# BRENT MENCAP

England & Wales · Charity number 1077038

## Details

| | |
|---|---|
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 03651245 |
| **Registered** | 1999-08-16 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | Brent Mencap<br>379-381 High Road<br>London<br>NW10 2JR |
| **Phone** | 02084515278 |
| **Email** | info@brentmencap.org.uk |
| **Website** | www.brentmencap.org.uk |

## Activities

**Objects:** THE RELIEF OF PEOPLE WITH A LEARNING DISABILITY IN PARTICULAR BY THE PROVISION OF HELP AND SUPPORT FOR THEM AND FOR THEIR FAMILIES, DEPENDANTS AND CARERS AND TO PROMOTE INCLUSION, INDEPENDENCE AND CHOICE FOR PEOPLE WITH A LEARNING DISABILITY AND TO CHALLENGE DISCRIMINATION AGAINST PEOPLE WITH A LEARNING DISABILITY.THE PROMOTION OF THE WELFARE OF OLDER PEOPLE AND ADULTS AND CHILDREN WITH DISABILITIES AND THEIR CARERS IN ANY MANNER WHICH NOW OR HEREAFTER MAY BE DEEMED BY LAW TO BE CHARITABLE WITHIN THE LONDON BOROUGH OF BRENT AND ADJOINING AREAS PARTICULARLY BY THE PROVISION OF CARE, ADVOCACY, SUPPORT, TREATMENT AND EDUCATION COMMENSURATE WITH THEIR NEEDS AND POTENTIAL. ("OLDER PEOPLE" ARE PEOPLE OVER THE AGE OF 55.)TO PROVIDE OR ASSIST IN THE PROVISION OF FACILITIES FOR THE RECREATION OR OTHER LEISURE TIME OCCUPATION FOR PEOPLE WHO HAVE NEED THEREOF BY REASON OF THEIR AGE OR DISABILITY WITH THE OBJECT OF IMPROVING THEIR CONDITIONS OF LIFE.

**Activities:** Brent Mencaps passion for a healthier & fairer Brent from 1979 led to great housing, employment, health, advice, wellbeing & self-advocacy. We adapted & provide social prescribing support & healthcoaching for Brent patients. People with a learning disability, neurodiversity & carers get inclusive support & free creative/wellbeing activities eg

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yoga,poetry,singing,gardening,self-advocacy & art.

## Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Recreation
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

## Geography

- **Area of benefit:** LONDON BOROUGH OF BRENT
- Brent

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £1,800,408 | £1,633,371 | £766,307 | 47 |
| 2024-03-31 | £1,706,499 | £1,429,620 | £599,104 | 51 |
| 2023-03-31 | £1,169,341 | £1,137,148 | £322,121 | 41 |
| 2022-03-31 | £956,803 | £833,450 | £289,940 | 30 |
| 2021-03-31 | £661,360 | £621,078 | £166,516 | 20 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Charlotte Johnson** | Chair | 2015-10-23 |
| Harriet Daisy Bird | | 2023-12-06 |
| John Gribbon | | 2019-11-22 |
| Marcus Andrew Thomas Bull | | 2021-12-07 |
| Michael Olugbenga Odumosu | | 2019-11-22 |
| NOEL STEWART MARSHALL GIBB | | 2011-11-03 |
| Patrick O'Shea | | 2014-10-24 |

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**BRENT MENCAP**

England & Wales - Charity number 1077038

# Accounts

BRENT MENCAP

LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2025

# BRENT MENCAP
(A Company limited by guarantee)

## TRUSTEES' REPORT AND FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 31 MARCH 2025

Registered Number: 03651245
Charity Number: 1077038

**BRENT MENCAP**

**LEGAL AND ADMINISTRATIVE INFORMATION**

**FOR THE YEAR ENDED 31 MARCH 2025**

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**Trustees**

Pete Bickers, Vice Chair
Shirley Bickers
Noel Gibb, Treasurer
Charlotte Johnson, Chair
Patrick O'Shea
John Gribbon
Michael Odumosu
Marcus Bull
Harriet Bird (elected 6th December 2023)

**Executive Director**
Ann O'Neill

**Company Registered Number**

03651245

**Charity Registered Number**

1077038

**Registered Office**

379-381 High Road, Willesden, London, NW10 2JR

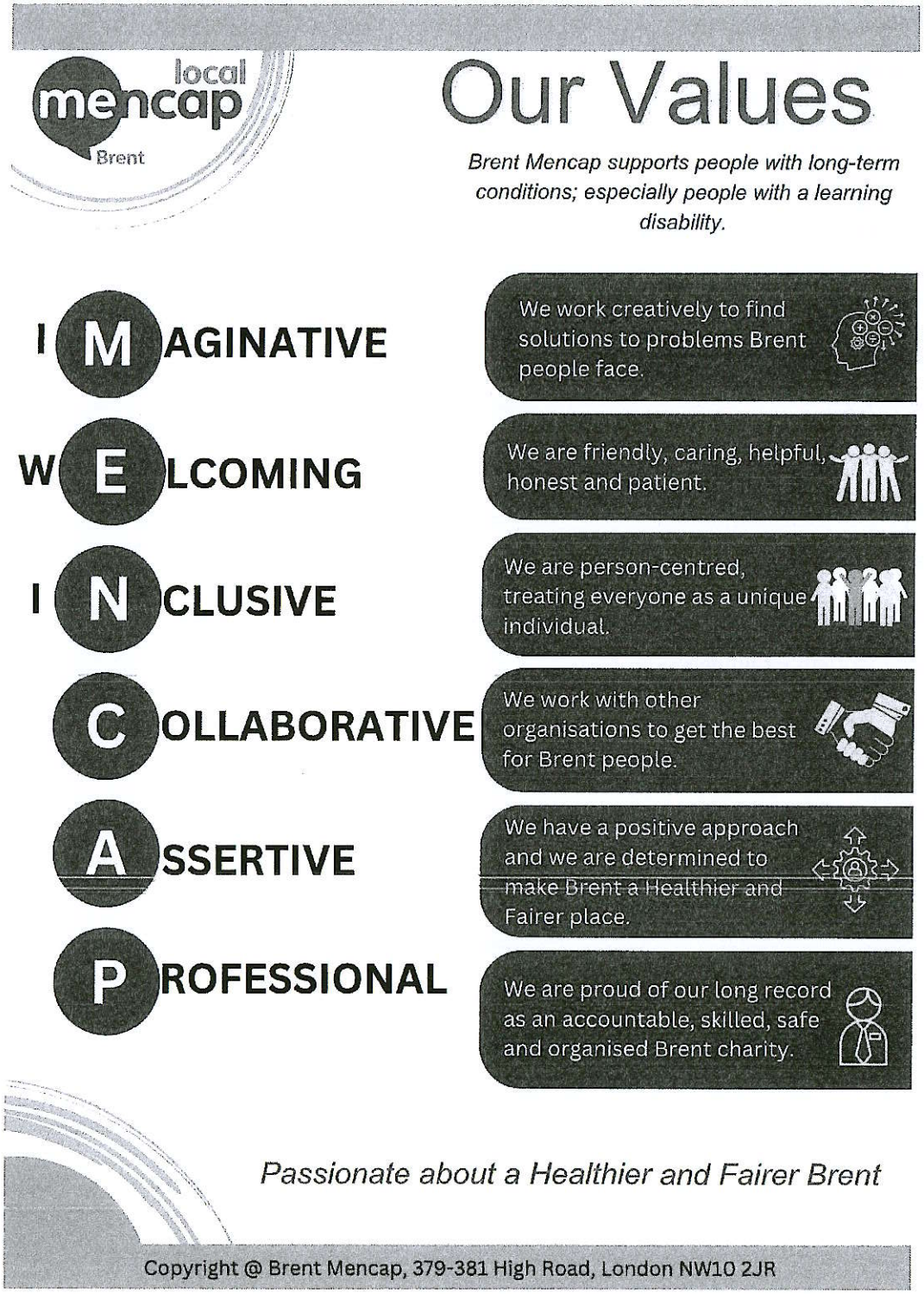
**Independent Examiners**

K C Fisher FCA
c/o Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

**Bankers**

National Westminster Bank, 12 Station Parade, Willesden Green, London, NW2 4NN

**Brent Mencap Values**




The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Brent Mencap (the company) for the year ending 31st

March 2025.

**Governing Document and Charitable Objects**

Brent Mencap is registered as a Charity with the Charity Commission under registration number 1077038. It is constituted as a company limited by guarantee (registration number 03651245) and is therefore governed by its Memorandum and Articles of Association.

The objects of the charity are:

"Primary object:
The relief of PWLD in particular by the provision of help and support for them and for their families, dependents, and carers, and to promote inclusion, independence and choice for PWLD and to challenge discrimination against PWLD.
Secondary objects:
The promotion of the welfare of older people and adults and children with disabilities and their carers in any manner which now or hereafter may be deemed by law to be charitable within the London Borough of Brent and adjoining areas particularly by the provision of care, advocacy, support, treatment and education commensurate with their needs and potential ("Older people" are people over the age of 55).
To provide or assist in the provision of facilities for the recreation or other leisure time occupation for people who have need thereof by reason of their age or disability with the object of improving their conditions of life"

**Chair's Report 2024–2025 Dr Charlotte V. V. Johnson, Chair of Brent Mencap**

This year has been one of real progress and renewal for Brent Mencap. Together, trustees, staff and members have built stronger foundations for the charity's future — ensuring we remain a trusted voice and source of support for people with learning disabilities (PWLD) and people with long-term conditions (LTC)in Brent.

**Building for the Future**

We have taken major steps to strengthen leadership and strategy: We have

- Begun the recruitment for our new **Executive Director** and **Finance Manager** to lead us into the next phase of development and growth.
- Commissioned an **independent consultant** to benchmark Brent Mencap against similar organisations and help shape a new **Strategic Development Plan**.
- Participated in a **Theory of Change** workshop that led to three focused workstreams now guiding our priorities.
- Created and agreed a new **Values Statement**, developed collaboratively by trustees, staff and users (see page 4)

**Investing in People and Good Governance**

Our commitment to fairness, quality and compliance remains at the heart of our work: We have

- **Benchmarked staff salaries** against similar roles across Greater London, ensuring our 2025 pay rise was fair and competitive.
- **Budgeted responsibly** for the upcoming rise in employers' National Insurance contributions.
- **Reviewed policies** more frequently and introduced new ones in line with updated legislation — including a new Sexual Harassment Policy.

- **Updated employment contracts** and the **Employee Handbook** ahead of new legislative changes.
- **Completed a full GDPR compliance review** and delivered refresher training for all staff and trustees

**Expanding Our Reach and Influence**

To raise our profile and strengthen community connections, we have :

- Launched a detailed **marketing plan**, including a new website and improved social media presence.
- Began researching the most relevant **Quality Standards accreditation** for our work.

Meanwhile, our **Service Development Groups** have continued to explore new ways to make life better for PWLD in Brent — from employment and advocacy to inclusion and wellbeing. The **Disability Rights and Politics (DRaP)** group, in particular, continues to grow as an influential voice for local people with learning disabilities.

