pati Colman

Former Complaints Manager, Adult Social Care. Former Investigations Officer, Training Officer, Study Supervisor and Mental Health Social Worker with Nottinghamshire County Council. Chair of the Westgate Group for people with disabilities and their families.

Julie Payne

Founder member of Westgate Group. 20-year foster carer. Former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability. Adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.

Adrian Hartley

Father of a son with complex needs. Expert by Experience working with CQC Inspectors. Co-chair of Carers Space Notts, a carers forum in Nottinghamshire. Chair of the Respectful and Inclusive Language and Communication Learning and Action (a sub-group of CQC Supported Living Coalition). Member of the Learning Disabilities and Autism Physical Health Steering Group Nottingham and Nottinghamshire Integrated Care System (ICS) (LeDeR).

Dr Bradley Poulson

Semi-retired Management Consultant, Academic, and Non-Executive Director. Extensive experience gained working for three of the world's leading IT Services Corporations; and has held CIO and Executive positions within well-known high street retail, financial services, and public sector organisations.

Paul Evans

Director of Youth & Education at St John Ambulance. Strong background in education, youth services, homelessness and mental health. Passionate about social mobility, inclusion and services that create real and lasting change in people's lives. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.

Mark Bramble — Appointed 8th August 2022.

IT Engineer currently working for Walgreens Boots Alliance. Many years' experience of voluntary work for charities and civic organisations. Father of a son with learning disabilities.



Officers of Reach Learning Disability

Senior Paid Officers



Steve Shatwell
Chief Executive
Full-time



Julia Sandhu
Fundraising Director
Full-time



Alison Hall
Business Operations Director
Full-time



Sharon Card
Finance Director
Full-time

Company Particulars

Registered Office
Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Registered Company Number
3724275

Registered Charity Number
1076318

Principal Address
Prebend Passage, Southwell, Nottinghamshire, NG25 0JH

Auditor
Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield
Nottinghamshire, NG18 1BL

Solicitors
Browne Jacobson, Mowbray House, Castle Meadow Road
Nottingham, NG2 1BJ

WWW.REACHUK.ORG

Report of the Independent Auditors



Report of the Independent Auditors to the Members of Reach Learning Disability

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2022 on pages 35 to 48. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). 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 auditors' 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.

Respective responsibilities of council and auditors

As explained more fully in the Directors' Responsibilities set out on page 30, the Council (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. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

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. Opinion on other matters prescribed by the Companies Act 2006 In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.

Report of the Independent Auditors - Continued

Matters in which we are required to report by exception

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:

- 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 Council's remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit; or
- The Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.



Ray Callingham (Senior Statutory Auditor)
for and on behalf of Beeley Hawley & Co. Ltd
Chartered Accountants Statutory Auditors
44 Nottingham Road
Mansfield
Nottinghamshire
NG18 1BL

Date: 7th November 2022

Statement of Group Financial Activities for the Year Ended 31st March 2022

	Notes	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Income from:					
Donations & Legacies	3	58,994	878,242	937,236	880,700
Charitable Activities	4	1,983,292	162,555	2,145,847	2,034,939
Investments		29		29	49
Total		**2,042,315**	**1,040,797**	**3,083,112**	**2,915,688**
Expenditure on:	6				
Raising Funds		103,282		103,282	105,704
Charitable Activities		1,897,550	527,514	2,425,064	2,149,200
Governance costs		10,834		10,834	10,504
Total resources used		**2,011,666**	**527,514**	**2,539,180**	**2,265,408**
Net incoming /(outgoing) resources.		30,649	513,283	543,932	650,280
Transfers between funds					
Total funds brought forward as previously stated		793,261	526,201	1,319,462	669,182
Funds carried forward		**823,910**	**1,039,484**	**1,863,394**	**1,319,462**

The above statement also serves as the Group's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.

There have been no recognised gains or losses in the year.

Balance Sheet as at 31st March 2022

	Notes	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Fixed Assets					
Tangible Fixed Assets	9	669,540	297,139	668,809	296,164
Investment in Subsidiary Co.	5			30,001	30,001
Loan	10	25,000	25,000	25,000	25,000
		694,540	322,139	723,810	351,165
Current Assets					
Bank balances		1,337,231	1,024,373	1,297,712	834,810
Debtors	11	191,598	158,282	98,576	207,726
		1,528,829	1,182,655	1,396,288	1,042,536
Creditors - amounts falling due within one year	12	130,241	185,332	66,976	74,462
Net current assets		1,398,588	997,323	1,329,312	968,074
Creditors - amounts falling due after one year	13	229,734		189,734	
Net Assets		1,863,394	1,319,462	1,863,388	1,319,239
Represented by:-	17				
Unrestricted Funds					
General Fund		823,910	793,261	823,904	793,038
Restricted Funds		1,039,484	526,201	1,039,484	526,201
Total Funds Carried Forward		1,863,394	1,319,462	1,863,388	1,319,239

These financial statements have been prepared in accordance with the special provision of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 7th November 2022 and were signed on behalf by:

R Lannon.

Rachel Lannon- Chair

Statement of Group Cash Flows and Statement Charity Cash Flows for the Year Ended 31st March 2022

	Notes	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Cash used in operating activities	1	704,345	775,217	854,360	625,757
Cash flows from investing activities					
purchase of fixed assets		(391,458)	(12,588)	(391,458)	(12,588)
investment in subsidiary					
interest received		(29)	(49)	-	-
Cash provided by (used in) investing activities		(391,487)	(12,637)	(391,458)	(12,588)
Change in cash and cash equivalents in the year		312,858	762,580	462,902	613,169
Cash and cash equivalents at the beginning of the year		1,024,373	261,793	834,810	221,641
Cash and cash equivalents at the end of the year		1,337,231	1,024,373	1,297,712	834,810

Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Net movement in funds (as per the statement of financial activities)	543,932	650,280	544,149	629,904
Adjustments for:				
Depreciation/impairments	19,057	29,359	18,813	20,687
Interest received	29	49	-	-
Decrease (increase) in stocks	-	700		
Decrease (increase) in debtors	(33,316)	55,211	109,150	(12,371)
Increase (decrease) in creditors	174,643	39,618	182,248	(12,463)
Net cash used in operating activities	704,345	775,217	854,360	625,757

Notes to the Financial Statements for the Year Ended 31st March 2022

1. Accounting Policies

Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries Reach Learning Disability Care CIC and Reach Cafe CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the charity itself are not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Governance costs

Governance costs include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

Allocation and apportionment of costs

In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

All the resources of the Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

2. Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the Charity's wholly owned subsidiaries Reach Learning Disability Care CIC & Reach Cafe CIC.

The summary financial performance of the Charity alone is:-

	2022 £	2021 £
Incoming resources	1,663,965	1,440,149
Gift aid from subsidiary company	33,950	158,600
	1,697,915	1,598,749
Expenditure on charitable activities	1,142,932	958,341
Governance costs	10,834	10,504
	1,153,766	968,845
Net incoming/(outgoing) resources	544,149	629,904
Total funds brought forward	1,319,239	689,335
Total funds carried forward	1,863,388	1,319,239
Represented by		
Restricted funds	1,039,484	526,201
Unrestricted funds	823,904	793,038
	1,863,388	1,319,239

3. Donations and Legacies

	2022 Unrestricted £	2022 Restricted £	2021 £
Accommodation Project			
Accommodation Appeal		132,184	
Garfield Weston Foundation		100,000	
Anonymous Accommodation Funder (Trust)		100,000	
Mr J Finn			100,000
Winifred Eileen Kemp Trust		50,000	
Mrs S Barnes			50,000
Anonymous Accommodation Funder (Trust)			50,000
Mr D Thompson		40,000	40,000
Tax Refunds		30,592	35,653
The Lady Hind Trust		25,000	
The Chetwode Foundation		8,000	8,000
The DRH No 3 Trust		5,000	5,000
JN Derbyshire Foundation		5,000	
		495,776	**288,653**
Major Project Funding			
Samworth Foundation: Transformation & Innovation Fund- Green Citizens		87,582	
The National Lottery Community Fund - All Part of Life		82,614	82,614
Samworth Foundation: Young Voices Programme - ROSE Project		66,812	67,026
Masonic Charitable Foundation - Carers Matter		16,996	16,735
		254,004	**166,375**
Core Funding			
Premier Modular- Donation In Kind		40,000	
Community Donations & Small Charitable Trusts	37,281	6,100	51,520
Big Give Christmas Challenge Donations & Pledges		19,718	24,938
The BNA Charitable Incorporated Organisation			12,822
Tax Refunds	11,713		
The Jones 1986 Charitable Trust	10,000		
The National Lottery Community Fund - Mindfulness Garden		10,000	
The Thomas Farr Charity			10,000
Monday Charitable Trust (Big Give Christmas Challenge Champion)			10,000
Boots Charitable Trust			9,987
Co-op Local Community Fund - Reach Southwell & Flower Pod Southwell		6,233	1,775
Nottinghamshire County Council's Local Improvement Scheme - Reach Together		5,250	7,000
The Mary Robertson Trust (Big Give Christmas Challenge Pledger)		4,000	3,000
The Forbes Charitable Trust		3,000	
Good Things Foundation		1,500	
Asda Foundation		1,994	
The David Crane Charitable Trust		1,000	2,000
Mary Potter Hospital Trust		1,000	
Provincial Grand Lodge		1,000	
British Science Week Community Grants		1,000	
Screwfix Foundation			3,754
The Casa Stella Trust			1,500
first4care (Big Give Christmas Challenge Pledger)			2,500
	58,994	**101,795**	**140,796**
Covid-19 Crisis and Stabilisation Funding			
Julia and Hans Rausing			60,012
The National Lottery Community Fund- Coronavirus Community Support Fund			50,000
National Emergencies Trust			21,972
CAF Resilience Fund			17,554
Anonymous Crisis Funder (Trust)			14,050
The Jones 1986 Charitable Trust			10,000
The Thomas Farr Charity			10,000
Edward Gostling Foundation			8,000
Nottinghamshire County Council's Local Improvement Scheme COVID-19 Community Fund			6,500
The D'Oyly Carte Charitable Trust			3,500
Active Notts and Sport England - Tackling Inequalities Fund			3,033
Severn Trent Community Fund			2,000
Persimmon Community Champions			1,000
			207,621
Government Grants			
Job Retention Scheme Grants			42,255
Newark and Sherwood District Council Coronavirus Grants		26,667	35,000
		26,667	**77,255**
	58,994	**878,242**	**880,700**

4. Charitable Activities

	2022 Unrestricted £	2022 Restricted £	2021 £
Reach Learning Disability Care CIC Income	1,419,118		1,462,067
Personal Budgets	525,253		481,769
Inspire Learning	-	123,579	69,101
Kickstart Grant	-	38,976	-
Short break holidays and trips			1,000
Acitivities less £2,000	7,651		832
Flower Sales	6,849		6,059
Room Hire / Workshops	8,211		688
Tours & Talks			-
Property Rental	16,210		-
Reach Cafe CIC Income	-		13,423
	1,983,292	**162,555**	**2,034,939**

5. Commercial Trading Operations

Reach Learning Disability Care CIC

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2022 £	2021 £
Turnover	1,408,089	1,421,291
Other income	11,029	40,776
Investment income	29	49
Cost of sales and administrative costs	1,385,194	1,303,608
Net profit/(loss)	33,953	158,508
Amount gift aided to the charity	33,950	158,600
Retained in subsidiary	3	(92)
The assets and liabilities of the subsidiary were:		
Fixed assets	731	975
Current assets	166,490	298,485
Current liabilities	(97,215)	(269,457)
Long term liabilities	(40,000)	
Total net liabilities	30,006	30,003
Aggregate share capital and reserves	30,006	30,003

Reach Cafe CIC

The wholly owned subsidiary Reach Cafe CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. The charity owns the entire share capital of one ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2022 £	2021 £
Turnover	-	24
Other income	-	13,399
Donations		
Cost of sales and administrative costs	220	(7,045)
Net profit/(loss)	(220)	20,468
Amount gift aided to the charity	-	-
Retained in subsidiary	(220)	20,468
The assets and liabilities of the subsidiary were:		
Fixed assets		
Current assets	1	234
Current liabilities	-	(13)
Total net liabilities	1	221
Aggregate share capital and reserves	1	221

Reach Cafe CIC ceased trading during the year 2021.

6. Expenditure Analysed by Purpose

	Costs of Raising Funds £	Charitable Activities £	Governance Costs £	Total 2022 £	Total 2021 £
Salaries, pensions and N.I.	93,916	782,808	8,504	885,228	722,539
Contracted labour / consultancy		58,721		58,721	50,108
Marketing and communications	2,081	-		2,081	4,114
Training costs		7,192		7,192	6,264
Travel expenses		6,084		6,084	4,822
Rent and utilities		49,780		49,780	42,230
Maintenance and cleaning		17,824		17,824	11,682
Insurances		7,007		7,007	7,093
Office equipment and repairs		10,496		10,496	19,670
Printing, post and stationery		6,715		6,715	5,931
Telephone / internet	1,620	11,104		12,724	11,966
Website costs		169		169	254
Software subscriptions	3,751	8,251		12,002	11,233
Professional charges	935	10,001		10,936	9,343
Audit fee		-	2,330	2,330	2,000
Banking charges		1,540		1,540	1,009
Mortgage repayments		4,123		4,123	
DBS checks		773		773	579
Depreciation of fixed assets		18,813		18,813	20,688
Short break holidays and trips		-		-	0
Clients' activities		30,208		30,208	11,131
Clients' flower growing activities		2,913		2,913	779
Direct costs of Fundraising Events	979	3,319		4,298	979
Other costs		1,809		1,809	343
Subsidiary loan write off		-		-	24,088
Commercial trading operations- Reach Care CIC		1,385,194		1,385,194	1,303,608
Commercial trading operations- Reach Cafe CIC		220		220	(7,045)
	103,282	2,425,064	10,834	2,539,180	2,265,408

The heading Salaries, Pensions and N.I. includes £61,305 in respect of employers N.I.

