



# 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



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.



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.

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!

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 Welshe, 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.



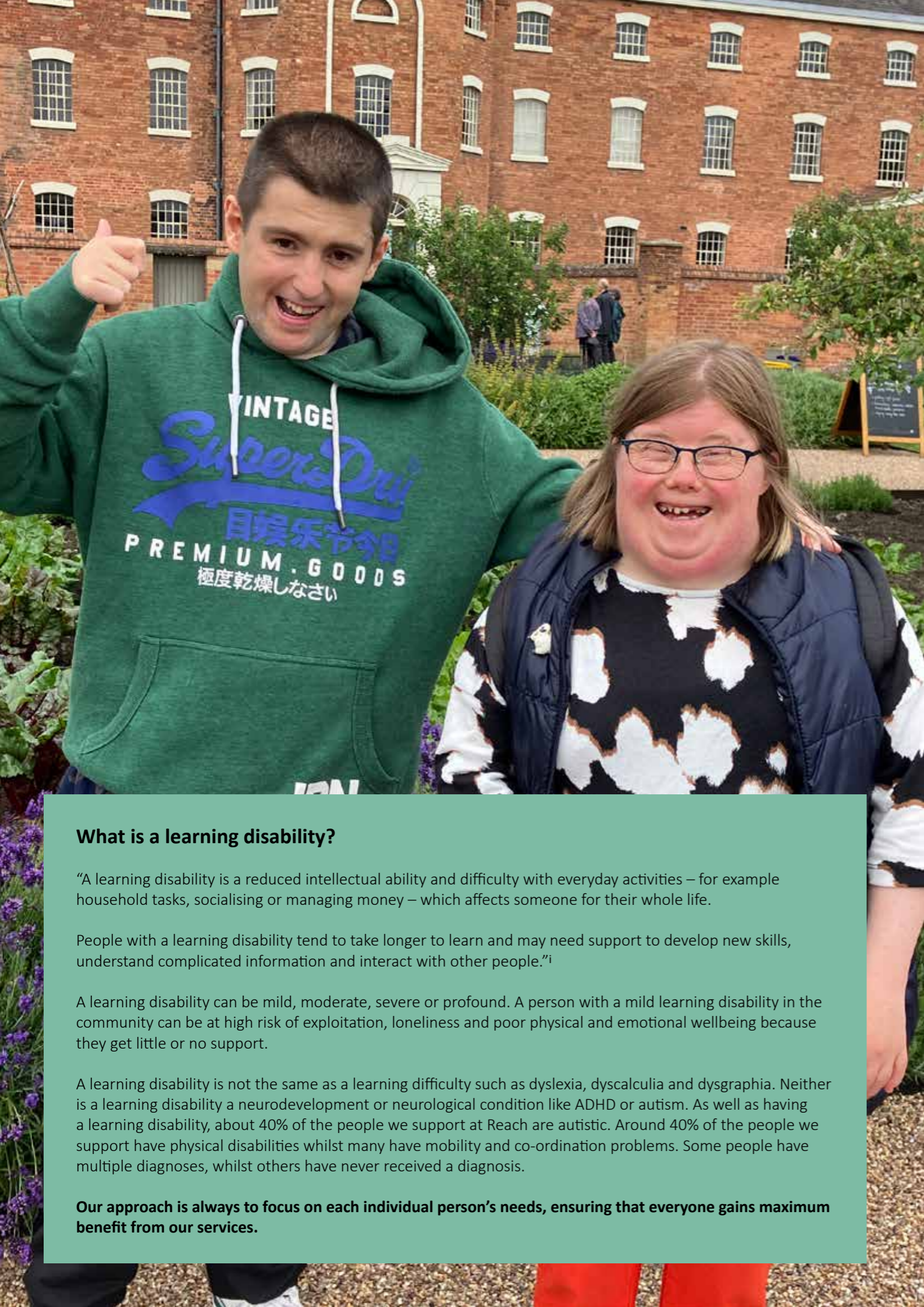
**Tracey Thurlow, Projects & Participation Manager**

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.”<sup>i</sup>

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.**

## 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.<sup>ii</sup> By 2025, nearly 5,000 of these individuals will be aged 65 and over.<sup>iii</sup>

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.<sup>iv</sup>
- 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.<sup>v</sup>
- Nationally, the prevalence of diabetes among people with learning disabilities is believed to be around 10% - nearly double the rate of the general population.<sup>vi</sup> 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.<sup>vii</sup>
- 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.”<sup>viii</sup>
- “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.”<sup>ix</sup>
- In Nottinghamshire, as elsewhere, limited options for day services, care support, and quality

## About the People we Support

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.”<sup>x</sup>

- 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.<sup>xi</sup>
- 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.<sup>xii</sup>



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.

# 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**



**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.



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.

## 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

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 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](mailto:julia.sandhu@reachuk.org)

## All Part of Life Project – Volunteering



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](mailto:wayne.wilmot@reachuk.org)



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!