**Looking Ahead**

As we move into 2025–2026, Brent Mencap is in a strong position — with a clear strategic direction, renewed leadership, and a shared commitment to inclusion, empowerment and equality. It is heartwarming to read the details of the impact of Brent Mencap's work in this report. I also find it a delight to see people here enjoying the art groups, singing, gardening and self-advocacy.

Our heartfelt thanks go to all our staff, volunteers, members, and supporters who make this work possible. Together, we are ensuring that Brent Mencap continues to be a place where everyone can belong, contribute and thrive.

**Organisational Structure and Procedures for Setting Staff Salaries**

Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees. A list of Trustees who served during the year is on page 1. The Trustees met 6 times during the year, with the Executive Director and finance manager present. Regular reports about Brent Mencap's financial position and performance are sent to the Trustees. The committee discuss the reports and agree proposals in line with our current/future financial and strategic direction.

The trustees have an established system for setting pay and remuneration for key management personnel, which takes account of salary levels for similar posts elsewhere as well as existing posts within the organisation. All salaries are reviewed annually and take account of comparative local and national trends as well as the financial performance of the organisation. As a London Living Wage employer all our employees receive at least the London Living Wage.

**Staffing: Achievements and Challenges**

The day-to-day running of the charity is delegated to a part-time Executive Director, part-time finance manager and part-time office manager. Our staff team decreased slightly from 51 FTE staff to 46FTE during the year. This includes a full-time Social Prescribing /Care Navigation team manager, 4 full-time seniors, 30 Social Prescribing Link Workers, 2 Care navigators, 9 Health Coaches, 6 part- time project workers, and 1 As and When admin-I.T.worker

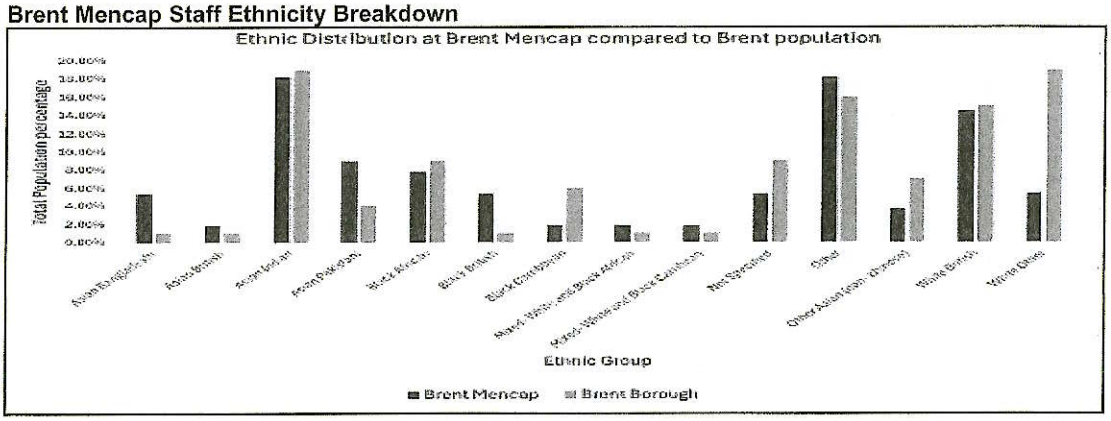
Brent Mencap's excellent staff are crucial to providing great person-centred support and services. So we continue to recruit, retain and develop excellent staff.

In 2024-2025 we are proud of:

- Responding to staff concerns about cost-of-living pressures, workloads, handling difficult cases, unrealistic expectations of some patients/partners and emotional impact of this.

- Offering an 8% pay increase in January 2024 till March 26.
- More enjoyable staff social events, BBQs, picnics and employee of the month awards,
- Our supportive management style, regular peer support and supervision
- Increasing variety of training courses eg Basic Life Support and Defibrillator Awareness
- Introducing Champion roles so staff can develop areas of interest and specialist knowledge
- Involving all staff in the development of the strategic development plan and work streams
- All staff are now using the Breathe HR system to request annual leave, report sickness and access company documents
- Staff are benefitting from our Employee Assistance service eg cash back on health costs, free legal advice and counselling. Some have used our salary advance scheme for home/car emergencies

**Brent Mencap Staff Ethnicity Breakdown**




## Related Parties

Brent Mencap is affiliated to Royal Mencap as a branded group and is approved to use the name Mencap and their logo. Brent Mencap is an autonomous local group. We receive no funding from Royal Mencap.

### Objectives

Brent Mencap exists to enable Brent residents of all ages with a learning disability or long-term health conditions to live as full and independent a life as possible. Our services/activities encourage and enable people with a learning disability (PWLD) and others with long term conditions to be more in control of their lives and positively included in their communities through focusing on:

- inclusive, person-centred health and well-being services,
- specialist information, advice, and support.
- social inclusion and keeping safe activities:
- giving people a voice and the ability to influence through user involvement and engagement activities,
- promoting equal rights, inclusion and accessible community services,
- gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.

**Strategies for Achieving Objectives**

Our key strategies for achieving our objectives were reviewed and adapted in light of new and ongoing threats and changes such as the Gaza and Ukraine wars, the new government, and the continuing cost-of-living crisis in 2024-2025. We analyzed the external environment, likely future developments, possible funding streams and other factors affecting Brent Mencap in 2024-2025. Our agile approach means we adapted swiftly and continued to provide support in person centred ways to our beneficiaries.

**Strategic Development Areas 2024-2025[1] How did we do?[2]**

In 2024-2025 we planned to focus on:

- Continuing and improving our current preventative support projects 😊
- Submit longer term bids to continue current creative, wellbeing and self-advocacy services. ☹ Our 2nd National Lottery bid was rejected in mid-2024
- Achieving new quality assurance accreditation? Partly. We agreed to undertake Quality For Health accreditation in 2025-2026
- Reviewing and reinforcing our values, ensuring staff, trustees and stakeholders understand and support them. 😊 see introduction
- Developing a longer-term strategic plan which is more explicit about fundraising, data, impact reporting and marketing. 😉
- Implementing our management succession plan, ensuring continuity is provided by trustees and other senior managers? Partly. We selected a recruitment consultancy to begin the process
- Improving our managers' leadership and strategic planning skills. Partly all were involved in strategic planning and some development activities
- Using our data more effectively to highlight unmet needs, development areas or inequalities? Partly. We have clearer data about impact and outcomes of our creative and wellbeing activities
- Improving our website, marketing and social media😊 Plan in place and began November 24
- Set up and support a Disability Rights Advisory sub-group of the Board of Trustees of PWLD self-advocates and key stakeholders, to steer disability rights initiatives. ☹ No action taken yet
- Use new technologies to improve services, reporting, accessibility and impact 😉 Using AI more
- Create service model templates to prepare for future tendering/contracts/opportunities ☹ no time
- Scope possibility developing of an information /support service for people with ASD or family carers ☹ no time but people can access social prescribing services
- Expand wellbeing activities and support to children and young people aged 14-25 and their carers? Partly. We offered creative activities to them, but no time to expand the range beyond social prescribing support to carers

**Our Achievements 2024-2025**

2024-2025 was a busy, challenging, and successful year for Brent Mencap despite new and continued external challenges and changes. We solved problems, adapted successfully, reinforced local relationships, made new partnerships and offered new wellbeing and creative experiences and opportunities to our users. We strengthened our financial situation. We are determined to ensure Brent Mencap will build on this to continue our support to Brent PWLD, carers and other people with long-term health conditions to survive and thrive.

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[1] See page 29 in our 2023-2024 report

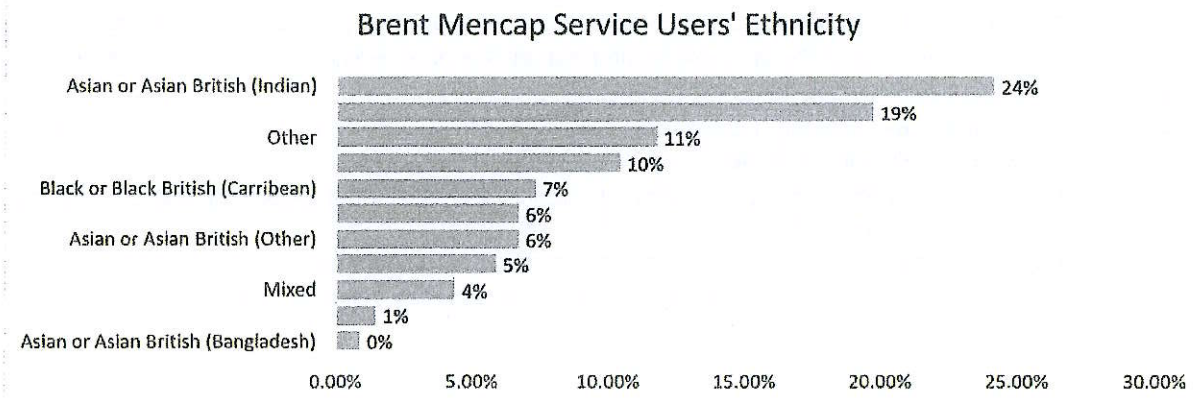
[2] If we succeeded there is a 😊 next to it. If we partly achieved it, there is a ? and an explanation. If we didn't there is a ☹ with a short explanation. The full report, which follows, gives more details

Given this we are especially proud of:

- Completing a strategic review of our priorities and identifying 3 key areas to work on in 2024-2026
- Improving our marketing through a new website and energized social media posts
- Completing our lease negotiations with Brent Council and securing a 10-year lease.
- Maintaining full occupancy of our building with organisations that share our values and ethos.
- Supporting more Brent people in a person-centred way to improve well-being, income and lives.
- Improving the evaluation of our services with patients and users
- Being "greener" and saving money by installing solar panels on our roof
- Building patients, users and carers' resilience, confidence, talents and skills
- Sharing personal stories and achievements.
- Recording the lived experience & views of people with long term health conditions and disabilities.
- Highlighting gaps in services they face to service providers and decision makers.
- The persistence of our users to speak up in public and challenge barriers they face.
- Delivering enjoyable wellbeing, exercise, arts, gardening, creative activities and self-advocacy with 1 short term grant, topped by up reserves
- Improving our impact reporting and data collection
- Still providing face-to-face/phone practical and emotional support to people with a learning disability
- Raising local awareness of the Accessible Information Standard, Easy Read information & Hate crime
- Strengthening links with new local and London wide partners
- Increasing our income, making a surplus for the 5th time in several years and using some of it to keep our creative and well-being activities going. We increased our savings.
- Improving the Social Prescribing Link Worker, Health and Wellbeing Coaching and care Navigation Service and the management support for this team of workers
- Keeping all our tenants and hirers happy and the building safe and smart.
- Full details of the achievements of individual projects strands are included in the rest of this report.