7. Net Incoming / Outgoing Resources

Net incoming resources are stated after charging:

	2022 £	2021 £
Depreciation	18,813	20,688
Auditors remuneration	2,000	2,000
	20,813	22,688

8. Staff Numbers

The average number of employees throughout the year was as follows

	2022	2021
Management and administration	16	12
Service delivery	86	86
	102	98

The full time equivalent number of staff who received emoluments, including pension contribution, in excess of £60,000 are shown below:

Salary Band £	2022	2021
60,000 – 69,999	1	0
	1	0

9. Fixed Assets – Group

	Freehold Property £	Leasehold Premises £	Office & Other Equipment £	Motor Vehicle £	Total 2022 £	Total 2021 £
Cost brought forward	120,588	268,602	58,783	29,998	477,971	471,643
Additions during year	319,271	72,187			391,458	12,588
Impairment						(6,260)
Cost carried forward	439,859	340,789	58,783	29,998	869,429	477,971
Depreciation						
Brought forward		115,525	57,808	7,499	180,832	157,733
Charge for year		13,188	244	5,625	19,057	23,099
Carried forward	-	128,713	58,052	13,124	199,889	180,832
Net Book Value						
At 31st March 2022	439,859	212,076	731	16,874	669,540	297,139
At 31st March 2021	120,588	153,077	975	22,499	297,139	

10. Loan

A loan was made to Golden Lane Housing Ltd, to assist them in the purchase of 33 Silvey Avenue Southwell, which is used by adults with learning disabilities. It is secured by a second charge on the property, is interest free and only repayable in the event of its sale or cessation of use by people with learning disabilities.

11. Debtors

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Reach Learning Disability Care CIC trade debtors	119,441	102,579		
Personal budgets	62,189	41,709	62,189	41,709
Others	325	1,736	325	1,736
Reach Learning Disability Care CIC donation			33,950	158,600
Prepayments	9,643	12,258	2,112	5,681
	191,598	158,282	98,576	207,726

12. Creditors due within one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Expense accruals	44,205	30,066	16,000	
Sundry creditors	1,000	7,000	1,000	1,000
Trade creditors	16,353	8,204	15,593	7,865
PAYE	35,571	33,820	14,963	13,552
Pensions	7,112	6,242	3,420	2,045
Bounce Back Loan	20,000	100,000	10,000	50,000
Mortgage	6,000		6,000	
	130,241	185,332	66,976	74,462

13. Creditors due after one year

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Bounce Back Loan	80,000		40,000	
Mortgage	149,734		149,734	
	229,734	-	189,734	-

14. Operating Lease Commitments

At 31 March 2022 the Charity was committed to making the payment of £21,500 during the next year in respect of an operating lease expiring in 2035.

15. Payments to Trustees

No expenses were paid to Trustees throughout the year.

16. Movement in Funds

	At 01.04.21	Net movement in funds	Transfers between funds	At 31.03.22
	£	£	£	£
Unrestricted Funds				
General Fund	793,261	30,649	-	823,910
Restricted Funds	526,201	513,283	-	1,039,484
	1,319,462	543,932	-	1,863,394

Net movement in funds included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted Funds			
General Fund	2,042,315	(2,011,666)	30,649
Restricted Funds	1,040,797	(527,514)	513,283
	3,083,112	(2,539,180)	543,932

17. Analysis of Funds

	General Fund £	Restricted Fund £	Total £
Tangible Fixed Assets	229,681	439,859	669,540
Loan	25,000		25,000
Cash at Bank and in Hand	737,606	599,625	1,337,231
Debtors	191,598		191,598
Creditors- due within one year	(130,241)		(130,241)
Creditors- due after one year	(229,734)		(229,734)
	823,910	1,039,484	1,863,394

18. Secured debts

Bank borrowings are secured by a First Legal Charge over 1a Sheridan Close, Balderton, Newark, Nottinghamshire NG24 3RB.

19. Accommodation

On 19 December 2018, Reach Learning Disability took possession of the Freehold Title of the property, Springfield Bungalow, Halloughton Road, Southwell upon which we are currently building a facility to accommodation 12 adults with learning disabilities. At this current time, the property itself is subject to an encumbrance by virtue of a Section 106 agreement which will be released once the aforementioned property has been built and is occupied. In our opinion, the value of this encumbrance equates to the open market value of the property as it stands and therefore, at this stage, the only asset value that is recognised on the Balance Sheet is in relation to capitalised costs expended to date in the construction.

Supporters and Partners

Supporters

The Jones 1986 Charitable Trust

The Wolfson Foundation

The Clothworkers' Foundation

Samworth Foundation

Nottinghamshire Community Foundation

supported by Nottinghamshire County Council

Community Fund

Provincial Grand Lodge of Nottinghamshire

Garfield Weston Foundation

The Lady Hind Trust

The Edward Gostling Foundation
Enhancing Quality of Life for People in Need

Partners

Newark & Sherwood District Council

ARC England

Inspire Culture | Learning | Libraries

working with Nottinghamshire County Council

Education & Skills Funding Agency



Writing and layout: Reach staff, Beryl Pettitt and Full Phat Design
Photographs: Beverley Rayner and other Reach Staff

Thanks to Our Supporters

To every person, community, company, grantmaker and organisation who has supported our work this year – thank you.

- Actons Solicitors
- Advocacy 2 Engagement
- Asda Foundation
- Asda Newark
- Averham, Staythorpe and Kelham Parish Council
- Shelagh Barnes
- Beekepers John Britton and Ian Saunders
- Geoffrey and Dianora Bond
- British Science Week Community Grants
- British Sugar
- Carnill & Co
- Church of Promise
- Concrete Repairs Limited UK
- David Solomons Charitable Trust
- Pat Dean and Sue Powell
- Dominic Joyce, Filmmaker
- Engie Regeneration
- Jeremy Finn
- first4care
- Forbes Charitable Foundation
- Garfield Weston Foundation
- Good News Journal
- Good Things Foundation
- Hearty Goodfellow Darts Team
- Heron Food
- Home Bake
- Hyde Barker Podiatry
- Hy-Ram Engineering
- Inner Wheel Club of Mansfield
- Jigsaw Planning and Development
- JN Derbyshire Trust
- Kate Greenaway Action Group
- Living Waters Fellowship
- Lloyds Pharmacy
- Local schools for their support of our Dream House competition
- Lowes Wong Junior School
- Mansfield CVS
- Christine and Kevin Martin
- Minster fb
- MKM Newark
- Morrisons Newark
- Newark Advertiser
- Newark and Sherwood Community Lottery
- Newark and Sherwood CVS
- Nottingham Trent University Brackenhurst
- Nottinghamshire Community Foundation
- Nottinghamshire County Council - Local Improvement Scheme
- Nottinghamshire Freemasons and the Masonic Charitable Foundation
- PDA Search & Selection
- Chris Prentice and Jane Pillinger
- Prime Print
- Provincial Grand Lodge of Nottinghamshire
- Reach Bridge Club





- Ridgeway Marketing
- Robin Hood Lottery
- Rotary Club of Mansfield
- Rototek
- Samworth Foundation
- Screen Pop
- Southwell & District Lions Club
- Southwell Bridge Club
- Southwell Business Club
- Southwell Co-op
- Southwell Life Magazine
- St Leonard's Church, Newark
- Staythorpe Power Station
- Sullivan's Sword
- The Bramley
- The Chetwode Foundation
- The Co-op Local Community Fund
- The David Crane Charitable Trust
- The DRH No 3 Trust
- The Fulfillment People
- The Harris Family Charitable Trust
- The Lady Hind Trust
- The Mary Potter Convent Hospital Trust
- The Mary Robertson Trust
- The National Lottery Community Fund
- National Lottery Awards for All
- The Poyser Fund
- The Reed Foundation
- The Veg Stop
- The Wine Bank
- David Thompson
- T&S Leisure Security Services
- Utility Warehouse
- Viking Challenge
- Volunteers, each and every one
- Waitrose, Trinity Square Nottingham
- Westhorpe Fund
- Winifred Eileen Kemp Trust
- Woodborough Horticultural Society

Accommodation Project

We thank the Trusts & Foundations pledging grants to our Southwell Accommodation Project during 2021/22. They include:

- The Edward Gostling Foundation
- The Jones 1986 Charitable Trust
- The Clothworkers' Foundation
- Wolfson Foundation





Accreditations and Awards

The Queen's Award for Voluntary Service

TRUSTED CHARITY MARK LEVEL 1 NCVO Awarded: October 2020

INVESTORS IN PEOPLE™ We invest in people Gold

Registered with FUNDRAISING REGULATOR

Reach Learning Disability Care CIC
Inspected and rated Outstanding
CareQuality Commission

Membership

2022 NCVO MEMBER

ARC England Member

Reach Learning Disability
Prebend Passage
Southwell, NG25 0JH

www.reachuk.org

01636 819066

info@reachuk.org

@ReachLearningDisability
@ReachLDCare
@flowerpodsouthwell

reach_learning_disability
flowerpod_official

@reach_ld
@FlowerPodReach

reach learning disability

Registered Charity Number 1076318

REACH LEARNING DISABILITY

England & Wales - Charity number 1076318

Accounts

Annual Report and Accounts

REACH LEARNING DISABILITY

2020/21

reach
learning disability



Supporting people with learning disabilities
in Nottinghamshire



Contents

3 Who We Are and What We Do
3 Where We Work
4 Chairman's Report
5 Chief Executive's Report
6 Financial Review
7 A Strategy for Impact and Growth 2020 - 2023
8 People with Learning Disabilities in Nottinghamshire
10 Our Crisis Response
12 Carers Matter Project
13 Average Weekly Client Facing Hours
14 Fundraising Statement
16 Partner Story
17 All Part of Life Project
18 Volunteer Stories
19 Centre Focus
26 ROSE Project
28 Southwell Accommodation Project
29 Accommodation Story
30 Reach Learning Disability Care CIC
31 Reach Learning Disabiltiy Staff Training Story
32 Structure, Governance and Management
35 Officers of Reach Learning Disability
36 Company Particulars

Accounts

37 Annual Accounts
53 Our Supporters and Partners
56 Accreditations, Awards and Membership

Who We Are and What We Do

Reach's overall goal is to enable people with learning disabilities in Nottinghamshire to achieve a good life in the community. The charity started life as Southwell Care Project in 1999, set up by parents who were worried about the lack of local services for their family member with a learning disability. We now reach people from across the county, supporting 250 regular clients a week at our centres.

Our day centres are Reach Mansfield, Reach Newark, Reach Southwell, Flower Pod Southwell and Flower Pod Newark. We normally offer over 60 weekly courses at our centres as well as socials and supported volunteering. In March 2020, the advent of the coronavirus pandemic caused us to temporarily close our centres. During 2020 we have offered our alternative delivery programme which comprised online courses and socials, delivery of activity and wellbeing packs and telephone welfare calls. In more normal times, outreach courses create further opportunity to gain vital skills and confidence, as do our popular holidays and trips.

Our domiciliary care agency, Reach Learning Disability Care CIC, provides high-quality one-to-one care support for people with learning disabilities. In 2018 this service was rated 'outstanding' by the Care Quality Commission (CQC) – less than 4% of adult social care organisations achieve this.

We also run best practice projects to enable people with learning disabilities and their families to achieve a better quality of life. Examples of three such projects can be found on pages 12, 17 and 26. We are also starting to address the need for quality accommodation in the county. More information about our Southwell Accommodation Project can be found on page 28.

Where We Work

Activities that reach across Nottinghamshire:
- Online learning and social activities
- Support to family carers
- One-to-one care from Reach Care CIC



Chairman's Report



It goes without saying that the dominant feature of the year has been the pandemic; its impact on our clients, their families, our staff and our volunteers. Our task has been to make the loss of activities and social contact as bearable as possible whilst keeping the strictest of regimes in terms of infection control. The solution initially was virtual learning and social activities backed by online and telephone contact. Fortunately, in Summer 2020, we began to offer outdoor face-to-face activities again and, a year on, life has begun to return to something approaching normality.

Of course, our domiciliary care service could not be discontinued in any way and it is to the team's great credit that standards were maintained over this extended period of disruption. After a long wait for the Supreme Court ruling on the Royal Mencap Society v Tomlinson-Blake sleeping nights case, it was a great relief when the threat of potentially devastating unfunded back pay liabilities were taken away. However, it will always remain Reach Care's policy to do the right thing by our care support staff who provide the highest quality one-to-one care for our clients in the community.

From its inception more than 20 years ago, Reach has set out to achieve the highest standards possible in its operational efficiency and in its empathetic and deeply caring approach to clients and their families. As we have become larger and more complex we have sought to stay flexible and agile so that we can respond effectively to changing needs. These strengths have been tested to the full by the pandemic and we have come through with flying colours, stronger in every way. My thanks to Steve and his management team for a truly outstanding year of service delivery and financial management.

Harking back to our beginnings is relevant in another way. The main purpose then in setting up the charity was to establish homes in Southwell so that people with learning disabilities could live there independently, supported by the community they knew. It therefore comes as a great relief to me personally, as a parent of a son with a learning disability, a founding Trustee and Chairman for the last 20 years, to know that we are at long last on the cusp of fulfilling that purpose. The campaign to raise the necessary funds is approaching its target thanks to the exceptional generosity of so many friends and supporters, and of course, the skill and perseverance of our fundraising staff. It will establish an asset to the community as well as increasing the financial strength of the charity. My intention is to retire when the contracts for the building works are signed, safe in the knowledge our children and those of others for generations to come will be cared for in the best possible way.

Sadly, not all of the founding Trustees are still with us and it is with deep regret that I have to report the death of Ann Best, the best ambassador we've ever had. There have been many occasions when we despaired, but her enthusiasm and unwavering support always kept us going.



Finally, I would like to acknowledge the tremendous support and encouragement I've received from Trustees past and present and to wish Reach continued success in the future.