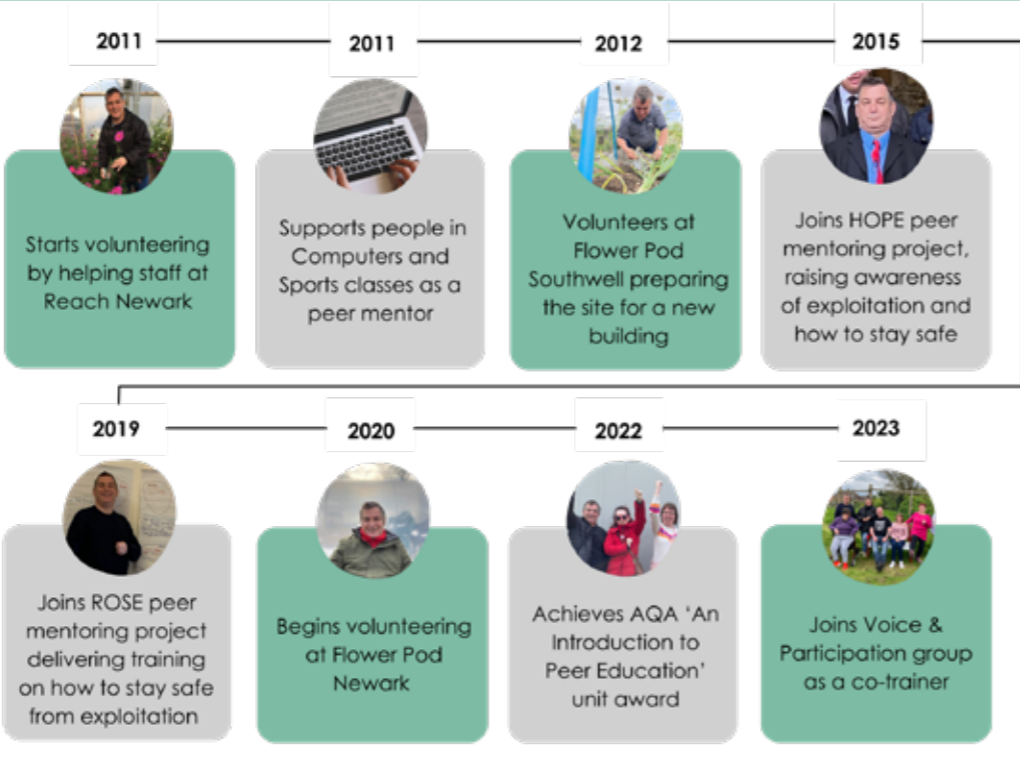
To anyone thinking of volunteering I’d say “go for it!” It’s well worth doing. Volunteering improves your physical and mental wellbeing and connects you to your community”.

## 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!**



**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](mailto: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.



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](mailto: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.





**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](mailto:dani.noquet@reachuk.org)



**“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**



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



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](http://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

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.



### 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

		Unrestricted	Restricted	2024 Total	2023 Total
		£	£	£	£
Income from:					
	Notes				
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:

  
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	2024	2023
	Unrestricted	Restricted	
	£	£	£
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

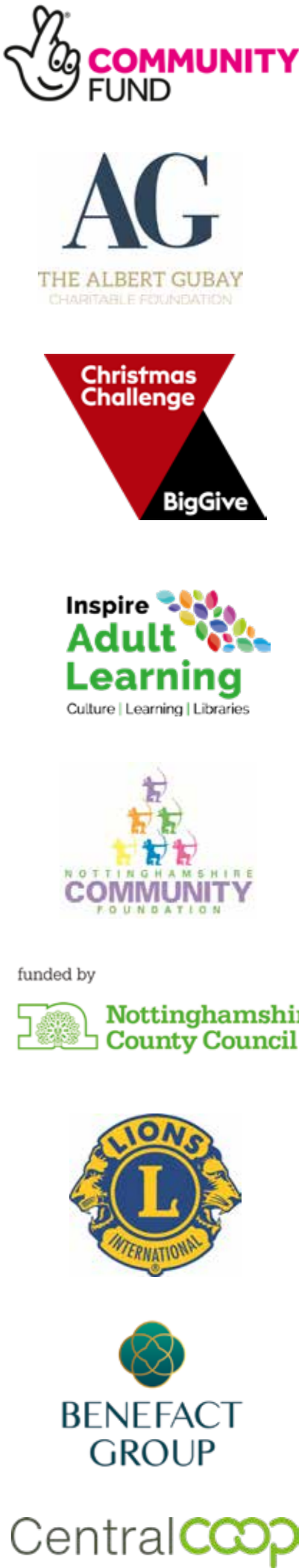
The Reed Foundation

The Viking Challenge

TK Maxx Newark

Upton WI

Volunteers, each and every one





Reach Learning Disability Care



Reach Learning Disability  
Prebend Passage  
Southwell, NG25 0JH



[www.reachuk.org](http://www.reachuk.org)



01636 819066



[info@reachuk.org](mailto:info@reachuk.org)

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



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\_Id

**Writing and layout:** Reach staff and Beryl Pettitt

**Photographs:** James Turner Photography, Claudia Harrison-White, Beverley Rayner and other Reach Staff