**A Statistical Snapshot of Brent Mencap Beneficiaries and Activities and their Ethnicity in 2024-2025**

| | 2023-2024 | 2024-2025 | |
|---|---|---|---|
| Total support Sessions/ Activities/events offered to all client groups | 91564 | 104395 | Increase due to growing demand for social prescribing link worker service, Health and well-being coaches and care navigation support<br>We estimate 3 % had a learning disability/neurodiversity as shown in national statistics. Not everyone has a diagnosis. |
| Total session attendances all client groups | 94442 | 101121 | See above |
| Total attendance PWLD | 6142 | 5915 | Slight decrease due to the lack of longer-term funding. Some people are on waiting lists and others are now accessing other community activities independently |
| Total clients worked with | 18689 | 22175 | Increase due to increase in social prescribing service and health funded support. |
| People with a learning disability | 692 | 825 | We refer more people with LD or carers to universal services eg Social Prescribing |



**Individual Event and Project Data 2024-2025**

| Event / Service 2024- 2025 | Individuals involved. or assisted | Support Sessions or number of activities offered by service | Total personal Participations or support sessions per person per service/event | notes | Numbers of people with a LD |
|---|---|---|---|---|---|
| AGM 2024 | 28 | 1 | 28 | 80% with a learning disability or Autism spectrum disorder (LD or ASD) | 23 |
| Care Navigation | 416 | 4992 | 4992 | Average of 12 sessions per patient, (3% LD or ASD) | 12 |
| Creative and Wellbeing activities[3] | 82 | 578 | 3160 | Our Creative/well-being activities always provide wrap around support and advice. | 72 |
| Health and Wellbeing coaches | 9501 | 21851 | 21851 | 40% 1 phone session 60% 2 calls or more (3% LD or ASD) | 285 |
| Health Educator Programme Service | 1781 | 2061 | 2061 | Includes individual encounters, outreach, peer support. follow-up case management sessions (3% LD or ASD) | 77 |
| Self-Advocacy (DRAP) | 15 | 46 | 460 | Includes external meetings | 14 |
| Social Prescribing Link Workers | 10227 | 71589 | 71589 | Average: 7 patient contacts. (3% LD or ASD) | 307 |
| Other beneficiaries | 54 | 54 | 183 | Support offered by volunteers eg Bouquets | |
| Winter and summer parties | 71 | 2 | 71 | 80% have LD or ASD | 31 |
| **Totals** | **22175** | **101121** | **104395** | | **825**[4] |

[3] Brent Health Matters funding for Wellfest

[4] We are probably in touch regularly with about 120 people who have a LD/ASD diagnosis. Not all these people choose to use our services. The majority (3% of the overall population) may be undiagnosed and access universal services such as Social Prescribing or Health Educator

**Our Main Activity Strands Focus on**

- Improving the health, well-being, and safety of people with a learning disability (PWLD) and others with long term health conditions through person-centred appropriate advice and support
- Providing creative, well-being, inclusion, equality and engagement activities and opportunities for PWLD and others with other disabilities or long-term conditions,
- Gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.
- Promoting accessible and up to date information and advice for people with a LD or long- term conditions, their carers and local stakeholders

**Health and Wellbeing Activities**
Include Creative and Well-being Activities, Health Educator Programme Service, Social Prescribing Link Worker Service, Care Navigation and Health and Wellbeing Coaching and safeguarding

**Equality, Influencing, Inclusion and Engagement Activities.**
Includes Self-Advocacy and Hate Crime parts of Creative and Wellbeing Activities as well as our partnership/influencing activities with Brent Council, Brent G.P practices and Brent voluntary sector partners.

**Accessible Information and Advice**
Includes advice provided by Social Prescribers, Health Coaches, project workers, our informal telephone advice (which often results in a referral to a Social Prescriber or wellbeing activity), emails to partners, website, and social media. It also covers awareness raising sessions.

**Our Values[5] and Commitments**
A commitment to partnership, equality, volunteers, inclusion and keeping people safe is interwoven into all strands of our work. The lived experience and feedback from participants informs how projects develop. They provide the evidence we use to influence and educate partners and providers. The activity, achievements and performance of each core strand are reviewed below.

**Creative and Wellbeing Activities: 2024-2025**

In 2024-25, our wellbeing and creative activities with wraparound support continued to evolve, despite having just one dedicated 28-hour-per-week coordinator, one as and when support worker and a team of committed tutors who volunteered as much as they were paid! This work was made possible through funding from Brent Health Matters, 3 large donations from Francis Holland School and additional support from our reserves.

Over the past year,

- 11 varied groups ran across 46 weeks, delivering 446 sessions — more than 800 hours of activities — alongside 178 individual support and signposting sessions.
- A total of 82 people took part in Wellbeing Sessions, with a further 54 people receiving 183 bouquets through our partnership between the Gardening Groups and Flower Friends.
- Our social events brought the community together: 35 people enjoyed special outings like the Royal Albert Hall and the British Library while 71 people loved our Summer BBQ & Winter Party.
- Altogether, we delivered an impressive 3,620 participation opportunities.
- Feedback from participants shows significant improvements in confidence, social connection, and self-esteem, as illustrated in our Wellbeing infographic on page 14 below

**Singing and the Arts**
Creativity flourished this year. Our All Stars singing group completed their first 11-track album, supported by our neighbours at BBMC Studios, and applied for Arts Council funding to launch it publicly. The group's ambition — to inspire others and change perceptions of PWLD — stands as a testament to their confidence and talent.

[5] See page 4 for our Values statement.

We were proud to collaborate with the Royal Philharmonic Orchestra on its Sound Sanctuary outreach project, which became one of their most successful initiatives thanks to our joint approach. Through our partnership with Create Arts, 18 young SEND students took part in four three-day workshops led by professional artists. A highlight was the film-making project, where nine young people learned every stage of production and created a short film now featured on our website.
Our Art Group continued to thrive, benefiting from use of the New Millennium Day Centre ceramics kiln and showcasing art now displayed across our garden and offices. The continued development of participants' artistic skills highlights the lasting impact of regular creative opportunities — and demand is such that we plan to launch a second art group next year.

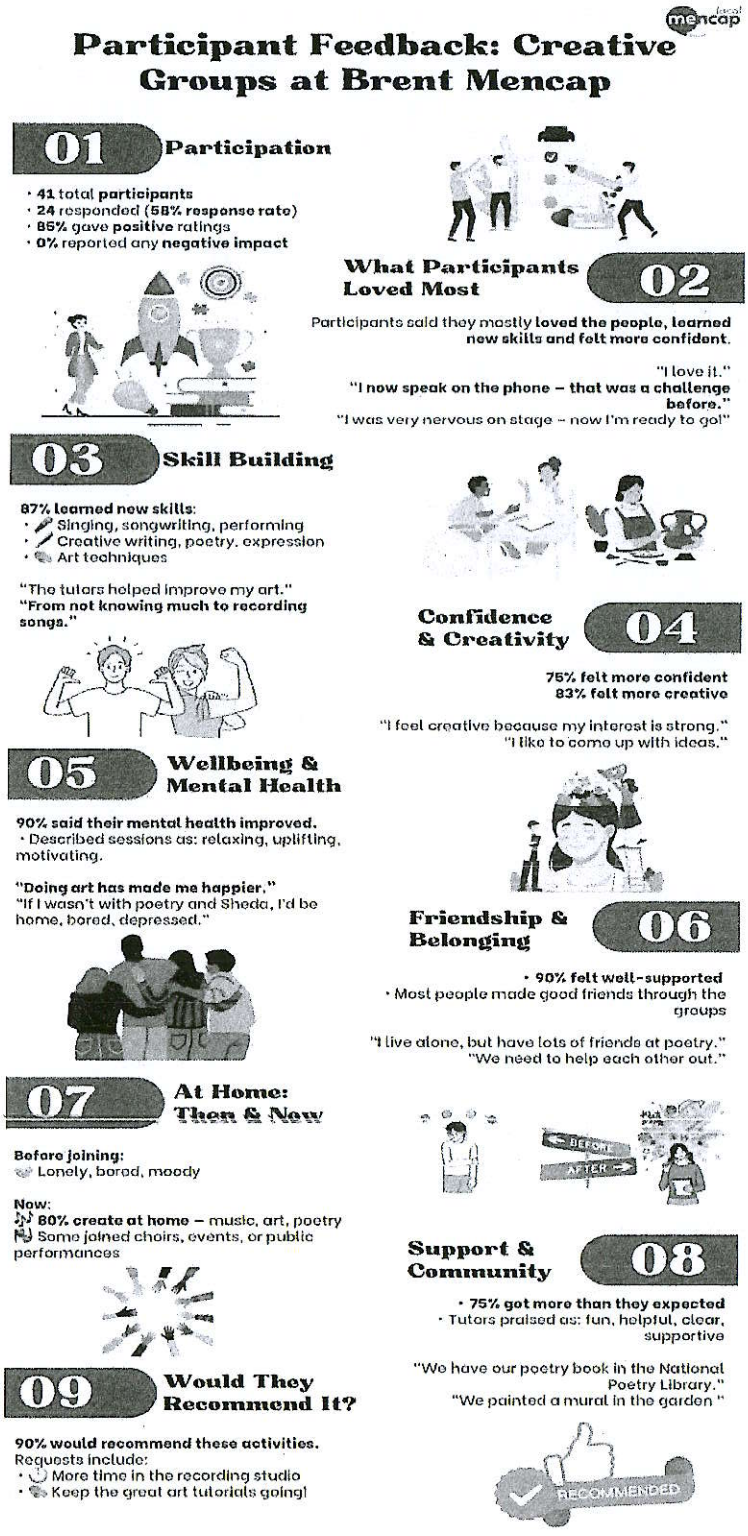
**Exercise and Outdoor Activities**
Physical wellbeing was promoted through Breathe and Movement, yoga, and Create's dance workshops. Our Gardeners worked closely with Flower Friends to grow and share beautiful bouquets with isolated residents across Brent, improving both wellbeing and community connection. Yoga with Rita is always popular. Our Breathe and Movement classes (delivered by FFfit UK) went from strength to strength, with attendance rising from an average of 7 to 11 participants per session — evidence of growing interest in accessible fitness and mindfulness activities.

**Safeguarding and Partnership Working**
This year also brought vital progress in safeguarding. Following a complex case involving multiple agencies, our proactive engagement with Brent Adult Safeguarding led to a well-planned and supported move for a vulnerable older woman who had experienced high level financial abuse. We now have new quarterly coordination meetings with safeguarding leads from several partner organisations. This collaboration has already improved joint responses and will continue to strengthen protection for vulnerable adults.
Our achievements have been made possible through strong and diverse partnerships with organisations including the Royal Philharmonic Orchestra, Create Arts, Brent Start, Flower Friends, FFfit UK, BBMC Music Studios, BEAM Employment Support, and Brent Council's Co-Production Team. These collaborations have enriched our offer and extended our impact.