David Thompson

David Thompson.

Chairman

Chief Executive's Report



This has been a strange and challenging year in many ways but, as usual, our organisation has responded magnificently to safeguard the wellbeing of our clients, volunteers and colleagues alike. Our wonderful day centre teams have made thousands of home deliveries and telephone calls and delivered hundreds of Zoom sessions over the year to support families. Our Carers Matter Project Manager has been invaluable over the year offering extra support at a very difficult time for many households.

Despite all the challenges we have faced this year, I am proud to report that we improved our Investors in People rating to Gold and, once again, achieved The Trusted Charity Mark, Level 1.

We are now incredibly close to achieving our fundraising target to build our long-awaited supported living accommodation which will accommodate 12 clients. We are about to start the procurement process for a main contractor, and we hope to commence construction at the beginning of 2022. Exciting times indeed for Reach and the many families who may benefit from this unique rural project.

Our domiciliary care company, Reach Care, rated 'Outstanding' by the CQC, in 2021 continues to set the benchmark for quality in the sector. Like many other care providers, we have struggled to recruit enough quality staff to meet the escalating demand for our service. Hopefully, the recent political acknowledgement of the need for a properly funded social care system will, in the future, help relieve the situation. In the meantime, my heartfelt thanks go to all our Care Support Workers and their amazing management team for their continued commitment to deliver the highest quality of care.

We continue to develop our Flower Pod horticultural centres at Southwell and Newark and look forward to opening our new classroom building in the coming weeks at Newark. These outdoor activity centres have been immensely important during the pandemic, offering a safe and therapeutic environment for clients at a time of much uncertainty.

Our founding Trustee and Chairman has announced his retirement from Reach. David Thompson has successfully steered the organisation through many challenging times, not least this past year. As well as nurturing and developing the Trustee body to be fit for the strategic challenges ahead, he has also been a great mentor to me personally as we have, together, taken the charity from humble beginnings to the robust, resilient and responsive organisation that Reach has become. High quality service has been David's watchword since the start and our continual development without any diminution of that quality is a testament to his hard work and commitment to the cause. This ethos is now so embedded in the organisation that it will live on as part of his legacy.

Recently, we lost a wonderful colleague and friend of Reach. Chris Lathlane started at the charity the same day as I did, in 2007. She was a constant source of support, wholeheartedly throwing herself into every new project and initiative for 13 years. Her seemingly limitless energy and enthusiasm for everything we did typified all we would expect in a Reach colleague. She will be greatly missed by all at Reach and our wider community.



Lastly, I would like to acknowledge the exceptional ongoing support of all our staff and volunteers who have worked immensely hard over the last year to support and protect our clients and their families from the effects of the pandemic. Also, we could not have achieved anything like the outcomes we have without the amazing support of external funders who responded so quickly with financial support to the voluntary sector.

Emerging Stronger – Growing Together, we will achieve our vision!

Steve Shatwell

S Shatwell.

Chief Executive

Financial Review

This financial year has been unprecedented due to the pandemic. Through our agile approach we have been able to adapt our critical services to guarantee income, manage overheads and secure grants and funding to come through this in a positive position.

Reach's consolidated accounts show a net income of £2,915,688, an increase of 13% on last year and a surplus of £650,280, with an unrestricted component of £260,759, increasing our unrestricted funds to £793,261 – a 49% increase from last year.

Our restricted funds have increased to £526,201 as a result of further funds being received towards the cost of building our supported living accommodation in 2022.

Principal funding for Reach Learning Disability, the charity, has continued to come through its charitable activities. With our alternative delivery plan of activities, and a phased return of service users to Covid-19 secure day centres, we have been able to retain our personal budget income from Nottinghamshire County Council, together with our maintained contract with their adult learning service (Inspire Learning).

The Fundraising Team have been extremely successful in securing funding through a crisis appeal and applying to Trusts for significant grants. Our project funding from both the National Lottery Community Fund and Samworth Foundation Young Voices has continued into this year.

Our expenditure across the charity was tightly managed during the year whilst accessing government grants totalling £72,255.

The staff of our domiciliary care business, Reach Learning Disability Care CIC, worked relentlessly during the pandemic. Although client support hours were lower than last year, we managed to negotiate enhanced rates for some clients; these rates and level of service allowed us to maintain a turnover of £1,421,291.

Government grants added £40,776 to the CIC's income during the year.

Through the controlled management of our direct costs and overheads, both our gross and net margins increased on last year. This has resulted in a donation to the charity of £158,600, an increase of 61%. We see this as being an exceptional result for this year, with margins returning to pre-pandemic levels next year as we reinvest in our staff welfare, training and new rented office space.

Reach Cafe CIC ceased trading during the financial year and the company is now dormant.

A one-off 2% bonus was paid to eligible staff in recognition of their hard work and commitment during the pandemic.

Our cash balances total £1,024,373 at the year end, a movement of £762,580 during the year, with £526,201 restricted in use. These financial results give us a platform for the next year when our ambitions continue and we focus on Emerging Stronger – Growing Together.



A Strategy for Impact and Growth 2020 - 2023

The Issue
People with learning disabilities are at higher risk than other people of poor physical and mental health, loneliness and social exclusion.

Barriers to Inclusion
Low self-esteem, low confidence, poor skills, negative perceptions, lack of opportunity.

Our Vision

A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

Our Mission

We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment and compassion of our team.

What We Offer to Achieve Change

· Courses and social activities
· Outreach courses around the county
· One-to-one care support
· Supported volunteering opportunities
· Volunteer led activities
· Supported holidays and trips
· Accommodation solutions
· Family support
· Special projects to tackle exclusion.

Our Strategic Direction for Growth 2020-23

· Reach more people
· Increase delivery of activities & services to achieve impact
· Introduce new services to meet identified needs
· Continue innovating new solutions to promote inclusion.



Difference Made
More people with learning disabilities and their families will have:
· More independent lives with greater voice and choice
· Improved physical and emotional health
· The skills and knowledge they need to stay safe
· More opportunities to participate in community life.



Impact
More people with learning disabilities in Nottinghamshire achieve a good life in the community.

Our Values

· Everything we do should inspire **trust** and **confidence**
· We all need to feel **safe**, encouraged and valued
· Everyone has the right to **aspire**
· Understanding **individual needs** takes time and care
· We all have the right to share in the **life of the community**
· The **voices** of people with learning disabilities AND their families must be heard
· Our commitment to **high standards** must underpin all that we do.

Critical to Success

· Expert, knowledgeable, caring staff
· Dedicated volunteers including peer mentors
· Welcoming, accessible venues
· Engaged community and funders
· Strong networks and partnerships
· Person-centred, creative, flexible approaches
· Reliable income streams
· Effective infrastructure
· A learning culture.

People with Learning Disabilities in Nottinghamshire

About the people we support

There are around 16,000 adults in Nottinghamshire with a learning disability (Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019). Even in more usual times, people with learning disabilities face disproportionate risk of disadvantage, for example:

- Poor quality healthcare causes health inequalities and avoidable deaths (The 2018 Learning Disabilities Mortality Review [LeDeR]).
- One in four people interviewed for research said they didn't have any friends ('Loneliness & Cruelty', Gravell 2012).
- Studies suggest the rate of mental health problems in people with a learning disability is double that of the general population (Cooper, 2007; Emerson & Hatton, 2007; NICE, 2016).

The pandemic has highlighted how this ongoing level of disadvantage makes people with learning disabilities even more vulnerable during difficult times. People with learning disabilities in England are eight times more likely to die from Covid than the general population. Among Covid patients with Down's syndrome, for example, the risk of dying from the infection was 36 times higher than in the general population (Study from the London School of Hygiene & Tropical Medicine, Oxford University and Public Health England).

As Reach staff describe throughout this Annual Report, our engagement with clients and carers this year has led to greater insight into the lives of the people we support. Highlighted issues include:

- How quickly social isolation, loss of friends and routine can impact on people's emotional and physical wellbeing.
- Feeling ignored and isolated – media discussion rarely focused on the plight of people in the community who relied on day service and one-to-one care support.
- Digital exclusion – some people felt excluded from the emerging online communities and struggled to access services and information online. Some people needed support to access and interpret vital public health information and its relevance to them.
- Feeling trapped indoors – not everyone could get to safe, accessible outdoor spaces.
- Many of our clients were deemed clinically vulnerable or clinically extremely vulnerable. Many carers were also in these categories. They needed support to navigate difficult decisions about shielding and its impact on family wellbeing.
- Some people have missed their health checks and routine appointments.
- We heard from families in crisis who needed support for the first time. This included older parents with a son or daughter in their forties and fifties. We are also aware that a cohort of young people will have missed vital education and therapeutic support during the past year.
- Families expressed concern about the longer term future and the need to make robust plans.

Testimony from our clients and carers about their pandemic experiences can be found on 'Our Stories' page on our website. We are also pleased to have taken part in several county-wide and national consultations, enabling our clients and carers to have their voice heard, for example: 'Coronavirus and People with Learning Disabilities Study'– Chris Hatton (Manchester Metropolitan University), Richard Hastings (University of Warwick) and the Project Team.

> "As I live on my own the support I get from Reach makes me feel not alone and that I have plenty of support."
> Client and Carer Survey December 2020

To find out more, visit our stories webpage

Our Crisis Response

Aims

- Reduce negative effects of social isolation
- Reduce risk to physical health
- Reduce risk to mental health
- Improve coping skills & resilience
- Reduce trauma
- Facilitate maintenance of pleasant home environment
- Improve digital competency.

Risks

- Basic needs not met
- Negative impact of social isolation
- Distress, trauma & anxiety leading to behaviours of concern, family breakdown & possible urgent need for hospital/residential care
- Declining physical and emotional health
- Lack of accessible, relevant information & support
- Digital exclusion – exacerbating other identified risks
- Need for safe, accessible outdoor exercise spaces.

Input (Resources required)

- Experienced, knowledgeable, dedicated, creative care support & centre teams
- Expert staff able to coordinate crisis response
- Supporters, funders, commissioners & decision makers
- New digital equipment & software
- Our new van!
- Volunteers
- Flexible but robust infrastructure: physical spaces; compliance framework
- Existing project funding
- New emergency funding
- Inspire Learning contract
- Personal budgets.

Output (Activities)

- Helping clients & carers get online & enjoy being part of new 'digital community'
- New online courses, socials & information resources
- Filmed tutorials & courses
- Telephone welfare calls
- Preparation and delivery of learning & wellbeing packs
- Doorstep & garden visits
- Bespoke support for clients & families in crisis
- New online & face-to-face socials & support for family carers. See Carers Matter Project page on page 12
- Socially distanced walks; managed visits to centres
- Practical help to ensure basic needs met
- Signposting
- New Covid-19 security measures
- Increased outdoor activities: fast-tracking Flower Pod Newark
- Partnership working
- Re-introduction of face-to-face courses blended with online delivery
- Films, case studies, participating in listening events & consultation, liaison with decision makers: enabling voice of people with learning disabilities and their families to be heard
- Support for volunteers to stay in touch & connected with Reach
- Support for staff.

The difference we made to individuals

- People stayed safe, well & connected
- Able to find information and get timely support
- Improved digital competency & confidence
- Communication skills maintained/improved
- Reduced isolation; social connections & friendships sustained/developed
- People said they felt happier & healthier
- Voice, experiences & view heard at local & national level.

Overall enduring impact

- People have the skills, connections and knowledge they need to cope better in challenging times now and in the future
- Reduced or delayed risk of needing further support and intervention from primary & secondary health services, social care or other
- Improved communication and relationships with the individuals and their families.

THANK YOU!

All of this was made possible thanks to:

- Flexibility of our existing funders, including The National Lottery Community Fund, Samworth Foundation and the Masonic Charitable Foundation
- Our Big Give Christmas Challenge 2020
- Individuals and local organisations who supported our community appeal
- Everyone who took part in virtual events
- Our expert staff team and dedicated volunteers
- Our Partners like Newark and Sherwood District Council, Nottinghamshire County Council and Inspire Learning
- Covid-19 specific grants from the National Emergencies Trust, The National Lottery Community Fund – Coronavirus Community Support Fund, CAF Coronavirus Fund, The Julia and Hans Rausing Trust, The Thomas Farr Charity, The Jones 1986 Charitable Trust and The Edward Gostling Foundation.

Carers Matter Project



Catherine Shatwell
Carers Matter Project Manager

My personal experience as a carer to my son and my late brother-in-law helps me to understand the issues faced by carers today. I have well-established relationships with many of our clients and their families from my work as Centre Manager at Reach Newark and Reach Mansfield, supporting carers with direct payments and coordinating client holidays. These experiences really highlighted the urgent need for more in-depth support for carers.

Thanks to a three-year grant from the Nottinghamshire Freemasons in March, we launched our 'Carers Matter' project supporting carers aged 50 years+ of people with learning disabilities.

The funding arrived just in time. When the pandemic struck, lockdown put carers at a greater risk than ever of feeling isolated and for some, excluded from the new digital society springing up around them. Carers were worried about missing out on support, feeling exhausted and being forgotten.

Thanks to the funding, we were able to quickly put measures in place to support family carers' physical and emotional wellbeing.

I recently supported Cheryl to arrange urgently needed respite care for her son Ricky and supported her to plan for the family's longer-term future.