**Looking Ahead: 2025–26**

Next year, we plan to:

- Launch the All Stars' debut album of original songs.
- Continue DRaP's campaign for better employment support for PWLD.
- Deliver 10 diverse wellbeing activities across the year.
- Establish a second Art Group to meet growing demand.
- Expand communication and sharing of wellbeing successes and advocacy outcomes.
    - Develop an Easy Read group with Brent Council's Co-Production Team




**Health Educator Partnership Service (HEPS)**

**Background to HEPS**

Brent had a high level of deaths and cases of Covid 19. But even before Covid, many Brent residents had worse health and died earlier than most other places. This is for many reasons:

poorer housing, less income, language and cultural issues, discrimination, less awareness of how to keep themselves healthy and prevent illnesses like Covid, diabetes, cancer and high blood pressure. (The posh word for this is "health inequalities")

In early 2024 our partnership[6] submitted a successful tender to continue the project which had new targets, more outcomes, but no more money from Brent Council's Brent Health Matters. There was more emphasis on Diabetes case management, closer locality working and providing diabetes peer support and digital diabetes awareness sessions as part of the overall contract (these had been funded separately before) The original 3+year HEPS contract finished on 30 June 2024. All partners worked hard together with health educators to adapt to delivering the new targets. The planned increase in employers National Insurance in April 2025 meant we had again to review ongoing staffing to stay within budget during the contract life. We asked for a slight contract variation to reduce staffing overall.

Brent Mencap still has the same amazing 4 part-time Health educators who work 35 hours a week. We lead work in our neighbourhood
of Neasden, Dollis Hill and Willesden. Our area has some of the most deprived areas in Brent. They supported 1781 people, 90 more than last year, despite significant contract changes, no project coordinator in post and longer support given to residents. Contact varies from handing out leaflets, showing people online resources, short conversations to ongoing casework support for a month or leading 8-week Community Diabetes peer support sessions.

**HEPS Achievements April 24-March 25 Promoting Health and Reducing Inequalities**

From April 2024 to March 2025, the borough wide Health Educators Programme (HEPS) delivered 1,208 outreach activities across Brent's five key areas — Kilburn, Wembley, Harlesden, Kingsbury, and Willesden — engaging 11,416 residents aged 18–95, predominantly from BAME communities. Through workshops, one-to-one support, and community events, HEs focused on reducing health inequalities and raising awareness of conditions such as diabetes, hypertension, mental health issues, and cancer screening.

Key achievements include helping residents adopt healthier lifestyles: using tools like the 'Eat Well' plate and community food workshops, participants learned to make informed dietary choices and follow low-carb plans. Diabetes awareness was reinforced through leaflets, NHS risk checkers, and a six-week Diabetes Peer Support Programme, which was well-attended and highly valued, with participants requesting ongoing sessions.

HEs also contributed to public health initiatives, supporting the Brent Health Matters (BHM) programme, vaccination buses, the Man Van Mobile Clinic, and monthly wellness events. Their efforts reduced unregistered GP residents from 107 last year to 60 this year, demonstrating a tangible impact on access to healthcare.

Health Educators motivated community members to engage in physical activity, attend talking therapies, and participate in health checks, while distributing information on preventive care, including blood pressure, sugar, BMI, and diabetes risk scores.

Supporting clinical teams, 12 trained HEs delivered health checks, promoted screenings, and facilitated health promotion events. A new role of Diabetes Case Management HE was introduced, focusing on personalised case studies across all five localities.

Through training in diabetes management, mental health, NHS digital tools, and obesity interventions, HEs enhanced their knowledge and capacity to provide accurate, relevant guidance. Overall, the team's work has led to improved health literacy, behaviour change, and stronger

[6] Brent Carers Centre, Brent Mencap, PLIAS, CBplus and Saafi

community connections, while reducing barriers to healthcare and empowering residents to take charge of their wellbeing.

### Disability Rights and Politics Group - Empowering Self-Advocacy

Our Disability, Rights and Politics (DRaP) group continued to champion the voices of people with learning disabilities (PWLD) in Brent. Meeting weekly, members spoke up about critical issues — particularly the lack of effective employment support for PWLD.

DRaP self-advocates' persistence led to tangible change: following their advocacy, Brent Council commissioned a new short-term LD/autism-specific employment project in partnership with BEAM, resulting in two participants gaining paid work and three more preparing to apply.
DRaP also played a key role in Brent's Disability Forum, offering detailed feedback on accessibility and Easy Read communication. They trained 30 new Thames Reach staff, improving frontline understanding of learning disability. Their independent mystery shopping led directly to improvements in Brent's Advice Hubs — a powerful example of peer-led change.

A core group of 15 experienced self-advocates still met regularly during 24-25. No new self-advocacy group could be started due to lack of new funding.
Through the DRaP group members know they have a voice and can make a difference.
These efforts have not only raised awareness but also led to systemic changes that benefit PWLD in various aspects of life, from public services to community engagement.

### Social Prescribing, Care Navigation, and Health & Wellbeing Coaching

In **April 2024 to March 2025**, our **Social Prescribing Link Workers (SPLWs)**, **Care Navigators (CNs)**, and **Health and Wellbeing Coaches (HWBCs)** supported **20,144 patients**, up from 15,374 the previous year — representing a **31% increase** in patients supported. This demonstrates the growing demand for and impact of our services in the community.

**Service Developments**

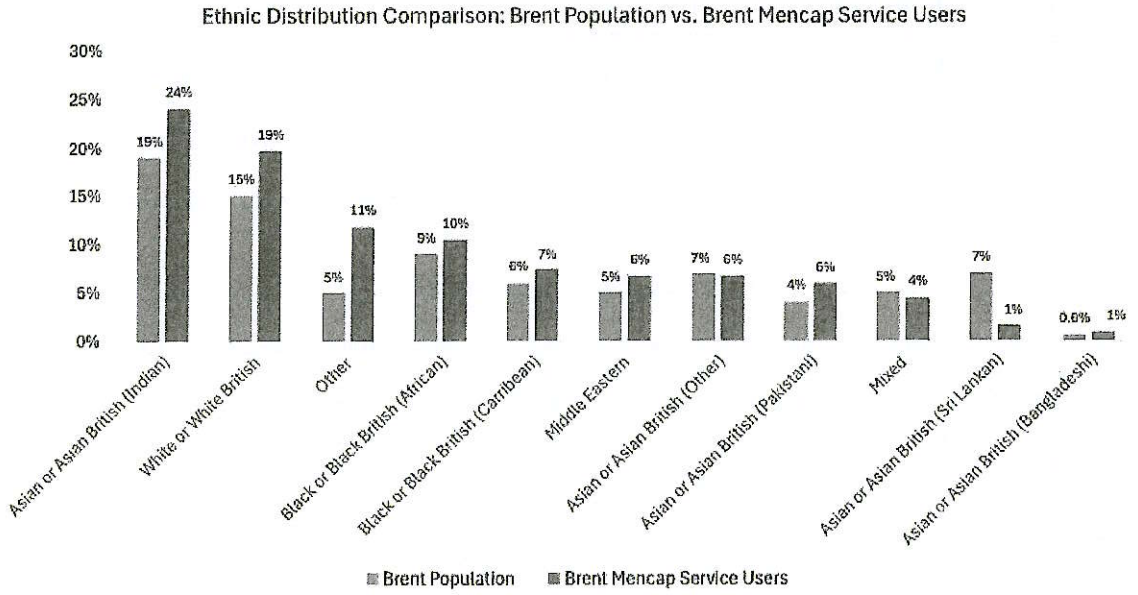
- **Staff Champion roles** were introduced in housing, welfare benefits, mental health, money and debt, and health and wellbeing. Champions attend specialist training, provide updates to the team, and empower colleagues, fostering ownership and professional growth.
- Staffing remained stable, with only four leavers and two maternity leaves. Our team reflects Brent's diverse population, and future recruitment will continue to prioritise inclusivity.
- Training included **Basic Life Support**, advanced safeguarding, housing training with Shelter, and NHS online refreshers, equipping staff to respond to complex needs.

**Referral Numbers and Year-on-Year Growth**

Our team supported **20,144 patients** in 2024–25, representing a **31% increase** from 15,374 in 2023–24. Breakdown by service shows substantial growth across all teams:

- **Social Prescribing Link Workers (SPLWs):** 10,227 referrals (**up 10.7%**)
- **Health and Wellbeing Coaches (HWBCs):** 9,501 referrals (**up 63.0%**)
- **Care Navigators (CNs):** 416 referrals (**up 33.0%**)

This highlights both the **rising demand** and the **team's ability to respond effectively** to a growing and diverse patient population. The chart below shows we are reaching people in the majority of Brent's Ethnic groups. We will increase the take up by Middle Eastern, Pakistani and Sri Lankan patients in 2025-2026.




**Referral and Enquiry Highlights**

- SPLWs addressed housing, social care, benefits, mental health, employment, education, transport, and family matters.
- **Top enquiry themes** across the six Primary Care Networks (PCNs) were housing, social care, and welfare benefits, reflecting local social challenges.
- **Safeguarding:** 66 cases managed, as well 28 patients with suicidal ideation. Staff ensured timely referrals to social services, mental health teams, and other agencies.

For 4 out of the 6 Primary Care Networks Housing is the top enquiry. This includes homelessness, unsuitable accommodation, rehousing, disrepairs and adjustments needed in home. Social care is also one of our top enquiry types, this included care packages, liaising with social services, requesting care needs assessments and reviews, OT referrals and supporting carers. Welfare benefits are in our top 3, this included eligibility checks, providing information and advice, making claims, supporting with application forms, and checking progress.

**CNs:** Like our SPLWs, the CNs support patients with social related matters. They provide longer term support. Our CNs top 3 enquiry types are Housing, Benefits and transport (supporting patients with application process for blue badge, taxi card, dial-a-ride).

**HWBCs:** Our HWBCs have been supporting practices and their patients with the following: health and wellbeing enquiries, diabetes, health management programme, healthy eating and physical activities, health checks, screenings (such as cervical, bowl and breast screenings), child immunisations and cancer prevention. Numbers are up this year due to more one-off phone calls, reminding patients to book cancer screening and vaccination appointments. They educate patients, listen to their concerns, provide information, make appropriate referrals and book required appointments.

**Case Studies: Transforming Lives**

- **75-year-old male** – Struggling with alcoholism and daily care needs; SPLWs coordinated social care and alcohol support. Carers now visit daily, he has reduced drinking, and life is more manageable for him and his wife.
- **32-year-old female** – Wheelchair-bound; SPLW advocacy secured a ground-floor, accessible flat, improving safety and dignity.

- **26-year-old female** – Sofa-surfing after domestic violence; CN support secured temporary accommodation and safeguarding interventions.
- **30-year-old male** – Diagnosed with tuberculosis; HWBC guidance on smoking cessation, diet, and self-management improved his overall wellbeing.
- **69-year-old female** – Managing chronic conditions and grief; HWBC support included lifestyle coaching and community engagement, reducing isolation.
- Additional cases addressed mobility grants, benefits, debt advice, and mental health support.

**Patient Feedback and Evaluation**

In early 2025, an **initial evaluation survey** was conducted with patients and carers. **73 responses** were received via Google survey or phone. Key findings:

- **82.7%** of responses were from patients; **19.1%** from relatives/carers.
- **Top social issues:** Housing (23.6%), Benefits (21.8%), Social Care (16.4%).
- **Most helpful support received:** Referral to services (60%), Advice and information (52.7%), Support with applications (51.8%).
- **99.1%** felt their SPLW focused on what mattered to them.
- **76.4%** were "very satisfied" with the support provided.
- **98.2%** would return for future issues and **recommend the SPLW to others**.

**Strategic Impact**

Our team not only responded to immediate social and health needs but **empowered patients**, improved access to services, and strengthened partnerships with housing, social care, and health providers. Through advocacy, personalised care, and holistic support, patients regained **independence, confidence, and hope**, transforming lives across Brent.

**Plans for future**

- Increase number of patients completing evaluation feedback.
- Set up patient participation focus groups to get more detailed feedback,
- Plan to increase take up of services in Sri Lankan and Mixed other ethnicity groups though outreach.

**Brent Mencap's Partnership Work and Community Ripples**

Brent Mencap has always worked in informal and formal partnerships to improve the lives of PWLD and people with long term health conditions. There is a wealth of excellent statutory, community and voluntary sector organisations in Brent that provide different types of services and support. This section names a small number of organisations, but our network is much wider. How we involve partners to improve people's lives shines through this report. Our aim is always to deliver or find the right service or support for people.

We choose our formal partnerships carefully: checking project plans include enough time and funding. We research partners' skills, working culture and values to ensure the best fit for participants. We carefully assess risks and benefits to us and our beneficiaries before committing.

**Key Partners In 2024-2025**

- Harness and Kingsbury and Willesden NHS localities on Social Prescribing, Health Coaching and Care Navigation
- The Health Educators Partnership Service with Brent Carers Centre, Plias, Saafi and Community Barnet and Brent Health Matters.
- New partner Royal Philharmonic Orchestra outreach who started Sound Sanctuary sessions here in May 2024
- "Create" who have delivered 12 creative day workshops a year for young people with a learning disability at Brent Mencap since April 2023
- Our tenants and neighbours: the Work Rights Centre, Brent Bereavement Service, Brent Irish

Advisory Service, the Shaw Trust, BBMC the studio next door and Brent Trades Council who own the iconic but rather derelict building on the other side of our building

- Brent Council, Brent NHS and voluntary sector partners.
- Local organisations such as Advice for Renters, Sufra, Brent CAB, Brent Council Hubs, Green Doctors Flower Friends etc.

We've found that our creative and well-being participants and self-advocates created many community ripples of their own. They positively impact the public, staff and customers in their own way, changing views, defying stereotypes, one ripple at a time.

**Brent Mencap's Influencing & Challenges Faced**

Despite trying to work in partnership and using our users/patients' lived experience to influence local policy and services we still face challenges. We highlighted these in our responses to Brent Council's Draft Budgets in December 2023 and 2024. They included

- The general lack of respect, understanding and recognition shown by Brent Council and the ICP to the income generated, services provided, and contribution made by the Voluntary Sector in Brent to the wellbeing and health of Brent people of all ages.
- Not being treated as equal, knowledgeable partners by them and not having the voices, wishes and experiences of the people we support, heard and acknowledged
- The length of time it takes us to get a response from Adult Social Care (A.S.C.), safeguarding, and housing department etc. The lack of response and understaffing frustrates both staff and residents, with little hope for near-term improvement. Recent reports highlight many problems eg the recent CQC Brent Adult Social Care report and a Healthwatch Brent ASC report.
- Our self-advocacy group and Brent Mencap have highlighted gaps in service for PWLD, people with other disabilities and long-term conditions especially lack of support into employment. Only short-term projects are provided.

As a result of this feedback- given in writing and in person at the Budget Scrutiny task groups, we were approached by the Brent Safeguarding team and ASC for meetings to improve joint working. It also led to Brent's Employment lead commissioning a short-term employment project for people with LD/Autism in early 2025- but still no long-term changes.

**Accessible Information /Digital Exclusion**

Many older and disabled people are not as digitally confident or aware as other sections of the population. Many do not want to be either. This digital exclusion was highlighted through the Covid pandemic. Many still prefer information and support in non-digital, accessible paper formats and through face-to-face contact. For this reason, we provide paper-based information, leaflets, and are

reachable by phone or if people call at the office.
We raise the need for accessible information continuously at regular strategic meetings with Brent Council and partners throughout 2024-2025 when discussions took place about how to reach out to marginalised, hard-to-reach groups. We stressed the need for simple, easy to read paper information as well as digital resources. Important correspondence regarding care packages, financial charges, or service reductions is frequently not provided in accessible or easy read formats for individuals with learning disabilities.

**Financial Review**

As stated in the Statement of Financial Activity (SOFA), income for the year totalled £1,800,408 (£1,706,499 2023-24). This increase was mostly due to expansion of the Social Prescribing Link worker service and Health and Wellbeing coaching service, the Care Navigator Project continuation. Grants from [1] BHM Healthfest, Watling Gardens Community Fund and Mencap – Big Healthcheck Day

During the year the principal sources of funding were:

| Source of Income | £ | % |
|---|---|---|
| Service Level Agreements | 1,714,236 | 95.21% |
| Statutory Sources | 2,271 | 0 .13% |
| Investments, Donations & Other Income | 83,901 | 4.66% |

We are grateful to all our funders for their financial support. This has enabled Brent Mencap to achieve its aims of supporting PWLD throughout the year.

Donations and Other income totalled £10,438 (2023-24: £2,774). This figure includes 3 donations from the Francis Holland School, a single donation from Breathe and a regular £5 per month donation from JV. Income from other trading activities totalled £65,192 (2023-24: £63,941). This income originates from clients, club and event fees, room hire charges and income generated from training courses. The figure is higher because we have been able to increase the office rental charges.

Investment income is received primarily from bank interest and the dividend paid on a small number of shares. Investment income totalled £8,151 for the year (2023-24: £4,283). The amount of

investment income we currently receive has been significantly affected by the higher interest rates currently being offered by banks.

Income for charitable activities totalled £1,716,507 (2023-24: £1.635,428) and is generated from two areas of work – Information, Advice and Equality and Health and Wellbeing.

There are several different projects that fall under these headings. These were funded by 5 different funders throughout the year.

Expenditure totalled £1,633,371 (2023-24: £1,429,620) during the financial year. All Expenses in 2024 and 2025 were incurred in pursuit of the charity's activities.

These costs were split between direct costs of £1,477,696 (2023-24: £1,216,824) on Information, Advice & Equality and Health & Wellbeing activities; support costs totalled £155,675 (2023-24: £212,796).

Support costs are allocated to all projects and are apportioned on a basis calculated by the total staff time spent working on each project. Governance costs were £7,173 (2023-24 £4,507)
The revaluation of our investments (121 Santander shares originating from when the Abbey National Building Society demutualised in 1989), showed an increase in their value to £632 (2024: £466) at the end of the year.

Unrestricted Funds have increased by £174,466 to £764,036.

No funds at the end of the financial year were in material deficit. The total funds of the charity on 31 March 2025 totalled £766,307, (2023-24: £599,104) comprising restricted funds totalling £2,271 (2023-24: £9,534) and unrestricted funds of £764,036 (2023-24: £589,570).

Unrestricted funds include designated funds of £144,900 (2024: £144,900).

Going forward, Brent Mencap will continue to build on its successful work with the local NHS and Brent Council. We will also consider now the adverse effects of the current cost of living crisis in our funding bids and strategic planning for people with a learning disability and long-term health conditions. We will get better at collecting more evidence of need, so we are better placed to develop other larger charitable bids, maintain the income from our premises and explore other ways

to generate income. This as well as our selective and strategic approach to partnership working will ensure Brent Mencap has a firm foundation to enable it to continue to develop and deliver support to PWLD and others with long term needs into the future.

**Reserves Policy**
The Trustees of Brent Mencap have assessed the organisation needs to hold reserves to ensure the continuity of its charitable activities by protecting itself from fluctuations in income, providing a level of working capital, maintaining its fixed assets and covering all liabilities including the pension deficit. The levels of reserves the Trustees have calculated are needed are £374,784, equivalent to three months 2024-2025 salary costs and Office Rent Liability.
We currently hold £738,870 of savings so we can cover these possible liabilities and any other eventualities.

## Investment Policy
Brent Mencap's funds are split between 2 British banks. The Trustees decided that the funds would be put into banks with an ethical ethos. The trustees reviewed this in March 2024.

**Risk Management**
Brent Mencap Trustees and staff regularly review the risks the charity is exposed to. We undertake regular risk assessments on our activities and on the participants of our services.

All discernible risks have been thoroughly assessed, and suitable plans, systems, procedures, and training have been implemented to mitigate these risks and minimise their potential impact on the charity if they occur.

While the Covid legacy, the conflicts in Gaza and Ukraine and the ongoing cost-of-living crisis were unforeseen, our proactive management and agile planning enabled us to recruit adaptable, flexible

qualified staff to provide support to more patients and vulnerable individuals in 2024-2025. We learn and adapt continuously to support our large staff group and our customers. We are committed to maintaining our creative activities and well-being projects and core NHS funded services.

We assess the chances of any risks materializing there by constantly reviewing project plans, budgets, core costs, project outcomes, procedures, training our staff and investing money in our systems, building and projects. We have a specialist support organisation to advise us on our responsibilities about health and safety and employment issues. They provide ongoing support and advice and indemnify us against legal action, provided we follow their advice.

Our increased management team reviewed some core systems and processes. We improved our cleaning and building health and safety as building use increased. We have started to identify and undertake new areas of work, income generation and project development while using our free reserves wisely to protect key services that benefit people with a learning disability. We have become experts at repositioning the charity so it can operate effectively at a time of cost-of-living increases, continually reduced public funding and changes to areas of service delivery.

**Review of Fundraising**
In 2024-2025 we continued the Social Prescribing Link Worker and Health Coaching and Wellbeing services, which provide the bulk of our income. We negotiated a price increase and fuller funding for the management team, some of which previously had been covered from our reserves. We also slightly increased the free income from office rentals and continued the Health Educator Programme Service (HEPS).

We submitted several grant applications or bids during the year

- Brent Health Matters Fund for Healthfest. **Successful.** This grant part funded our creative

and well-being activities

- A second Community Fund large 3-year bid for Creative, Wellbeing and Self-advocacy services and development work- **Unsuccessful again**
- National VCSE Energy Efficiency grant for 32k for solar panels and air to air heat pumps. **Unsuccessful** so we used reserves to pay for it
- Health Educator Programme Tender with Brent Carers Centre, CBPlus, Saafi and Plias. We led on budget development for this 4-year project. **Successful**

We are proud of our continued income generation and fundraising achieved during a very difficult and increasingly competitive time. The cost-of-living crisis is still hitting many charities. We focus on delivering well on existing contracts. Big funding bids take a very long time to develop and there is stiff competition.

We are fortunate to be able to maintain our creative and well-being services for people with a LD with top-up funding from reserves and from donations. We were lucky to receive regular donations from Francis Holland school and an unexpected donation from the family of a young disabled man who died. They thought we were the best Brent organisation most able to make disabled people's lives better. Finding longer term funding for those services will be a priority in 2025-2026

**Plans for 2025-2026**

Brent Mencap has done well to consolidate core preventative support services and maintain self-advocacy, creative and well-being activities. We have begun to build up our free income stream; develop our talented staff team and deliver much-needed services. We completed some aspects of our new strategic plan in mid-2024 and will refine a 3-year business plan by March 2026.