"Catherine is my lifeline and without her and my daughter's support I would not be able to focus on anything. I have held things in for so long but trusted Catherine to support me and we regularly talk and I know I can ring her if I need to."
Cheryl, family carer to Ricky

What we did for carers during the pandemic:

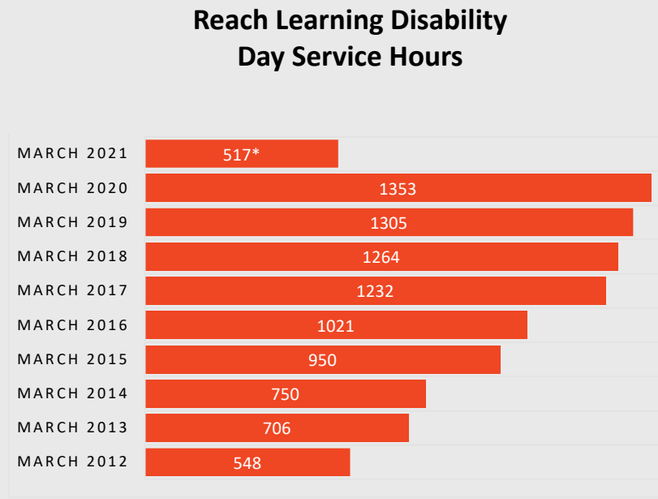
- Made regular telephone welfare calls
- Hosted one-to-one video conference calls via Zoom and Microsoft Teams
- Arranged garden visits and socially distanced walks
- Enabled carers to have their voice heard with local and national statutory bodies
- Delivered care and wellbeing packs
- Created an informal Reach family carers network including access to a closed Facebook group
- Held coffee mornings and online social events including virtual afternoon teas to bring carers together to share experiences and provide mutual support
- Delivered Caring for Carers flowers and doorstep chats
- Signposted to important health messages including vaccine entitlement and changes to restrictions during the first lockdown for people with learning disabilities and their carers
- Provided support with benefit applications and appeals.



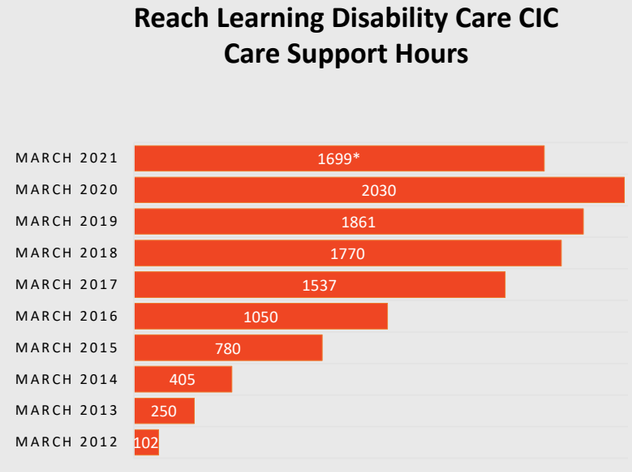
The grant from the Nottinghamshire Freemasons has enabled us to respond flexibly throughout the pandemic and lever in additional funding. This includes grants from an anonymous funder and from Persimmon Community Champions to purchase supplies for virtual afternoon teas.

To find out more, visit our Carers Matter webpage

Average Weekly Client Facing Hours



** Our 2020/21 weekly day service client-facing hours are lower than in previous years due to our centres delivering services in alternative ways to meet people's needs during the pandemic. Not reflected in this total are the hours of engagement and support offered to families, nor the bespoke one-to-one support provided to people with learning disabilities in crisis – details of which can be found throughout the Report and on our website.*



** Our 2020/21 weekly care support hours are lower than in previous years due to providing care to fewer families, as some needed to self-isolate, and the sad loss of two clients in the previous year who had required round the clock care.*

Care support hours include sleep and waking night shifts.

Fundraising Statement

Our approach
It has cost the charity £852,637 to provide services to people with learning disabilities this year. Approximately £559,000 came from personal budgets, trading, contracts and business grants. We need to raise the balance and additional project funding through fundraising. Fundraised income includes grants, donations from organisations and individuals, events, individual sponsorship, and corporate sponsorship. This income enables Reach to develop and deliver bespoke, person-centred activities.

Fundraising activity is managed by a small fundraising team who also coordinate marketing communications for the entire charity including website and social media platforms. All appeals are managed in-house. Appeal communications are with people who have opted in to receive appeal information and via local media. Taking part in national virtual events like the 2.6 Challenge helped to replace lost events' income and enabled us to hone our digital communication skills.

We strive to achieve a good return for our time and resources, to meet the charity's current financial needs whilst developing income streams that will support future activities. The main focuses of activity are: applications to grantmakers; offline and online engagement with individual supporters; working with community groups and companies to raise funds; building productive relationships.

The advent of Covid-19 necessitated adapting our approach during 2020/21. Most of our planned community and events fundraising was of course cancelled. Our trading income was also affected. But we knew that our clients and families needed our delivery colleagues to respond flexibly and creatively. It was also vital to keep the charity on a firm financial footing during volatility and uncertainty. We achieved this by:

- Working with existing funders to see how their funding could initially help our teams' response to urgent needs.
- Running our own public Crisis Appeal raising over £15,000 from generous local people, organisations and community groups.
- Taking part in national virtual fundraising events like the 2.6 Challenge.
- Targeted applications to special Covid-19 funding.

We are proud of securing funds that enabled our delivery colleagues to help clients and their families stay as safe, well and socially connected as possible through the pandemic.

We owe a huge debt of thanks to our funders and supporters who have been alongside us through this difficult year.

In December we reached our £40,000 Big Give Christmas Challenge target. Through this national matched funding campaign, we raised funds for our new online services and support. By the end of 2020 we were able to return to our original plan of commencing fundraising for our Southwell Accommodation Project. With the support of Trustees and generous donors, the fundraising began in earnest. A year later we are not far off our original £1.4m target thanks once again to the support of our community and local and national grantmakers.

Voluntary scheme for regulating fundraising
Reach complies with current fundraising regulatory standards. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We subscribe to the Fundraising levy. Information about the Code is provided in training to staff, volunteers and third parties involved in our fundraising. A link to the Fundraising Regulator's website is provided on our website.

All privacy notices including our supporter privacy notice are available on our website or from the fundraising team. We do not swap or sell our supporter data.

Supporters can change communication preferences at any time. We comply with General Data Protection Regulations, working with colleagues to review and improve policies and procedures.

We will continue to work to ensure transparency about how we fundraise.

Complaints and compliance
Our Fundraising Complaints Policy explains how an individual can complain. This is available on our website. We received one complaint in 2020/21 concerning the messaging of an appeal on Instagram. We have used the learning to inform future appeals. Staff and volunteers are made aware of our policies and procedures pertaining to fundraising including complaints, ethical fundraising, data protection, and safeguarding of vulnerable people. This happens through inductions, team meetings, emails from the Fundraising Team and training.

The Fundraising Team use a specialist fundraising database to ensure compliance with GDPR and the Fundraising Code of Practice and related regulations and laws including those on direct marketing.

Monitoring activities

- Other staff members and volunteers also help with fundraising. Planned activities are clarified and supervised by the Fundraising Team with training, advice and guidance provided.
- Service level agreements or contracts are in place with third parties, proportionate to our relationship and any expected return. These outline key responsibilities, timelines, milestones, target income, handling and processing of monies, data protection and confidentiality, complaints process, and how our relationship with the third party should be described. We ensure that correct safeguards are in place with parties that are fundraising on our behalf. We explain to them about the Code of Fundraising Practice, data protection, safeguarding and ask them to confirm their compliance.
- Trustees are informed of performance against fundraising plan and budget at quarterly meetings, and also kept apprised of emerging risk relating to fundraising. A dedicated fundraising committee oversees fundraising for our accommodation project.
- Fundraising staff undertake regular training and professional development. They can access an online portal of training and access fundraising specific training from specialist providers. Our Fundraising Director is a member of the Institute of Fundraising. She leads the team to regularly review compliance and practice, to address training needs, and to deliver fundraising training and updates to all staff, Trustees, volunteers and partners as appropriate.

Vulnerable people
Our Ethical Fundraising Policy includes our approach to the protection of vulnerable persons. This policy was updated in 2021 by a Trustee group and the Fundraising Director. Both policies are available on our website or from the Fundraising Team. All Fundraising staff and volunteers undertake safeguarding training every year and regularly seek advice from colleagues with expertise on issues relating to vulnerable people.

Summary of Fundraising Objectives

- Secure £250,000 in revenue income and small capital grants, including multi-year grants
- Secure outstanding balance for build stage of accommodation project
- Achieve robust return through grants and third-party support
- Grow diversified, unrestricted income streams to ensure stability and sustainability; build on learning and connections from accommodation campaign
- Increase annual income from regular giving by 40%; pilot regular giving campaign
- Communicate our impact and stories.

Julia Sandhu, Fundraising Director



Partner Story – Newark and Sherwood District Council

Reach has worked closely with Newark and Sherwood District Council (NSDC) for many years, working together to find creative, mutually beneficial solutions to problems that benefit our clients and the wider community.

A few years ago, our increasing client numbers in Newark meant we urgently needed new premises. Discussion with NSDC ultimately led us to take over the day-to-day management of a community centre in Hawtonville. This provides us with a spacious and well-resourced centre during the week, creates a new income stream from hiring out the facilities whilst maintaining a community asset for the benefit of local people during evenings and weekends.

Last year we again worked with the District Council to take on the management of another valuable local asset – a community garden close to our Reach Newark centre. Our new Flower Pod Newark outdoor centre will offer Newark clients the therapeutic benefits of nature and create new volunteering opportunities for local people. At the same time the site has huge potential for increasing biodiversity by transforming part of a 'green corridor' connecting domestic gardens, contributing to environmental sustainability.

Nature is a common theme in our relationship with NSDC. Flower Pod Newark's 'Walk & Grow' Project was funded by a grant from Active Notts, in which Newark and Sherwood District Council is a partner. The funding enabled clients to increase their daily steps in a therapeutic outdoor environment. Elsewhere, clients have enjoyed being part of the District Council's contribution to local and national initiatives like community litter picks and wildlife counts. Working in partnership means that we can offer our clients the chance to become active, engaged citizens alongside other local people.

NSDC is also supportive of our new work to provide housing solutions. Their agreement that our Southwell accommodation could represent the affordable housing element of a new development is a creative solution to a national issue. We have also worked with the Council to initiate a housing solution for two clients in need in Newark.

NEWARK & SHERWOOD DISTRICT COUNCIL

> "The opportunities Reach provides for its clients are invaluable, allowing them to reach their full potential, take part in lots of creative activities, make new friends and learn new skills. We are pleased to have been partnered with Reach for several years. The group is an integral part of our community and makes a significant contribution to the achievement of the Council's Community Plan Objectives."
> Councillor Tim Wendels, Chair of Homes and Communities at Newark and Sherwood District Council



All Part of Life Project



Wayne Wilmot
Volunteer Manager

Our 'All Part of Life' Project, funded by The National Lottery Community Fund (TNLCF), aims to develop volunteering at Reach. The second year of our 5-year project started very differently to the way we had planned.

Our van, funded by TNLCF which we took delivery of in March 2020, was a game-changer. Thanks to the flexibility of TNLCF, I immediately looked at how we could best use the van to support people with learning disabilities and their families during the early weeks of the pandemic. I worked closely with centre teams and Reach Care staff, delivering wellbeing and activity packs and keeping in touch with clients and families. The van became a well-known sight about Nottinghamshire, very much loved by everyone at Reach.

Alongside this, I continued to develop relationships with local groups and businesses. I also put new communication channels in place to keep in touch with volunteers, including a closed Facebook group, weekly email bulletins and telephone chats, Zoom socials and filmed tours of our sites.

By autumn, I began supporting volunteers to gradually return to centres safely. I am proud of how we supported volunteers during the pandemic and how they continued to support us: from joining online classes and socials via Zoom to building a self-composting toilet at Flower Pod. Thank you to all our volunteers – we couldn't do it without you.

Key Achievements in 2020/21

- Production and distribution of new Volunteer Handbook
- Online training for volunteers rolled-out
- New Volunteer Strategy created
- New policies and procedures implemented
- Re-engagement with local agencies and partners on shared initiatives such as Volunteers' Week and green community participation schemes
- Preparing for assessment process for volunteer specific quality standard
- Piloting Volunteers' Driver scheme and rota – we now have three regular volunteer drivers and are gradually growing the team
- Exploring potential to increase green volunteering in the north of the county
- Working with Flower Pod Newark Centre Manager to recruit, induct and train new volunteers and peer volunteers.

> "Ben loved the Zoom chats – a real highlight during lockdown. He liked getting the garden packs and watching them grow... He also liked seeing Wayne when he dropped off the garden packs."
> Sue and Tim, Ben's parents

To find out more visit our All Part of Life webpage

Volunteer Stories



Ben's Story
Reach Newark Volunteer

I was a Community Support Worker in Newark for a few years prior to retirement. It was in 2014 I started volunteering for Reach in Newark. Before that my life ranged from power industry engineering in the UK and overseas, forestry care and even the aircraft industry. I could go on and on, however, as my grandchildren would say "oh dear he's off on one again."

Volunteering for Reach has given me a special lease of life during retirement. Clients can enjoy a great deal from volunteers with a wide experience of life knowledge and skills.

So far I have supported clients in Pottery, Film and Photography, Art and now Computing. Oh, and before lockdown, don't forget Fun and Fitness.

The pandemic meant that people couldn't meet at the centre. That was hard for everyone so when an opportunity to participate in Friday Zoom sessions cropped up I jumped at the chance. This was brilliant for keeping the Reach community connected.

Clients and staff have become like a family to me. I have thoroughly enjoyed giving time to supporting class sessions and other activities such as outings. I have enjoyed and admired the passionate, professional, caring and fun way that Reach use individual skills and care with clients.

When I see these happy, laughing, thoughtful faces, volunteering for Reach has definitely been one of the best decisions I have ever made.



Phil's Story
Flower Pod Volunteer

Phil has been volunteering with Reach for four years. He started as a volunteer at Reach Newark, taking on responsibility for tasks such as setting up and clearing classrooms before and after sessions. As his skills developed and he grew in confidence, he asked to take on more responsibility and extended his volunteering to Flower Pod Southwell and, more recently, Flower Pod Newark. At both of the Flower Pod sites he undertakes gardening tasks and acts as a peer mentor to other clients.

Phil loves the social aspect of volunteering and the chance to learn new skills – he enjoys passing on his knowledge of gardening and showing others how hard work can bring about great results in the garden.

> "I have made lots of good friends volunteering at Reach. It is very important and I like feeling useful."
> Phil

"Phil is always keen to help others and is a genuinely kind person. He is a great ambassador for Reach and enjoys introducing new volunteers to the wide variety of volunteering opportunities available."
Wayne, Volunteer Manager

Centre Focus



Chantelle Welsher
Group Manager – Client Services

The temporary closure of our centres due to the pandemic was unfortunate but necessary. We realised that we really needed somebody to lead a holistic response and restructure our day centre services accordingly. That's where I came in!

Our starting point was to undertake thorough risk assessments with clients and families to understand level of risk using a traffic light system. We contacted every family individually to run through a number of questions which we combined with our existing knowledge of clients' individual situation and needs. We worked closely with the community learning disability team to ensure those who needed the most support and whose needs were urgent were prioritised. We then put in place an Alternative Delivery Plan (ADP) to provide vital support, supplies and online learning and social activities for all clients. We moved very quickly on this and by 6th April 2020 our new delivery was in full swing, helping to keep people safe, well and connected.

Based on advice from Matt, our IT Manager, we decided that Zoom would be the most effective platform for delivery of online courses and socials. Matt has extensive experience as a Tutor for Reach so his planning was informed by knowledge of our clients and how they like to learn and participate.

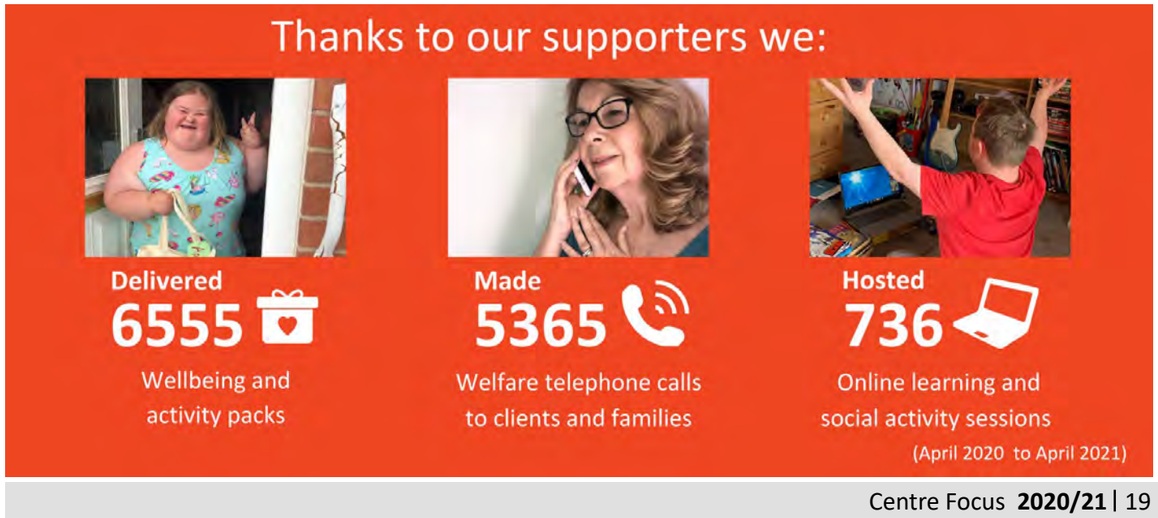
I am proud that a large proportion of the individuals and families we support needed no further involvement from the Local Authority, and of those that did need further intervention, it was only for light touch support.

One of my personal learning curves was supporting our Chief Executive in his discussions with the Local Authority. I feel that the pandemic has helped us to explain our work to Commissioners, and highlight how we support our clients to overcome barriers to inclusion in a way that brings a good social return on investment.

The process of engaging with our clients and families in new ways meant that we have gained a higher level of insight into their needs. We have built many good, positive working relationships because of our new communication channels that we have developed due to the pandemic.

Over and above managing our ADP, my new role has focused on streamlining processes and procedures and embedding best practices across the centres. Each of our centres has its own personality, but we know that where we do something well, we want to make sure that clients who attend all of our centres benefit from that. Staff training days focus on standardisation with a particular focus on when individuals use more than one centre.

We have faced challenging times but our creative and resourceful staff have found ways to keep reaching our clients and families and I wish to extend my thanks to them.



Centre Focus



Reach Mansfield

Maria Williams, Mansfield Manager

Although the Covid-19 pandemic forced us to temporarily close Reach Mansfield in March 2020, we didn't let that stop us! Thanks to Mansfield Rotary Club and the Armchair Club, we took part in a sponsored swim at Water Meadows in October 2020. It was great to be able to enjoy a positive, covid-secure event in our local community.

We have been so impressed by the optimism and resilience demonstrated by our clients and their families over the last year. For example, despite feeling confused and isolated at the start of the first lockdown, Reach Mansfield client Adam was recently presented with a Courage Award because of his positive outlook on life and how he coped with the impact of lockdowns and restrictions. We attended the award ceremony via Zoom and Adam received his award virtually, which was a first for all of us!

Adam featured in a Reach film during the first lockdown to demonstrate how it was affecting people with learning disabilities which can be viewed on Our Stories page on our website.

Thanks to a grant from the Nottinghamshire County Council's Local Improvement Scheme COVID-19 Community Fund, the Freemasons of Mansfield Town and the Tesco Bags of Help Covid-19 Communities Fund, we put bespoke support in place for our Mansfield clients. This included activity packs to promote enjoyment of digital social activities. Importantly, delivering the packs meant we were able to have a doorstep chat to check in with people to see how they were coping. Staff were able to then put additional support in place, such as socially distanced walks or one-to-one Zoom sessions for people we could see were struggling to cope.

We were delighted to be able to begin welcoming our clients back to Reach Mansfield in August and are glad to now be offering a diverse timetable of face-to-face and online activities to our clients.

During the pandemic, Amelia joined in with Reach Mansfield's online classes as well as taking part in a weekly one-to-one Zoom call or socially distanced walk (weather permitting!).

"During lockdown, at a time that was confusing with no routine for all of us, I can safely say you and your team saved us and Amelia's lives. The amount of calls, Zooms, work packs, quizzes, one-to-one walks and the distanced gift you dropped off absolutely kept us all going.

We couldn't have got through this time without you and I can't thank you enough for the lease of life you continue to give Amelia."

Katie, Amelia's mum



Centre Focus



Reach Newark

Vickie Ward, Newark Manager

I was appointed Reach Newark Centre Manager in July 2020. I was really impressed by how the whole staff team pulled together during the pandemic. Their attitude was always "yes we can do it!" no matter what challenges we faced. When we had to temporarily close the centre, receiving a phone call or having a wellbeing package delivered by Reach staff, who were known and trusted, meant we could easily identify when a family needed additional support. Sometimes this included extra phone calls or one-to-one Zoom sessions with staff. Other times it was help from our IT Manager to get connected to the internet or borrow a laptop to take part in online activities. Getting support in place quickly made it easier for clients to adjust to accessing our new alternative service developed during the first lockdown. Although this proved to be very popular, the highlight for me was when we reopened the centre in September and welcomed clients back through the doors of Reach Newark.

We continued to offer our alternative service alongside face-to-face activities in the centre with courses like our Eat-Wise Project. Social distancing restrictions meant we had to rethink some of our existing classes due to space or equipment – we reviewed our timetable with feedback from clients which led to the introduction of new courses including Educational Games and Forward Computers.

In January 2021, our Eat-Wise Project was funded by a grant from the National Emergencies Trust Coronavirus Programme, supporting clients to plan and prepare healthy meals through online cooking tutorials.

Our Eat-Wise Project really brought us together at a time when people were feeling more isolated than ever as the country headed into our third lockdown. I had never used Zoom before the pandemic and I must admit I did feel anxious! But I was able to take my skills and experience as a tutor and apply them to an online setting. With 45 clients online at once it was very busy and could be noisy at times.

We delivered ingredients to each client before the Zoom session and recipes were carefully planned to ensure there was something for everyone. Receiving the food parcel each week gave people something to look forward to – not just clients but family carers too. Another parent said it was such a joy for somebody else to source the ingredients as she had been cooking each week with her son and was running out of new ideas. The fantastic feedback we've received from clients and families about this project made me feel proud to be a part of it.
Tina, Eat-Wise Project Lead

"I was a little worried for my daughter as she thought the noise level would be too much – at first she didn't want to take part. However she really engaged in the sessions and ended up cooking a meal for the whole family. Tina managed the situation with ease."
Family Carer



You can read more about the difference this project made to Joe and his Mum on page 22.



Reach Southwell

Helen Davenport, Southwell Manager

One thing we really missed at Reach Southwell over the past year is having volunteers in our centre. They really make a difference to the clients and the activities we can offer. Some of our volunteers have been with us for a number of years and know our clients really well. Others are new faces and help clients to learn about building new relationships. All of them have valuable skills and experiences to share, and although our volunteers have continued to support us where possible via Zoom, we're glad to be able to see them in person again now.

Due to the lockdown, or the need to shield, we noticed that some clients found it difficult to maintain their physical wellbeing, so keeping active has been really important to us. Moving forward we are incorporating an element of physical activity into all our activities. We enjoyed keeping active in our online Fun and Fitness class while the centre was closed. Using Zoom for our online learning and social activities was a real lifesaver. Clients were able to meet up online and we managed to keep in touch, play games and do quizzes, all from our own homes while keeping safe and well. For many Reach Southwell clients, joining in with our online activities was one of the very few interactions they had with the outside world. It made us realise how much coming to Reach means to our clients and their families.

The best thing about being able to re-open Reach Southwell was being together. Lockdown has been very isolating for some of our clients and seeing friends and doing normal everyday activities, like going out for a coffee, feels like a real treat. We're making the most of every minute!

Like many of our clients, Joe found the restrictions presented by lockdown very difficult to cope with. Before the pandemic, he regularly took part in Reach Southwell's Men's Cooking class and bespoke volunteer-led one-to-one cooking sessions for several years. During the third lockdown, Joe joined with clients from other Reach centres to take part in our Eat-Wise Project.

The project meant we were able to help families like Joe's to find ways to enjoy interacting with others online. Joe was able to meet new people whilst taking part in an activity he loves and is familiar with, developing his knowledge of food and nutrition and love of cooking.

You can read more about this project on page 21.

"I just wanted to say thank you for including Joe in this programme. He does not usually like to do Zoom things, but he says he enjoyed the session this afternoon and we have just eaten the food and it was delicious. I felt very cared for when Project Assistant Jonny turned up on a cold dark evening with our bag of goodies. Thank you also for taking the trouble to provide gluten and dairy free ingredients – so kind of you to take that extra step. Project Lead Tina was great fun and led the session really well. We did the whole thing with my mobile phone perched in the tissue box and somehow it all worked out ok." Alison, Joe's mum





Flower Pod Newark

Christine Daniels, Flower Pod Newark Manager

During the early days of the pandemic, it became clear that many of our clients lack access to safe opportunities to enjoy nature and benefit from the therapeutic benefits of outdoor life. The increased demand from our clients for outdoor activities led us to fast-track our 'take-over' of a 1.5 acre community garden in Hawtonville in Summer 2020 which we now call Flower Pod Newark.

We are grateful to the Boots Charitable Trust, and the BNA Trust whose funding has helped us to get the project off the ground in challenging times. Funding from the Charities Aid Foundation Resilience Fund helped us to deliver our crisis response activities.

With the support of our funders, clients and volunteers, we have made significant improvements to the site, including clearing, sorting and creating more useable space, naturalisation of a neglected pond, the revamp of a neglected Willow Igloo and much more. We've already seen a marked increase in the wildlife on the site. Clients keep logs of species and activities focus on ways to protect and improve the natural habitat of the local wildlife population. We have also become the proud protectors of a three-legged hedgehog after she was rescued by the Hedgehog Protection Society. She is thriving and very happy at Flower Pod Newark.

The most important thing for me during the pandemic has been to support clients to maintain physical and emotional wellbeing. So as soon as we were safely able to, we began to bring small groups onto the site – it was amazing to watch them blossom alongside the flowers and vegetables. We have now grown our group sizes – we have lots of fun in the great outdoors.

Support from Newark and Sherwood District Council helped us to secure funding from Active Notts and Sport England's Tackling Inequalities Fund for our popular Walk & Grow Project, which helped clients to learn about the benefits of walking, building physical skills and confidence. A grant from the D'Oyly Carte Charitable Foundation enabled us to deliver short courses focused on calming and reassuring therapeutic horticultural activities to support positive emotional wellbeing.

We're really looking forward to the arrival of a modular building later in the year which has been donated by Premier Modular – it will be great to have the opportunity to run some of our activities inside.

James has been attending Reach Newark since 2013 where he enjoys Fun and Fitness and Cooking. Earlier this year he joined the Mindfulness in the Garden course at Flower Pod Newark – offering a blend of horticultural and craft activities based around the natural world in the garden. James has enjoyed harvesting tomatoes and chillies from the polytunnel, making seed bundles from sunflower heads and helping to weave the sticks and twigs into the dead hedge.

"I like making things and learning about flowers and plants and using them in my work at Flower Pod. The best thing about being at Flower Pod Newark is spending time with my friends."



Centre Focus



Flower Pod Southwell

Jane Hufton,
Flower Pod Southwell Manager

One thing the pandemic brought home to us is the central role that Flower Pod plays in our clients' lives. Re-opening helped families to return to familiar routines and provided much needed respite for carers. The bespoke support we put in place for clients led to leaps in confidence, skills, and a reduction in behaviours of concern despite the challenges and fear that many were experiencing.

Our expert staff team's resolve, resilience and creative problem-solving facilitated the safe return of clients to Flower Pod. We piloted approaches, conducted risk assessments, and continuously reviewed and evaluated our processes and procedures to ensure our clients remained as safe as possible. One client was so excited to be back, he clapped and smiled as staff drove him onto site.