In 2025-2026 We will focus on

- Recruiting and inducting a new Executive Director and Finance Manager, ensuring staff and users are involved as far as possible in the process
- Increasing the amount of care navigator hours to meet increasing demand
- Investigating the most suitable CRM database for the volume and variety of patients and users we support.
- Increasing the take up by Middle Eastern, Pakistani and Sri Lankan patients to borough levels
- Involving more patients and users in our evaluations of services and activities
- Developing separate plans to support older carers of people with an LD/ASD, and young people aged 14-25
- Investigating JCP or other funding to increase employment opportunities for PWLD and ASD
- Dividing the Wellbeing and Creative activities budget into smaller, fully costed projects for targeted funding bids.
- Setting up a disability subgroup to inform Trustee plans and decisions
- Supporting our self-advocates to participate meaningfully in local co-production with Brent Council ASC and ensure they are paid for their experience, time and knowledge
- Assisting our self-advocates to campaign against proposed P.I.P. reductions through involvement in the Timms review taking place
- Launching the All-Stars' debut album of original songs.
- Continuing DRaP's campaign for better employment support for PWLD.
- Delivering 10 diverse wellbeing activities across the year.
- Establishing a second Art Group to meet growing demand.
- Strengthening existing partnerships and build new ones.
- Expanding our communication and sharing of wellbeing successes and advocacy outcomes.
- Developing an Easy Read group with Brent Council's Co-Production Team.

- Using the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents/photos as the basis of a Heritage lottery bid
- Highlighting the creativity, skills and talents of local people with a learning disability. ASD and other long-term conditions through public events, record releases and on our social media
- Continuing to support our users now and in the future by managing our projects and building efficiently to produce an annual surplus and maintain our reserves.
- Supporting our staff with their performance, development, work life balance and cost of living.
- Supporting the meaningful involvement of people with long-term conditions in local engagement activities
- Recruiting new trustees
- Re-igniting data workstream that emerged from the consultant priority focus areas
- Building on great progress made in marketing and expand to different channels

**Statement on Public Benefit**

The objects of the charity include: "the relief of learning-disabled children and adults and their carers within the London Borough of Brent and adjoining areas by the provision of care, advocacy, support, treatment and education consummate with their needs and potential."

Our activities provide public benefit by enabling people of all ages with a learning disability and people with long-term health conditions to live as full and independent a life as possible. The services we provide encourage PWLD and other long-term conditions to be in control of their lives and make informed choices. We do this in various ways by providing activities such as information, advice, casework, anti-discriminatory support, advocacy, wellbeing and social activities, engagement and consultation opportunities, research and by campaigning for better rights and services. Our activities provide public benefit by

- Enabling PWLD and other people with long term conditions to make informed choices about their housing, health, income, education, employment, leisure and give them the appropriate information and support to live as independently as they can.
- Enabling PWLD and other people with long term conditions to be active citizens, engaged in their local communities and influencing local services.
- Supporting PWLD and other people with long term conditions to maximise their income and avoid debt through specialist advice and sourcing relevant financial support.
- Ensuring universal service providers make reasonable adjustments to their services so PWLD and other people with long term conditions can access them like other people.
- Promoting health and wellbeing; reducing social isolation, through free or low-cost wellbeing and social activities for people with long term conditions and encouraging access to community events and groups.
- Ensuring that any activity costs are reasonable and affordable by PWLD and other people with long term conditions.
- Promoting better health services and more inclusion of PWLD and other people with long term conditions in consultations on health and social care and other community issues such as transport, information, civic engagement.
- Working in partnership with other agencies in the borough and in West London to improve service delivery for all vulnerable people.
- Enabling a strong consumer voice through increased user engagement projects and activities.

This report comprehensively outlines the charity's objectives, activities, achievements, and performance over the past year, detailing its ongoing commitment to public benefit. The trustees, in setting our aims, objectives and planning our activities, have considered the Charity Commission's general guidance on public benefit.

**Trustees Responsibilities**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

The Trustees (who are also directors of Brent Mencap for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).
Company law requires the Trustees to prepare financial statements for each fiscal year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement as to Disclosure of Information to Auditors**

So far as the trustees are aware, there is no relevant audit information of which the company's auditor is unaware and each trustee has taken all the steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

**Small Company**

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities issued by the Charity Commission in October 2019 and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

## Approval

This report was approved by the Trustees on 11 December 2025 and signed on its behalf, by:



**Charlotte Johnson, Chair**

## Opinion

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

In our opinion the financial statements:

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

## Basis for opinion

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

## Conclusions relating to going concern

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

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

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

## Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

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

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

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

Use of our report

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

Kevin Fisher BA FCA CTA
(Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey

17 December 2025

**BRENT MENCAP** **Company Number: 03651245**

## STATEMENT OF FINANCIAL ACTIVITIES

## AS AT 31 MARCH 2025

| | Notes | Total Unrestricted Funds £ | Total Restricted Funds £ | Total Funds 2025 £ | Total Funds 2024 £ |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Donations | 2 | 10,438 | - | 10,438 | 2,774 |
| Charitable activities | 3 | 1,714,236 | 2,271 | 1,716,507 | 1,635,428 |
| Other trading activities | 4 | 65,192 | - | 65,192 | 63,941 |
| Investments | 5 | 8,151 | - | 8,151 | 4,283 |
| Other | | 120 | - | 120 | 73 |
| **Total** | | 1,798,137 | 2,271 | 1,800,408 | 1,706,499 |
| **Expenditure** | | | | | |
| Charitable activities | 6 | 1,623,837 | 9,534 | 1,633,371 | 1,429,620 |
| **Total** | | 1,623,837 | 9,534 | 1,633,371 | 1,429,620 |
| **Net income/(expenditure)** | 10 | 174,300 | (7,263) | 167,037 | 276,879 |
| Transfers between funds | | - | - | - | - |
| | | 174,300 | (7,263) | 167,037 | 276,879 |
| **Other recognised gains/(losses)** | | | | | |
| Gain / (loss) on investment assets | 14 | 166 | - | 166 | 104 |
| **Net movement in funds** | | 174,466 | (7,263) | 167,203 | 276,983 |
| **Reconciliation of funds** | | | | | |
| Fund balances brought forward | 18 | 589,570 | 9,534 | 599,104 | 322,121 |
| Fund balances carried forward | 18 | £764,036 | £2,271 | £766,307 | £599,104 |

The Charity's income and expenditure all relate to continuing activities.

Movements in reserves and all recognised gains and losses are shown above.

The notes on pages 32 to 41 form part of these financial statements.

**BRENT MENCAP** **Company Number: 03651245**

## BALANCE SHEET

## AS AT 31 MARCH 2025

| | Note | 2025 | | 2024 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| **FIXED ASSETS** | | | | | |
| Tangible fixed assets | 13 | | 21,330 | | - |
| Investments | 14 | | 632 | | 466 |
| **CURRENT ASSETS** | | | | | |
| **Debtors** | 16 | 74,366 | | 185,168 | |
| Cash at bank and in hand | | 738,870 | | 461,602 | |
| | | 813,236 | | 646,770 | |
| **CREDITORS:** Amounts falling due within one year | 17 | 68,891 | | 48,132 | |
| NET CURRENT ASSETS | | | 744,348 | | 598,638 |
| NET ASSETS | 19 | | £766,307 | | £599,104 |
| **CAPITAL AND RESERVES** | | | £ | | £ |
| **Restricted funds** | 18 | | 2,271 | | 9,534 |
| **Unrestricted funds** | | | | | |
| General funds | 18 | | 619,136 | | 444,670 |
| Designated funds | 18 | | 144,900 | | 144,900 |
| **TOTAL FUNDS** | | | £766,307 | | £599,104 |

The financial statements were approved by the Board of Trustees on 11 December 2025 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Charlotte Johnson
Chair

Pete Bickers
Vice Chair

The notes on pages 32 to 41 form part of these financial statements.

## BRENT MENCAP

## CASH FLOW STATEMENT
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2025

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| **Net cash generated from / (used in) operating activities** (see below) | 290,447 | 161,489 |
| **Cash flow from investing activities** | | |
| Interest received | 8,151 | 4,283 |
| Purchase of tangible fixed assets | (21,330) | - |
| **Increase / (Decrease) in cash in the year** | 277,268 | 165,772 |
| Cash brought forward | 461,602 | 295,830 |
| Cash carried forward | £738,870 | £461,602 |
| **Analysis of cash** | | |
| Cash at bank | £738,870 | £461,602 |

| **Reconciliation of net income to net cash flow from operating activities** | 2025<br>£ | 2024<br>£ |
|---|---|---|
| Operating surplus on ordinary activities | 167,203 | 276,983 |
| **Adjustments for non-cash items:** | | |
| Unrealised (gain) /loss on investment asset | (166) | (104) |
| Decrease /(Increase) in debtors | 110,802 | (122,943) |
| (Decrease) / increase in creditors | 20,759 | 11,836 |
| | 298,598 | 165,772 |
| **Adjustment for investing activities** | | |
| Interest receivable | (8,151) | (4,283) |
| **Net cash used in operating activities** | £290,447 | £161,489 |

The notes on pages 32 to 41 form part of these financial statements.

## 1. ACCOUNTING POLICIES

**Basis of preparation and assessment of going concern**
The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

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

**Income recognition**
Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

The company received government support through the Coronavirus Job Retention Scheme (CJRS) which is accounted for on the accrual basis, and is included under other income on statement of financial activities.

**Expenditure recognition**
Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure on charitable activities which comprises the costs of running the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

**Financial instruments**
Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses.

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

1. **ACCOUNTING POLICIES**/contd...

**Fund accounting**

Unrestricted general funds are those funds which are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

**Depreciation**

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

| | |
|---|---|
| Motor vehicles, furniture and fixtures | 25% straight line |
| Computer equipment | 25% straight line |

**Pension Scheme**

The charity operates a defined contribution scheme. Contributions payable to the scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. **DONATIONS**

| | Unrestricted Funds | Restricted Funds | Total Funds 2025 | Total Funds 2024 |
|---|---|---|---|---|
| Donations | £10,438 | £Nil | £10,438 | £2,774 |

All of the £2,774 recognised in 2024 related to unrestricted funds.

## 3. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2025 | Total Funds 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| HEALTH AND WELLBEING | | | | |
| Social Prescribing/Care Navigators | 1,681,530 | - | 1,681,530 | 1,555,824 |
| Watling Gardens Community Fund | - | 1,781 | 1,781 | - |
| Mencap – Big Healthcheck Day | - | 490 | 490 | - |
| High Street Challenge | - | - | - | 2,500 |
| Health Educators | 32,706 | - | 32,706 | 34,842 |
| BHM Healthfest | - | - | - | 9,530 |
| Sports England – Track Academy | - | - | - | 6,711 |
| Energy Efficient Grant | - | - | - | 4,206 |
| Willesden Winter Warmfest | - | - | - | 21,815 |
| TOTAL | £1,714,236 | £2,271 | £1,716,507 | £1,635,428 |

Of the £1,635,428 recognised in 2024, £1,539,166 related to unrestricted funds and £42,262 to restricted funds.