We exceeded expectations at the Southwell Christmas market, completely selling out of the beautiful festive wreaths made by Flower Pod clients and our lovely volunteers in their own homes. Bug hotels which we sold through the Minster Cathedral shop and on their website were made by fantastic volunteer Brian, who donated them to Flower Pod for clients and volunteers to fill with materials harvested from the garden. Brian said "it gave me something to do during lockdowns." We gave him thank you flowers which he gave to his neighbour to thank her for doing his shopping during Covid-19. The great circle of Flower Pod life!

Thanks to a grant from the Screwfix Foundation and a dedicated team of volunteers, we officially opened our new composting loo. Our volunteer team included a stoic project manager, a former architect, a joiner and a bricklayer, who had worked together on the project since July 2020. True to Flower Pod's principles, the building was constructed using mainly recycled materials and includes pallets, sheep's wool, polystyrene boards, a growing roof and solar lighting. This project was essential to the overall development of the site, having managed with just one toilet since 2012. The need to socially distance meant these additional facilities couldn't have come at a better time as they enabled us to welcome more people back to site. Returning clients and volunteers have enjoyed expressing their creative sides by decorating the outside with mosaic bird-boxes. With the reintroduction of visitors to site we are proud to share this wonderful place to be.



Connor's Story

Attends Flower Pod Southwell

Connor is 23 and has been coming to Flower Pod Southwell for 3 years. He loves animals, music, snooker and dustbin lorries.

School wasn't always the easiest place for Connor and he had a difficult transition to adult services. Cerebral palsy affects his speech and fine motor skills, and he struggles with busy environments. Connor sometimes finds it difficult to understand and to be understood. At times, Connor's frustration levels become so significant that he struggles to cope.

Flower Pod is a safe place for Connor. We have worked with him, his family and healthcare professionals such as Speech and Language Therapy to get to know him. Some of the ways we support Connor are:

- Enabling him to communicate his needs
- Offering him choice – empowering him to select the tasks he wants to do. He now prioritises and orders what he wants to do
- Using his interests and coping mechanisms positively, giving him a voice
- Encouraging him to understand how his actions might impact on others
- Rewarding him for wise choices, for example remembering to distance and wear a mask
- Planning ahead and providing a bespoke visual timetable for the day
- Modelling positive behaviour and appropriate language
- Being mindful of how Connor perceives situations, for example we learned that he becomes anxious if he feels he is being told off.

When Connor was doing some shredding recently, someone close by was disturbed by the noise. Connor calmly got up and closed the door to the adjoining room. This was a good example of the positive changes in Connor – he now displays empathy for other people and their own challenges.

At Flower Pod we use specialist software to help people to communicate – Connor uses an app called Widgit on an iPad to tell his family what he's been doing. Short videos and pictures and recordings of his day help him to share, explain, and remember what he does. His mum, Sam, has told us Connor's speech deteriorates when he is stressed, so the stories are very important to him.

Connor's reading and writing have improved since he's been at Flower Pod – he is more confident. He knows it's not a problem if he doesn't get things right first time, we just try again.

Sam says she's confident his needs are being met – it's clear by the fact he can't wait to get to Flower Pod and see his friends. He loves working with staff and they love working with him – he's a delight!

Connor can become obsessive, so we help him to channel his interests positively. We work with him to learn more about rubbish, recycling, shredding and how to dispose of rubbish properly, without promoting the obsessive tendency of this interest. Connor sees this as part of his responsibility at Flower Pod – he knows he's helping our community.

Connor takes enormous pride in his Flower Pod journals. They are all numbered and stored neatly. He likes to revisit them, thinking and remembering what he's done.

At Flower Pod we provide an adult service, Connor is able to take charge of his own day, and to explore his own potential.

Connor says "I just can't stop working here, I just can't. I love it."



> "Connor thinks of Flower Pod Southwell as work whilst having fun. On the days he's at Flower Pod Southwell he's tired physically and mentally when he gets home, and this helps him to feel relaxed and takes pressure off the family. He counts down the days until he's back – he's always smiling when he's at Flower Pod Southwell. He has developed some self-awareness and patience. Because he's better able to manage his frustration and not lash out or kick things, he has better relationships now. It's better for everyone. He is so much calmer. What a difference! He is happier than ever, has matured and manages his frustration so much better now. I don't know what it is you're doing but keep doing it!."
>
> Sam, Connor's mum

ROSE Project

Our Reach Out Stop Exploitation (ROSE) Project aims to raise awareness of sexual exploitation and how to stay safe online by delivering training and presentations to schools, colleges and health care professionals. The training is delivered by 14 Reach clients with learning disabilities who have been trained as Peer Mentors.

In March 2020, due to Covid-19, we had to come up with new ways to deliver the project and for the mentors to deliver their training.

How we supported our mentors:

- Moved project meetings online via Zoom
- Gave mentors opportunities to discuss increased risks of exploitation due to lockdown
- Delivered regular welfare calls and catch-up sessions to mentors
- Supported mentors to learn new technology skills.

How we adapted our training delivery:

- Stayed in touch with organisations to maintain key relationships
- Apapted training presentations to online format and delivered via Zoom
- Developed project flyer to secure bookings for online training.

2020/21 was a year of adapting, learning new skills and helping our mentors maintain their wellbeing. The ROSE Project Team's response to the pandemic was incredible in the face of challenging circumstances. The mentors continually demonstrated support for each other and their enthusiasm, engagement and dedication really helped to keep the project moving forward.

Bridget Fisher, Project Consultant
Kay Greenwell, Project Coordinator

Thank you to Samworth Foundation Young Voices Programme

Samworth Foundation

Training Evaluation

In response to the question "what did you find most useful?", professionals who attended our training told us:

> "Being delivered by people with learning disabilities, hearing their perspectives."
>
> "Having the young people involved in delivering the session as this was more impactful."
>
> "I found it useful having the mentors there to discuss their experiences."

Key achievements 2020/21

APR
- Online workbook commissioned
- Project delivery moved online – meetings held on Zoom
- Weekly welfare calls to support mentors

MAY
- Provided narratives for Samworth interim report
- Guidance published on how to stay safe online

AUG
- First delivery of online training to professionals

OCT
- 'Supported Loving' webinar delivered by 3 mentors to 50 professionals
- First delivery of online training to learners with learning disabilities

JAN
- Carers' survey completed and information session developed
- Mentors advised the Centre of Expertise on Child Sexual Abuse

FEB
- Mentors participated in National Covid Survey for People with Learning Disabilities
- Flyer distributed to promote training for carers of people with learning disabilities
- Mentor rep meets monthly with Communications Officer
- Mentors commence blog about their experiences on the project

MAR
- Mentors awarded the AQA 'An Introduction to Peer Education 108266' award
- Participated in external evaluation by The Ann Craft Trust



Being a mentor...

> "... has helped boost my confidence, I enjoy delivering the information and I feel proud of myself for being a mentor and part of the team." – Anna
>
> "... makes me feel proud." – Isobel
>
> "... I know I am helping other people keep safe from sexual exploitation as well as keeping myself, family, and friends safe." – Lizzie



Southwell Accommodation Project

We are now on the brink of realising the long-held dream of Reach's founding Trustees – to build quality accommodation for people with learning disabilities in the rural market town of Southwell.

National policy states people with a learning disability have a right to live independently and have a home within their local community. But research suggests there may be restricted housing options for people with a learning disability in comparison with non-disabled peers (Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019). Feedback from our own clients and families is that people remain living at home with older family carers in their seventies and eighties. Others are living in short-term rental lets offering little security or stability. Families delay decisions about the future because there is no acceptable alternative.

Affordable accommodation options in rural localities like Southwell, are especially limited. It has not been easy to progress our accommodation plans due to high prices of property and land locally. However, with families facing crisis situations, we have kept on seeking creative solutions.

In the final quarter of 2020-21 we began planning our £1.4m capital campaign. We commenced applications to grantmakers and started laying plans for a community appeal. We were delighted when a local benefactor offered £125,000 as matched funding to stimulate local giving. By March we were busy working on a film to demonstrate the need for our community-based accommodation – our film can be seen on Our Stories page on our website.

Supporters of this project can take pride in knowing that they are helping to create a long-term asset in Southwell that will benefit people with learning disabilities and their families both today and for years to come.

We recognised that the prospective 12 tenants would need support to prepare for this big change in their lives. Beverley Rayner has taken on the role of Transitions Coordinator to support people with this process.

Beverley says: "My role is to support clients' transition into supported or independent living environments, developing or helping them to learn new independent living skills with their current living situation.

I work with clients to develop Individual Learning Programmes using an assessment tool based on the 'Activities of Daily Living' model. Prospective tenants explore and learn new skills and develop their relationships in preparation for living together."

> "Since Laura's Mum, Janie, passed five years ago, me and my son Ben have been thinking about Laura's long-term welfare, safety and wellbeing. Knowing Laura has a safe and secure home for the rest of her life – with people and friends she has known for so long – is a burden that has been lifted from my family's shoulders. I'm so grateful that Laura has been given this opportunity and I am also comforted that Janie will rest easy."
>
> Steve, Laura's dad



To find out more visit our Accommodation webpage

Accommodation Story



Sarah's Story
Prospective Tenant

People with learning disabilities in rural localities, like Southwell, often have to move away from their community, losing friends, family and support. The prospect of this can cause years of desperate worry for families.

After Sarah moved out of her mother's Southwell home to accommodation in Newark 26 years ago, she lived in 3 different homes, but none worked out for her. She became lonely and isolated living on her own so far from her family, and found it difficult to get along with the others in shared accommodation, returning home when things didn't work out.

Naturally, the uncertainty and unhappiness that Sarah felt during this time has had a huge impact on her mental health. She went from being an independent young woman who travelled on her own by bus, to someone reluctant to leave her room and join in any activities.

Her mum, Ann, describes this time: "I was constantly worrying. There were always different staff who didn't really know her. Twice we agreed with her that she would come home as she was becoming depressed. She lost her confidence and her independence."

Happily, two years ago, Reach helped Sarah to secure a place in a rented house in Southwell, sharing with two other Reach clients, Chelsea and David. Sarah's mental health started to improve, and she began to regain her independence skills.

Ann now says: "When Sarah moved into the house in Southwell I felt more relaxed, and felt she was getting good quality support. It was lovely to see her out and about in Southwell, where people know her. I can see the difference in Sarah – she is more relaxed now, less tense, less tearful."

Sarah has regained some of her confidence and enjoyed shopping and cooking with her housemates.

Unfortunately for Sarah and her housemates, the lease on her current house has come to an end and they have had to move again to another rented property. They are all looking forward to when they can live together in a long-term home with a sense of security.

> "Sarah's story really gets across the difficulty of finding suitable independent living accommodation for adults with learning disabilities in the area where they were born and grew up, and how that impacts on their mental health and their families. This is why we are fundraising to build permanent accommodation in Southwell for 12 local people with learning disabilities. It will give them and their families the peace of mind that they need, knowing that they have a long-term home."
>
> Steve Shatwell, Chief Executive

Reach Learning Disability Care CIC



Reach Care

Dani Noquet
Registered Care Manager

This year has been more challenging than we could have ever imagined, but we have adopted the theme of Emerging Stronger – Growing Together, and it has strengthened and encouraged us to find new ways of working which improve the service long term.

We have continued to provide essential care since March 2020, but to fewer families as some needed to self-isolate. Staff numbers were also reduced as some were furloughed because of needing to shield.

Initially everyone really rallied together as we worked out how to operate, but after six months we noticed that resilience was waning, and some families and staff were struggling to cope. We addressed this by ensuring that people felt valued and less isolated. We made regular phone calls, held Zoom meetings and delivered tokens of appreciation such as a 'Hug in a Mug'.

We have significantly increased our use of technology during the pandemic, including using Teams, Zoom, and Microsoft Forms, making us more efficient. We are piloting Digital Care Planning, so that staff can log into an app on their phones, and issues can be reported immediately.

We have pooled resources with our day service colleagues through the pandemic and have felt the benefits of being part of an organisation with infrastructure and knowledgeable, experienced people. Some day service staff with previous care experience undertook refresher courses and supported us to address staff shortages at difficult times. Reach Care staff also supported the delivery of Reach classes via Zoom.

Recruitment remains very difficult for us and across the care sector as a whole. We continue to work on differentiating Reach from other care providers, and to explain the benefits of a Reach Care Support Worker role which include varied work, high-quality training and being part of a dedicated team.

Despite the challenges of the pandemic, we planned some major developments this year including:

- Setting up the supported living service in Newark for two service users in accommodation to be owned by the charity. We aim to review and expand this model in the future.
- A move to new offices in Newark to give us more space and increase our capacity to run in-house training and meetings.

We have also recruited two new team members: Debbie Mirfin as Deputy Manager and Lauren Gamble as Learning and Development Coordinator. They have already made fantastic progress and have been an enormous help to me. You can read about Lauren's work on page 31.

To find out more visit our Reach Care webpage



Reach Learning Disability Staff Training Story



Lauren's Story

Learning and Development Co-ordinator

I joined Reach in November 2020, so for me working here during the pandemic has been the norm! I was delighted when the opportunity came up to work for Reach, as I was working for another care provider with little opportunity to progress, and I wanted to work for a charity.

I report to Dani Noquet our Registered Care Manager at Reach Care, but my role covers Reach as a whole, and includes training for employees, volunteers, and Trustees. To maintain our Outstanding Care Quality Commission (CQC) rating, we need to offer a huge range of training, with each new Reach Care worker needing over 80 hours of training in their first year. In addition to this, we offer Continuous Professional Development and the opportunity to study for qualifications up to Level 4.

My first priority was the mammoth task of transferring Reach Care training data to the Adult Social Care – Workforce Data Set (ASC-WDS) system. We can now use ASC-WDS reports to identify when staff need to renew their training, enabling us to plan and assign eLearning and book face-to-face courses.

This has also enabled us to access £27,000 of free training from a new training provider, Tempest Training for accredited courses up to Level 4 through the Digital Apprenticeship Service.

We are currently using two eLearning providers – Ellis Whittam and Social Care TV. We use Ellis Whittam across both the charity and Reach Care for 80% of our mandatory eLearning, and it is currently free of charge.

In addition, we offer a wide range of face-to-face training, some delivered by external trainers, and some by Dani (our Registered Care Manager), Debbie (Deputy Manager) and myself. These specialist courses include learning disability awareness training, mental health, dementia, epilepsy, autism, and Down's syndrome training. Face-to-face training has an additional benefit for staff who often work alone, as it gives them the opportunity to get to know colleagues from across the organisation.

During the pandemic we recognised that staff across the organisation were at risk of declining mental health, wellbeing, and resilience. In response, we invested in Mental Health First Aid training for five employees, who are now Mental Health Champions and can share their knowledge with the rest of the organisation.

Training is not only essential for our CQC registration and other accreditations, but It also enables us to future-proof the Reach brand and promote a clear career pathway for our staff in a fiercely competitive job market. As a charity, we need to ensure we get the best value for money but are still able to provide high quality training for all staff, volunteers and Trustees.



Structure, Governance and Management

Head Office and Delivery Premises
Reach Learning Disability's principal office is Prebend Passage, Southwell, Nottinghamshire. This is also our Southwell day service centre. Other sites:

Reach Newark – Hawtonville Community Centre, St Mary's Gardens, Newark, NG24 4JQ
Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021)
Flower Pod Newark operates at a site next to Eton Court, Newark, NG24 4JB
Reach Mansfield Centre – St John's Church Hall, St John's Street, Mansfield, NG18 1QH
Flower Pod Southwell – Home Farm, Brackenhurst Lane, Southwell, NG25 0QL
We hold the freehold title of Springfield Bungalow, Southwell. In Dec 2020 Trustees approved the business case to purchase the freehold of a three bedroom bungalow in Newark.
From May 8th 2019 to Dec 18th 2020 we held the tenancy on a community café at Coronation Street Playing Fields in Balderton – Reach Cafe CIC. The tenancy ended after we decided to cease trading.

Structure
On 1st April 2014, the charity's name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).

On 30th March 2019, the charity set up a wholly owned café social enterprise, Reach Cafe CIC (company number 11915426). The company is now no longer trading.

Purposes and Aims
Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

Delivering Public Benefit
The Trustees have due regard to the Charity Commission's public benefit guidance in the course of exercising powers or duties relevant to the guidance. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.



Risk Management
The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational and business risks which the charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the SMT and annually by the Board of Trustees. All changes to the Risk Register are approved by the Trustees.

The organisation completes individual operational risk assessments in all areas of our work including specific fundraising events and special projects. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

Reserves
It is our policy to maintain unrestricted free reserves at a level which provides funds both to cover three months' operating expenditure of the charity and to mitigate against financial risks in our commercial trading operations. The level of reserves is reviewed regularly taking into account strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.

Governance
The Company is administered by its Council of Management (The Council), the members of which are Trustees for the purposes of Charity Law and directors for the purposes of Company Law. Senior managers report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy every year. Further review and planning also take place at Strategy and Audit meetings with designated Trustees and the Senior Management Team. Organisational aims and objectives are reviewed every three years by Trustees and the Senior Management Team incorporating feedback from all staff, clients, family carers, volunteers and professional contacts.

Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year. Directors of Reach Cafe CIC (Company number 11915426) agreed to cease trading on September 25th 2020. Council of members of Reach Learning Disability on May 10th 2021 resolved to transfer all residual assets, after satisfaction of Reach Cafe CIC liabilities, to Reach Learning Disability, which is the Asset Locked Body.

We have an 85% attendance at Board meetings. We ensure the membership of the Board comprises a good mix of the skills required to steer the organisation together with an adequate representation of family carers. Five of our Trustees have been on the Board for more than nine years. In our sector the experience of long-serving Trustees is invaluable especially at this time of our major development initiatives such as accommodation. During 2019 we adopted a policy regarding constitution of the Trustee Board. All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to our work including safeguarding and fundraising.





Remuneration
The Chief Executive's salary is reviewed annually by the Chairman who makes proposals for the Board to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations' (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also taken into account. The positioning of senior management remuneration is delegated to the Chief Executive and declared to the Board annually.

Affiliations
We are members of the National Council for Voluntary Organisations, the Association for Real Change and Attend. We subscribe to the Fundraising Levy. We engage regularly with other support agencies including our local Councils for Voluntary Service and carers' networks.

Directors' Responsibilities
Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgements and estimates that are reasonable and prudent
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Council are responsible for keeping proper accounting records which disclose at any time the financial position of the Company and its subsidiary and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and of the group and hence for taking reasonable steps for the prevention and detections of fraud and other irregularities.

Signed on behalf of the Council.



David Thompson, Chairman



Officers of Reach Learning Disability

Council of Management

David Thompson FCA – Chair
Formerly Deputy Chief Executive and Finance Director of The Boots Co plc and Non-executive Director of Cadbury Schweppes plc. Formerly Chairman of Nottingham Building Society. Currently Trustee of the Boots Pension Fund. Formerly Chairman of The Nottingham Healthy Living Centre. Father of a son with learning disabilities.

Nick Turner – Deputy Chair
Retired local businessman. Member of Southwell Lions. Verger at Southwell Minster.

Bob Gardner
Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.

Madeline Oliver
Former Radiographer. Mother of a son with learning disabilities.

Keith Harding
Former Operations and Marketing Executive of The Boots Co plc. Father of a daughter with learning disabilities.

Michael Davidson
Former Head of Humanities and Religious Education Teacher at Magnus School.

Pati Colman
Independent Investigator of Complaints and Employment Matters. Former Complaints Manager, Training Officer and Social Worker for Nottinghamshire County Council. Chair of the Westgate Group for people with disabilities and their families.

Julie Payne
Founder member of Westgate Group. 20 year foster carer, former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability, adoptive parent to two disabled daughters and "mum" to S, who also has disabilities.

Rachel Lannon
Independent Corporate Business Consultant and Trainer with over 10 years' experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at Kodak Ltd. Former JP.

Adrian Hartley
Member of the Nottinghamshire's Learning Disability and Autism Partnership Board, Expert by Experience working with CQC Inspectors. Former Health and Social Care Assessor with Tempest Management Training. Father of a son with complex needs.

Dr Bradley Poulson
Semi-retired Management Consultant, Academic, and Non-Executive Director. Extensive experience gained working for three of the world's leading IT Services Corporations; and has held CIO and Executive positions within well-known high street Retail, Financial Services, and Public Sector organisations.

Paul Evans
Chief Executive of social mobility charity Leadership Through Sport & Business. Strong background in education, youth services, homelessness and mental health. Passionate about social mobility, inclusion and services that create real and lasting change in peoples lives. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.

Senior Paid Officers



Steve Shatwell
Chief Executive

Full time



Julia Sandhu
Fundraising Director

Full time



Alison Hall
Business Operations Director

Full time

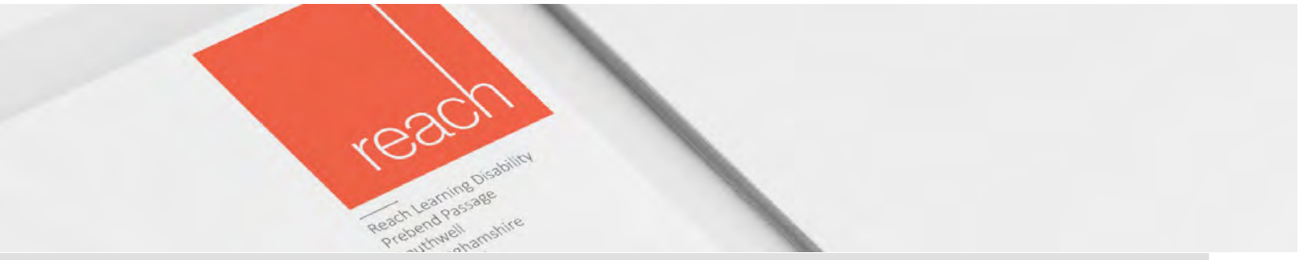


Sharon Card
Finance Director

Part time

Company Particulars

Registered Office	Prebend Passage, Southwell, Nottinghamshire, NG25 0JH
Registered Number	3724275
Charity Number	1076318
Principal Address	Prebend Passage, Southwell, Nottinghamshire, NG25 0JH
Auditor	Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield, Nottinghamshire, NG18 1BL
Bankers	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
Solicitors	Browne Jacobson, Mowbray House, Castle Meadow Road, Nottingham, NG2 1BJ
Website	www.reachuk.org



Report of the Independent Auditors to the members of Reach Learning Disability

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2021 on pages 40 to 52. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 auditors' 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.

Respective responsibilities of council and auditors
As explained more fully in the Directors' Responsibilities set out on page 34, the Council (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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements
An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements
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.

Opinion on other matters prescribed by the Companies Act 2006
In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.

Report of the Independent Auditors to the Members of Reach Learning Disability

Matters in which we are required to report by exception

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:

- 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 Council's remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.

Beeley Hawley & Co Ltd.

Ray Callingham (Senior Statutory Auditor)
for and on behalf of Beeley Hawley & Co. Ltd
Chartered Accountants
Statutory Auditors
44 Nottingham Road
Mansfield
Nottinghamshire
NG18 1BL

Date: .....8th November 2021.....

Statement of Group Financial Activities for the Year Ended 31st March 2021

	Notes	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Income from:					
Donations & Legacies	3	112,833	767,867	880,700	495,230
Charitable Activities	4	1,965,838	69,101	2,034,939	2,079,533
Other Trading Activities	5				2,335
Investments		49		49	66
Total		2,078,720	836,968	2,915,688	2,577,164
Expenditure on:	7				
Raising Funds		105,704		105,704	101,189
Charitable Activities		1,701,753	447,447	2,149,200	2,281,052
Governance costs		10,504		10,504	9,789
Total resources used		1,817,961	447,447	2,265,408	2,392,030
Net incoming /(outgoing) resources		260,759	389,521	650,280	185,134
Transfers between funds		(300)	300		
Total funds brought forward as previously stated		532,802	136,380	669,182	484,048
Funds carried forward		793,261	526,201	1,319,462	669,182

The above statement also serves as the Company's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.
There have been no recognised gains or losses in the year.

Balance Sheet as 31st March 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Fixed Assets					
Tangible Fixed Assets	10	297,139	313,910	296,164	304,263
Investment in Subsidiary Co.	6			30,001	30,001
Loan	11	25,000	25,000	25,000	25,000
		322,139	338,910	351,165	359,264
Current Assets					
Stock			700		
Bank balances		1,024,373	261,793	834,810	221,641
Debtors	12	158,282	213,493	207,726	195,355
		1,182,655	475,986	1,042,536	416,996
Creditors - amounts falling due within one year	13	185,332	145,714	74,462	86,925
Net current assets		997,323	330,272	968,074	330,071
Net Assets		1,319,462	669,182	1,319,239	689,335
Represented by:-	16				
Unrestricted Funds					
General Fund		793,261	532,802	793,038	552,955
Restricted Funds		526,201	136,380	526,201	136,380
Total Funds Carried Forward		1,319,462	669,182	1,319,239	689,335

These financial statements have been prepared in accordance with the special provision of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 8th November 2021 and were signed on behalf by:

David Thompson.

David Thompson - Chairman

Statement of Group Cash Flows and Statement of Charity Cash Flows for the Year Ended 31st March 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Cash used in operating activities	1	775,217	225,271	625,757	192,591
Cash flows from investing activities					
Purchase of fixed assets		(12,588)	(153,927)	(12,588)	(142,798)
Investment in subsidiary					(1)
Interest received		(49)	(66)	-	-
Cash provided by (used in) investing activities		(12,637)	(153,993)	(12,588)	(142,799)
Change in cash and cash equivalents in the year		762,580	71,278	613,169	49,792
Cash and cash equivalents at the beginning of the year		261,793	190,515	221,641	171,849
Cash and cash equivalents at the end of the year		1,024,373	261,793	834,810	221,641

Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Net movement in funds (as per the statement of financial activities)	650,280	185,134	629,904	205,824
Adjustments for:				
Depreciation/impairments	29,359	16,403	20,687	13,188
Interest received	49	66	-	-
Decrease (increase) in stocks	700	(700)		
Decrease (increase) in debtors	55,211	(3,181)	(12,371)	(52,770)
Increase (decrease) in creditors	39,618	27,549	(12,463)	26,349
Net cash used in operating activities	775,217	225,271	625,757	192,591

Notes to the Financial Statements for the Year Ended 31st March 2021

1. Accounting Policies

Accounting convention
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Group financial statements
The financial statements consolidate the results of the charity and its wholly owned subsidiaries Reach Learning Disability Care CIC and Reach Cafe CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the charity itself are not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Incoming resources
All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended
Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Governance costs
Governance costs include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

Allocation and apportionment of costs
In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
All the resources of the Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

Notes to the Financial Statements - Continued

2. Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary Reach Learning Disability Care CIC & Reach Cafe CIC

The summary financial performance of the charity alone is:

	2021 £	2020 £
Incoming resources	1,440,149	1,121,668
Gift aid from subsidiary company	158,600	98,500
	1,598,749	1,220,168
Expenditure on charitable activities	958,341	1,004,555
Governance costs	10,504	9,789
	968,845	1,014,344
Net incoming/(outgoing) resources	629,904	205,824
Total funds brought forward	689,335	483,511
Total funds carried forward	1,319,239	689,335
Represented by		
Restricted funds	526,201	136,380
Unrestricted funds	793,038	552,955
	1,319,239	689,335