## 4. INCOME FROM OTHER TRADING ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 | Total Funds 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Room hire | 65,064 | - | 65,064 | 63,429 |
| Club fees | 128 | - | 128 | 112 |
| Training fees | - | - | - | 400 |
| | £65,192 | £Nil | £65,192 | £63,941 |

All of the £63,941 recognised in 2024 related to unrestricted funds.

## 5. INVESTMENT INCOME

| | Unrestricted Funds | Restricted Funds | Total 2024 | Total 2023 |
|---|---|---|---|---|
| Bank interest | £8,151 | £Nil | £8,151 | £4,283 |

All of the £4,283 recognised in 2024 related to unrestricted funds.

## 6. EXPENDITURE ON CHARITABLE ACTIVITIES

| | Direct costs £ | Support costs £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|---|
| Information, advice and equality | 60,175 | 94,435 | 154,610 | 52,069 |
| Health and wellbeing | 1,417,521 | 61,240 | 1,478,761 | 1,377,551 |
| | £1,477,696 | £155,675 | £1,633,371 | £1,429,620 |

Of the £1,429,620 expenditure recognised in 2024, £1,391,330 was charged to unrestricted funds and £38,290 was charged to restricted funds.

## 7. ANALYSIS OF DIRECT COSTS

| | Total 2025 £ | Total 2024 £ |
|---|---|---|
| Staff costs | 1,459,730 | 1,193,364 |
| Travel and subsistence | 1,603 | 2,930 |
| Venue hire | - | 340 |
| Contractor costs | 11,098 | 12,230 |
| Equipment costs | 1,484 | 6,057 |
| Other direct costs | 3,781 | 1,903 |
| | £1,477,696 | £1,216,824 |

## 8. ANALYSIS OF SUPPORT COSTS

| | 2025 £ | 2024 £ |
|---|---|---|
| Staff Costs | 13,332 | 102,761 |
| Bank charges | 926 | 881 |
| Sundry | 14,981 | 6,987 |
| IT support | 7,385 | 6,914 |
| Office rent | 26,073 | 27,000 |
| Other office costs | 44,762 | 27,975 |
| Subscriptions and publications | 1,414 | 702 |
| Printing, postage and stationery | 4,057 | 2,921 |
| Telephone and broadband | 8,882 | 10,893 |
| Insurance | 2,617 | 2,532 |
| Staff training | 3,982 | 1,815 |
| Legal and professional fees | 20,091 | 16,908 |
| Governance costs (note 9) | 7,173 | 4,507 |
| | £155,675 | £212,796 |

## 9. GOVERNANCE COSTS

| | 2025 | 2024 |
|---|---|---|
| Audit fee | 3,900 | 3,900 |
| Strategic development costs | 3,130 | 330 |
| Legal and professional fees | 34 | 48 |
| AGM expenses | 109 | 229 |
| | £7,173 | £4,507 |

## 10. NET INCOME/(EXPENDITURE)

| | 2025 | 2024 |
|---|---|---|
| Net income/(expenditure) for the year is stated after charging: | | |
| Audit fees | £3,900 | £3,900 |
| Pension costs | £22,000 | £17,902 |
| Operating lease rentals | £3,222 | £2,682 |

## 11. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2024: £Nil). Travel expenses of £491 were reimbursed to 2 trustees during the year (2024 - £262).

## 12. STAFF COSTS

| | 2025<br>£ | 2024<br>£ |
|---|---|---|
| Salaries and wages | 1,344,706 | 1,193,364 |
| Social security costs | 106,356 | 84,859 |
| Pension costs | 22,000 | 17,902 |
| | £1,473,062 | £1,296,125 |

There was no employee who received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees analysed by function was:

| | 2025<br>Number | 2024<br>Number |
|---|---|---|
| Direct charitable activities | 44.00 | 48.00 |
| Management and administration | 3.00 | 3.00 |
| | 47.00 | 51.00 |

Total employee benefits received by key management amounted to £33,096 (2024: £30,060)

## 13. TANGIBLE FIXED ASSETS

| | Leasehold Property Improvements Total |
|---|---|
| | £ |
| COST | |
| At 1 April 2024 | - |
| Additions | 21,330 |
| At March 2025 | 21,330 |
| DEPRECIATION | |
| At 1 April 2024 | - |
| Charge for the year | - |
| At March 2025 | £Nil |
| Net Book Value 31 March 2025 | £21,330 |
| Net Book Value 31 March 2024 | £Nil |

## 14. INVESTMENTS

| All investments are quoted and dealt on a recognised stock exchange | 2025 £ | 2024 £ |
|---|---|---|
| Market value brought forward | 466 | 362 |
| Net unrealised gain/(loss) on revaluation | 166 | 104 |
| Market value carried foward | £632 | £466 |

## 15. TAXATION

The charitable company is exempt from corporation tax on its charitable activities carried out during the year.

## 16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 £ | 2024 £ |
|---|---|---|
| Debtors | 71,630 | 184,117 |
| Prepayments | 1,320 | 1,050 |
| Staff Rooms | 1,416 | |
| | £74,366 | £185,168 |

## 17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2025 £ | 2024 £ |
|---|---|---|
| Accruals | 25,842 | 4,937 |
| Other creditors | 43,049 | 43,195 |
| | £68,891 | £48,132 |

18. STATEMENT OF FUNDS

| 2025 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 444,670 | 1,798,137 | 1,623,837 | 166 | - | 619,136 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 589,570 | 1,798,137 | 1,623,837 | 166 | - | 764,036 |
| RESTRICTED FUNDS | | | | | | |
| BHM Healthfest | 9,530 | - | 9,530 | - | - | - |
| Willesden Winter Warmfest | 4 | - | 4 | - | - | - |
| Watling Gardens Community Fund | - | 1,781 | - | - | - | 1,781 |
| Mencap – Big Healthcheck Day | - | 490 | - | - | - | 490 |
| Sports England – Track Academy | - | - | - | - | - | - |
| Total Restricted Funds | 9,534 | 2,271 | 9,534 | - | - | 2,271 |
| **Total Funds** | £599,104 | £1,800,408 | £1,633,371 | £166 | £Nil | £766,307 |

| Designated Funds | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

## 18. STATEMENT OF FUNDS cont

Comparative information for the statement of funds is as follows:

| 2024 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 171,659 | 1,664,237 | 1,391,330 | 104 | - | 444,670 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 316,559 | 1,664,237 | 1,391,330 | 104 | - | 589,570 |
| RESTRICTED FUNDS | | | | | | |
| BHM Healthfest | - | 9,530 | - | - | - | 9,530 |
| Willesden Winter Warmfest | - | 21,815 | 21,811 | - | - | 4 |
| Awards4All – Wellfest23 | 9,768 | - | 9,768 | - | - | - |
| Energy Efficient Grant | (4,206) | 4,206 | - | - | - | - |
| Sports England – Track Academy | - | 6,711 | 6,711 | - | - | - |
| Total Restricted Funds | 5,562 | 42,262 | 38,290 | - | - | 9,534 |
| **Total Funds** | £322,121 | £1,706,499 | £1,429,620 | £104 | £Nil | £599,104 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

18. **STATEMENT OF FUNDS** (continued)

**Brent Council Community Network Fund**
Funding for strategical support for Brent Councils Covid response planning including community engagement and feedback re emerging themes

**Peoples Postcode Lottery**
Funding for Rights Impact Brent, a self-advocacy group.

**Sport England**
Funding for Keep Moving: exercise and movement sessions for people with a learning disability and long-term conditions

**Brent NCIL**
Building capital repairs, wellbeing activities, community garden and Heritage network development.

**Edward Harvist Trust**
Chat café which included self-advocacy group for people with learning disability.

**Quality and Health Accreditation**
To work towards quality accreditation.

**Awards4All – Welfest23**
Funding for running yoga, poetry, creative arts, singing, cookery, self-advocacy and gardening workshops for Brent residents with learning disabilities.

**Energy Efficient**
Grant from Brent for Business which provides a capital subsidy to help implement energy efficiency initiatives.

## 19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| 2025 | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Fixed assets | 21,330 | - | 21,330 |
| Investments | 632 | - | 632 |
| Current assets | 816,965 | 2,271 | 813,236 |
| Current liabilities | (68,891) | - | (68,891) |
| | £764,036 | £2,271 | £766,307 |

Comparative information for the analysis of net assets between funds is as follows:

| 2024 | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 466 | - | 466 |
| Current assets | 637,436 | 9,534 | 646,770 |
| Current liabilities | (48,132) | - | (48,132) |
| | 589,570 | 9,534 | 599,104 |

## 20. COMPANY STATUS

Brent Mencap is a registered charity (no. 1077038) and a private company (no. 03651245), limited by guarantee and registered in England and Wales. The registered office of the company is given in the Legal and Administrative information on page 1.

Every member is liable to pay an amount of up to £1 to meet the liabilities of the company in the event that it is wound up and it is insolvent.

## 21. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | Other | | Land and Buildings | |
|---|---|---|---|---|
| | 2025 | 2024 | 2025 | 2024 |
| | £ | £ | £ | £ |
| Operating leases payable within: | | | | |
| 1 year | £4,800 | £2,640 | £24,300 | £Nil |
| 1-5 years | £20,400 | £3,468 | £101,250 | £Nil |

## 22. RELATED PARTIES

There were no transactions with related parties other than those disclosed in Notes 11 and 12.

**BRENT MENCAP**

England & Wales - Charity number 1077038

# Accounts

# BRENT MENCAP
(A Company limited by guarantee)

# TRUSTEES' REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2024

Registered Number: 03651245
Charity Number: 1077038

**BRENT MENCAP**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**BRENT MENCAP**

**LEGAL AND ADMINISTRATIVE INFORMATION**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**Trustees**

Pete Bickers, Vice Chair
Shirley Bickers
Noel Gibb, Treasurer
Charlotte Johnson, Chair
Patrick O'Shea
John Gribbon
Michael Odumosu
Marcus Bull
Harriet Bird (elected 6th December 2023)

**Executive Director**
Ann O'Neill

**Company Registered Number**

03651245

**Charity Registered Number**

1077038

**Registered Office**

379-381 High Road, Willesden, London, NW10 2JR

**Independent Examiners**

K C Fisher FCA
c/o Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

**Bankers**

National Westminster Bank, 12 Station Parade, Willesden Green, London, NW2 4NN

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Brent Mencap (the company) for the year ended 31 March 2024.

## Governing Document and Charitable Objects

Brent Mencap is registered as a Charity with the Charity Commission under registration number 1077038. It is constituted as a company limited by guarantee (registration number 03651245) and is therefore governed by its Memorandum and Articles of Association.