3. Donations and Legacies

	2021 Unrestricted £	2021 Restricted £	2020 £
Mr J Finn (b)		100,000	
The National Lottery Community Fund - All Part of Life (revenue)		82,614	78,613
Samworth Foundation Young Voices		67,026	66,880
Julia and Hans Rausing (a)		60,012	
Mrs S Barnes (b)		50,000	50,000
The Blyth Charitable Trust (b)		50,000	
The National Lottery Community Fund - Coronavirus Community Support Fund (a)		50,000	
Mr D Thompson (b)		40,000	40,000
National Emergencies Trust (a)		21,972	
CAF Resilience Fund (b)		17,554	
Masonic Charitable Foundation		16,735	18,880
Anonymous Crisis Funder (Trust) (a)		14,050	
The BNA Charitable Incorporated Organisation		12,822	3,600
The Thomas Farr Charity (a)		10,000	10,000
The Thomas Farr Charity		10,000	
The Jones 1986 Charitable Trust (a)		10,000	10,000
Monday Charitable Trust (Big Give Christmas Challenge Champion)		10,000	
Boots Charitable Trust		9,987	
The Chetwode Foundation (b)		8,000	8,000
Edward Gostling Foundation (a)		8,000	
Notts County Council Local Improvement Scheme - Reach Together		7,000	7,000
Nottinghamshire County Council's Local Improvement Scheme COVID-19 Community Fund (a)		6,500	
The DRH No 3 Trust (b)		5,000	
Screwfix Foundation		3,754	
The D'Oyly Carte Charitable Trust (a)		3,500	
Active Notts and Sport England - Tackling Inequalities Fund (a)		3,033	
The Mary Robertson Trust (Big Give Christmas Challenge Pledger)		3,000	5,000
first4care (Big Give Christmas Challenge Pledger)		2,500	
The David Crane Charitable Trust		2,000	1,000
Severn Trent Community Fund (a)		2,000	
Co-op Local Community Fund - Reach Southwell and Flower Pod		1,775	
The Casa Stella Trust		1,500	
Persimmon Community Champions		1,000	
The National Lottery Community Fund - All Part of Life (capital)			32,000
The Edna Szwarc Will Trust			20,000
The Wates Foundation - Flower Pod Centre Manager			15,000
LNER Customer & Community Improvement Fund			6,968
The Reed Foundation (Big Give Christmas Challenge Champion)			5,000
Portakabin and The Sylvia and Colin Shepherd Charitable Trust			4,800
Notts County Council Local Improvement Scheme - Reach Cafe			4,500
Easthorpe Common Lands Foundation			2,000
Mary Potter Convent Hospital Trust			1,000
Edwinstowe Lodge Freemasons No 3998			1,000
St James's Place Charitable Foundation			1,000
Community Donations & Small Charitable Trusts	31,609	19,911	59,976
Big Give Christmas Challenge Donations & Pledges		24,938	28,899
Tax refunds	3,969	31,684	14,114
Government Grants:			
Job Retention Scheme	42,255		
N&SDC Coronavirus Grants	35,000		
	112,833	**767,867**	**495,230**

(a) Crisis and Stabilisation Funding - Trusts
(b) Accommodation Project

4. Charitable Activities

	2021 Unrestricted £	2021 Restricted £	2020 £
Reach Learning Disability Care CIC Income	1,462,067		1,424,845
Personal Budgets	481,769		448,075
Inspire Learning	-	69,101	97,823
Short break holidays and trips	1,000		32,320
Activities less £2,000	832		16,723
Flower Sales	6,059		14,053
Room Hire / Workshops	688		15,183
Tours and Talks	-		6,257
Reach Cafe CIC Income	13,423		24,254
	1,965,838	**69,101**	**2,079,533**

5. Other Trading Activities

	2021 £	2020 £
Santa Run Event		2,335
	-	**2,335**

Notes to the Financial Statements - Continued

6. Commercial Trading Operations

Reach Learning Disability Care CIC

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2021 £	2020 £
Turnover	1,421,291	1,424,845
Other income	40,776	
Investment income	49	66
Cost of sales and administrative costs	1,303,608	1,326,853
Net profit/(loss)	158,508	98,058
Amount gift aided to the charity	158,600	98,500
Retained in subsidiary	(92)	(442)
The assets and liabilities of the subsidiary were:		
Fixed assets	975	1,300
Current assets	298,485	185,535
Current liabilities	(269,457)	(156,740)
Total net liabilities	30,003	30,095
Aggregate share capital and reserves	30,003	30,095

Reach Cafe CIC

The wholly owned trading subsidiary Reach Cafe CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. The charity owns the entire share capital of one ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2021 £	2020 £
Turnover	24	24,254
Other income	13,399	
Donations		6,331
Cost of sales and administrative costs	(7,045)	50,833
Net profit/(loss)	20,468	(20,248)
Amount gift aided to the charity	-	-
Retained in subsidiary	20,468	(20,248)
The assets and liabilities of the subsidiary were:		
Fixed assets		8,347
Current assets	234	2,152
Current liabilities	(13)	(30,746)
Total net liabilities	221	(20,247)
Aggregate share capital and reserves	221	(20,247)

Reach Cafe CIC ceased trading during the year.

7. Expenditure Analysed by Purpose

	Costs of raising funds	Charitable activities	Governance costs	Total 2021	Total 2020
	£	£	£	£	£
Salaries, pensions and N.I.	93,916	620,119	8,504	722,539	747,709
Contract labour/IT services		50,108		50,108	37,184
Advertising	4,114			4,114	929
Training costs	1,954	4,310		6,264	3,315
Travelling		4,822		4,822	5,416
Rent and services		42,230		42,230	43,936
Maintenance and cleaning		11,682		11,682	15,726
Insurance		7,093		7,093	3,563
Office equipment and repairs		19,670		19,670	11,358
Printing, post and stationery		5,931		5,931	3,490
Telephone/internet	1,440	10,526		11,966	11,311
Website costs		254		254	4,389
Software and subscriptions	3,088	8,145		11,233	9,870
Professional charges	213	9,130		9,343	8,398
Audit fee		-	2,000	2,000	2,000
Bank charges		1,009		1,009	1,183
DBS checks		579		579	595
Depreciation of fixed assets		20,688		20,688	13,187
Short break holidays and trips				-	25,895
Clients' activities		11,131		11,131	51,068
Clients' flower growing activities		779		779	6,034
Direct costs of Fundraising Events	979			979	5,594
Other costs		343		343	2,194
Subsidiary loan write off		24,088		24,088	
Commercial trading operations - Reach Care		1,303,608		1,303,608	1,326,853
Commercial trading operations - Reach Cafe		(7,045)		(7,045)	50,833
	105,704	2,149,200	10,504	2,265,408	2,392,030

The heading Salaries, Pensions and NI includes £53,865 in respect of employers NI

8. Net Incoming / Outgoing Resources

Net incoming resources are stated after charging:

	2021	2020
	£	£
Depreciation	20,688	13,187
Auditors remuneration	2,000	2,000
	22,688	15,187

9. Staff Numbers

The average number of employees throughout the year was as follows:

	2021	2020
Management and administration	12	12
Service delivery	86	88
	98	100

No employee, this year or last, had emoluments exceeding £60,000 per annum

10. Fixed Assets - Group

	Office Equipment	Other Equipment	Alterations to leasehold premises	Flower Pod	Motor Vehicle	Accommodation	Total 2021	Total 2020
	£	£	£	£	£	£	£	£
Cost brought forward	42,158	22,885	56,855	211,747	29,998	108,000	471,643	317,716
Additions during year						12,588	12,588	153,927
Impairment		(6,260)					(6,260)	
Cost carried forward	42,158	16,625	56,855	211,747	29,998	120,588	477,971	471,643
Depreciation								
Brought forward	40,908	14,488	33,879	68,458			157,733	141,330
Charge for year	325	2,087	1,641	11,547	7,499		23,099	16,403
Carried forward	41,233	16,575	35,520	80,005	7,499	-	180,832	157,733
Net Book Value								
At 31st March 2021	925	50	21,335	131,742	22,499	120,588	297,139	313,910
At 31st March 2020	1,250	8,397	22,976	143,289	29,998	108,000	313,910	

11. Loan

A loan was made to Golden Lane Housing Ltd, to assist them in the purchase of 33 Silvey Avenue Southwell, which is used by adults with learning disabilities. It is secured by a second charge on the property, is interest free and only repayable in the event of its sale or cessation of use by people with learning disabilities.

12. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Reach Learning Disability Care CIC trade debtors	102,579	141,409		
Personal budgets	41,709	55,955	41,709	55,955
Taxation recoverable		4,594		4,594
Others	1,736	396	1,736	396
Reach Learning Disability Care CIC donation			158,600	98,500
Amount owed by subsidiary company				30,197
Prepayments	12,258	11,139	5,681	5,713
	158,282	213,493	207,726	195,355

13. Creditors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Expense accruals	30,066	98,991		66,634
Sundry creditors	7,000	424	1,000	424
Trade creditors	8,204	6,206	7,865	4,868
PAYE	33,820	34,361	13,552	13,246
Pensions	6,242	5,732	2,045	1,753
Loans	100,000		50,000	
	185,332	145,714	74,462	86,925

14. Operating Lease Commitments

At 31 March 2020 the charity was committed to making the payment of £21,500 during the next year in respect of an operating lease expiring in 2035.

15. Payments to Trustees

No expenses were paid to Trustees throughout the year.

16. Movement in Funds

	At 01.04.20 £	Net movement in funds £	Transfers between funds	At 31.03.21 £
Unrestricted Funds				
General Fund	532,802	260,759	(300)	793,261
Restricted Funds	136,380	389,521	300	526,201
	669,182	650,280	-	1,319,462

Net movement in funds included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted Funds			
General Fund	2,092,131	(1,817,961)	274,170
Restricted Funds	823,557	(447,447)	376,110
	2,915,688	(2,265,408)	650,280

Notes to the Financial Statements - Continued

17. Analysis of Funds

	General Fund £	Restricted Fund £	Total £
Tangible Fixed Assets	176,551	120,588	297,139
Loan	25,000		25,000
Cash at Bank and in Hand	632,171	392,202	1,024,373
Debtors	158,282		158,282
Creditors	(185,332)		(185,332)
	806,672	512,790	1,319,462

18. Accommodation

On 19 December 2018, Reach Learning Disability took possession of the Freehold Title of the property, Springfield Bungalow, Halloughton Road, Southwell upon which we plan to build a facility to accommodate 12 adults with learning disabilities. At this current time, the property itself is subject to an encumbrance by virtue of a Section 106 agreement which will be released once the aforementioned property has been built and is occupied. In our opinion, the value of this encumbrance equates to the open market value of the property as it stands and therefore, at this stage, the only asset value that is recognised on the Balance Sheet is in relation to capitalised costs expended in the planning and design stage.

Supporters

Partners



Writing and layout: Reach staff and Beryl Pettitt
Photographs: Reach Staff
Some photographs were taken before the coronavirus pandemic.

Thanks to our Supporters

To every person, community, company and organisation who has supported our work during this difficult year – thank you. Your support has helped ensure our clients and their families have stayed as safe and well as possible.

Actons Solicitors
Active Notts and Sport England - Tackling Inequalities Fund
Allan Joyce Architects
Shelagh Barnes
Geoffrey Bond
Casa Stella Trust
Jeremy Finn
CAF Resilience Fund
Dominic Joyce, Filmmaker
The Hair Studio
first4care
Flower Pod Composting Toilet Project Volunteer Team
Freemasons of Mansfield Town Charity Committee
Friends of Reach Newark
Good News Journal
Heron Food
Honest Inks Cash 4 Cause
Jigsaw Planning and Development
Lincolnshire Co-op Community Champions
Masonic Charitable Foundation
Monday Charitable Trust
Morton, Fiskerton and Rolleston WI
National Emergencies Trust
Neighbourly
Newark Castle Rotary Club
Nottingham Folk Dance Group
Nottinghamshire Community Foundation
Nottinghamshire County Council - Local Improvement Scheme
Nottinghamshire Farm Women's Club
Orchestral Manoeuvres in the Dark
Pat Dean and Sue Powell
Persimmon Community Champions
Premier Modular
Prime Print
Reach Bridge Club
Real Deal Holidays
Ridgeway Marketing
Rotary Club of Mansfield
Saint Gobain Formula Newark
Samworth Foundation
ScreenPop
Screwfix Foundation
Severn Trent Community Fund
Southwell & Calverton 200 Club
Southwell & District Lions Club
Southwell Life Magazine
Southwell Torpedos
Staythorpe Power Station
Tesco Bags of Help Covid-19 Communities Fund
David Thompson
The Andrew and Edward Douglas-Pennant Trust
The Blyth Charitable Trust
The BNA Trust
The Bramley
The Chetwode Foundation
The Co-op Local Community Fund
The D'Oyly Carte Charitable Trust
The DRH No 3 Trust
The Edward Gostling Foundation
The John Starkey Charitable Trust
The Jones 1986 Charitable Trust
The Julia and Hans Rausing Trust
The Lord Nelson, Winthorpe
The Mary Robertson Trust
The National Lottery Community Fund
The National Lottery Community Fund - Coronavirus Community Support Fund
The Poyser Fund
The Thomas Farr Charity
Uniper Technologies Ltd.
Unite Siemens
Volunteers, each and every one
Waitrose, Newark

Partners

Inspire Learning
ROSE Steering Group & Mentors
Newark and Sherwood District Council
Nottinghamshire County Council



Accreditations and Awards

The Queen's Award for Voluntary Service

TRUSTED CHARITY MARK LEVEL 1 Awarded: October 2020

INVESTORS IN PEOPLE™ We invest in people Gold

Registered with FUNDRAISING REGULATOR

Membership

2021 NCVO MEMBER

ARC England Member

Reach Learning Disability
Prebend Passage
Southwell, NG25 0JH

www.reachuk.org

01636 819066

info@reachuk.org

reach

Registered Charity Number 1076318

@ReachLearningDisability
@ReachLDCare
@flowerpodsouthwell

reach_learning_disability
flowerpod_official

@reach_ld
@FlowerPodReach