The objects of the charity are:

*"Primary object:*
*The relief of PWLD in particular by the provision of help and support for them and for their families, dependents, and carers, and to promote inclusion, independence and choice for PWLD and to challenge discrimination against PWLD.*

*Secondary objects:*
*The promotion of the welfare of older people and adults and children with disabilities and their carers in any manner which now or hereafter may be deemed by law to be charitable within the London Borough of Brent and adjoining areas particularly by the provision of care, advocacy, support, treatment and education commensurate with their needs and potential ("Older people" are people over the age of 55).*

*To provide or assist in the provision of facilities for the recreation or other leisure time occupation for people who have need thereof by reason of their age or disability with the object of improving their conditions of life".*

## Organisational Structure

Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees. A list of Trustees who served during the year is on page 1.

The Trustees met 6 times during the year, with the Executive Director and finance manager present regular reports about the Brent Mencap's financial position and performance are sent to the Trustees. The committee discuss the reports and agree proposals in line with our current and future financial and strategic direction

### Procedures for setting Staff Salaries

The trustees have an established system for setting pay and remuneration for key management personnel which takes account of salary levels for similar posts elsewhere as well as existing posts within the organisation. All salaries are reviewed annually and take account of comparative local and national trends as well as the financial performance of the organisation. As a London Living Wage employer all of our employees receive at least the London Living Wage.

The day to day running of the charity is delegated to a part time Executive Director, part-time finance manager and part time office manager. Our staff team increased from 37 FTE to 51 FTE staff during the year. This includes a full-time Social Prescribing /Care Navigation team manager, 2 full time and 2 part-time seniors , 32 Social Prescribing Link Workers, 2 Care navigators, 10 Health Coaches, 5 part-time project workers, and 1 As and When admin/IT.

## Report from Brent Mencap Chair : Charlotte Johnson

I completed my first year as Chair of the Executive Board. I am delighted to confirm that Trustees have continued to monitor financial and project performance and support operational and strategic developments. I am grateful for the commitment and ongoing contributions of every member of the Executive Board.

We continue to be impressed by the achievements and commitment of the Social Prescribing Link Workers, Health and Wellbeing Coaches, Care Navigators, Health Educators, the Wellbeing and Creative Activities Co-ordinator and our management team. We can see from the detailed reports we receive and our regular contact with staff at joint training and social events the difference they make to the lives of Brent people, especially those with a learning disability or other long term health conditions.

We meet bi-monthly to discuss, review and take decisions to ensure that the charity's business operates effectively. Since Covid-19 we have a combination of virtual and in-person meetings which is working well.

In 2023-2024 we are proud of

- Recruiting a new young Trustee with considerable experience of working for 2 large National Disability Charities
- Putting a clear structure in place for Trustees to review policies at regular intervals, assisted by office manager
- Updating our strategic priorities and beginning our succession planning
- Ensuring that safeguarding is a core agenda item at every meeting and taking part in annual refresher training with the staff group
- Overseeing improvements to crucial systems within Brent Mencap such as
    - Charity Log being fully used to record our creative and wellbeing activities participation and outcomes
    - Agreeing the best HR system to manage our growing staff group. Overseeing the move to Breathe HR from April 1st 2024.
    - Ensuring we reviewed and improved our insurance cover after a full inventory
    - Ensuring we revised our Employment contract and staff Handbook
    - Reviewing our GDPR compliance and policies with a specialist consultancy, ensured all staff had refresher training together (followed by a staff social!)

We are always seeking new trustees to expand the wealth of skills, experiences, and qualities we already possess. Joint training is valued by both staff, volunteers and the trustees as it facilitates an opportunity to learn and network together, thus creating a better understanding of each other's roles and functions.

It is heartwarming to read the details of the impact of Brent Mencap's work in this report. I also find it a delight to see people here enjoying the art groups, singing, gardening and self-advocacy.

My thanks go to all the staff, trustees, volunteers, clients, volunteers, funders and community partners who all help to make Brent healthier and fairer.

## Related Parties

Brent Mencap is affiliated to National Mencap as a branded group and therefore approved to use the name Mencap and their logo. Brent Mencap is an autonomous local group and receives no funding from Royal Mencap.

## Objectives

Brent Mencap exists to enable Brent residents of all ages with a learning disability or long-term health conditions to live as full and independent a life as possible. Our services/activities encourage and enable people with a learning disability (PWLD) and others with long term conditions to be more in control of their lives and positively included in their communities through focusing on:

- inclusive, person-centred health and well-being services,
- specialist information, advice, and support.
- social inclusion and keeping safe activities:
- giving people a voice and the ability to influence through user involvement and engagement activities,
- promoting equal rights, inclusion and accessible community services,
- gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.

**Strategies for Achieving Objectives**

Our key strategies for achieving our objectives were reviewed and adapted as new threats such as the Ukraine war and the deepening cost-of-living crisis in 2023-2024. We analysed the external environment, likely future developments, possible funding streams and other factors affecting Brent Mencap in 2023-24. Our agile approach means we adapted swiftly and continued to provide support in different and sometimes new ways to our beneficiaries.

**Progress on the Strategic Development Areas 2023-2024**[1]

In 2023-2024 we planned to focus on[2].

- Building patients, users' and carers' confidence and skills ☺
- Strengthening our social prescribing link worker service and health and wellbeing coaching service. ☺
- Implementing our SPLW and HWBS strategic development plan with senior managers. ☺
- Reviewing our data collection and ensure we comply with GDPR standards. ☺
- Maintaining and delivering more enjoyable inclusive wellbeing, exercise, creative, and gardening activities with new funding bids. ☹ Large bid was rejected so we had to use reserves to part fund it.
- Increasing involvement of people with long term conditions in local engagement activities. ☺
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through new funding ☺ but not with new funding
- Continuing the Health Educators Programme's success with partners. We support residents of Willesden, Dollis Hill and Neasden with health information delivered locally. ☺
- Continuing our involvement in the regeneration of Church End. ☹ No further partnership activities planned.
- Increasing the amount of self-advocacy support to existing and new members. ☹ Lack of new funding meant no new members
- Developing a longer-term charitable bid to support people with a learning disability to live the lives they wish to and develop their resilience to deal with life crises. ☺ Yes but bid was rejected
- Using the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents/photos as the basis of a Heritage lottery bid ☹ No time
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves. ☺ Used reserves for activities
- Supporting our staff with their performance, development, work life balance and cost of living. ☺
- Developing other new policies and plans e.g., a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans. ☺ Mostly
- Continuing our succession planning by recruiting new staff to assist our Executive Director and Finance managers. ☹ No time but priority for 2024-26 .
- Improving data collection and user experience recording. ☺ Mostly but need more patient evaluation.
- Continuing to make our building and services greener and more sustainable. ☺
- Maintaining good relations with renters and hirers. ☺
- Improving our marketing and ways of reporting what we do. ☹ Not enough time but priority for next year

[1] See page 28 in our 2022-2023 report.

[2] If we succeeded there is a ☺next to it , if we partly achieved it there is a ? If we didn't there is a ☹ with a short explanation. The full report gives more details

2023-2024 was a busy, challenging, and successful year for Brent Mencap despite new, external challenges. We used our problem-solving skills, adapted projects successfully, reinforced local relationships, using our organisational resilience and ability to move forward. We further consolidated our financial situation. We are determined to ensure Brent Mencap will build on this to continue our support to Brent PWLD, carers and other people with long term health conditions to survive and thrive in an increasingly difficult funding environment, the war in Ukraine and cost of living pressures.

Given this we are especially proud of :

- Supporting more Brent people in a person-centred way to improve their well-being.
- Building patients, users and carers confidence, talents and skills
- Highlighting personal stories and achievements.
- Highlighting the lived experience and views of people with long term health conditions and disabilities and the gaps in services they face to service providers and decision makers.
- Increasing the confidence and encouraging the persistence of our users to speak up and challenge barriers they face.
- Delivering enjoyable wellbeing, exercise, arts, gardening, creative activities and self-advocacy with 3 short term grants, topped by reserves
- Our success at getting 4 small grants for services or building improvements.
- Adapting our impact reporting and data collection to meet the requirements of several different funders and always meeting (often short) target dates.
- Supporting our poets to publish a book of their poems.
- Providing face to face/phone practical and emotional support to people with a learning disability and others by our office-based staff: referring some to Social Prescribing support or elsewhere.
- Raising local awareness of the Accessible Information Standard, Easy Read information and Hate crime through free awareness sessions consultations and engagement.
- Strengthening links with more local and London wide partners
- Increasing our income, making a surplus for the 4th time in several years and using some of it to keep our creative and wellbeing activities going. We increased our savings.
- Consolidating the Social prescribing Link Worker Service and Health and Wellbeing Coach Service and improving the management support for this team of workers
- Maintaining the number of volunteers and hours volunteered in person.
- Improving the appearance and security of the building with a new pink gate and an improved door entry system.
- Keeping all our tenants and hirers happy and the building safe and smart.
- Being " greener" by changing all lightbulbs to LEDs, purchasing 2 new energy efficient large fridges, using a Brent business grant to part fund this.
- Changing our waste contract to include regular recycling for the whole building.
- Maintaining our commitment to be a London Living Wage Employer

Full details of the achievements of individual projects strands are included in the rest of this report.

## A Statistical Snapshot of Brent Mencap Beneficiaries and Activities in 2023-2024 [3]

| | 2022-2023 | 2023-2024 | |
|---|---|---|---|
| Total support Sessions/ Activities/events offered all client groups | 78208 | 91564 | Increase due to more established social prescribing link worker service, Health and well-being coaches. We estimate 3 % had a learning disability/neurodiversity as shown in national statistics. Not everyone has a diagnosis. |
| Total session attendances all client groups | 80469 | 94442 | See above |
| Total attendances PWLD | 5321 | 6142 | Increase due to more patients with LD being referred to our other core service . |
| Total clients worked with | 17971 | 18689 | Increase due to increase in social prescribing service support. |
| People with a learning disability | 722 | 692 | Numbers have dropped slightly due to the lack of longer term funding for Brent Mencap based activities and support. We are unable to provide extra new activities unlike before. Some may have accessed more than one service |

[3] We record the majority of our interactions with our beneficiaries but as a person-centred organisation we cannot record everything e.g., conversations giving advice at events, phone calls, etc. Totals reported differ with each service. Not every individual registered with a group participates each time. These numbers are based on register details or case notes

| Event / Service 2023-2024 | Individuals involved. or assisted | Support Sessions or number of activities offered by service | Total personal Participations or support sessions per person per service/event | notes | Numbers of people with a LD |
|---|---|---|---|---|---|
| **AGM 2023** | 27 | 1 | 27 | 80% with a learning disability or Autism spectrum disorder ( LD or ASD) | 22 |
| **Care Navigation** | 313 | 3756 | 3756 | Average of 12 sessions per patient, (3% LD or ASD) | **10** |
| **Creative and Wellbeing activities** [4] | 88 | 658 | 3161 | Our Creative and well-being activities always provided wrap around support and advice.[5] We provided 376 distinct activities and 282 instances of individual support | 75 |
| **Health and wellbeing coaches** | 6477 | 14897 | 14897 | 65% average 3 coaching sessions, remainder 1 call/session (3% LD or ASD) | 194 |
| **Health Educator Programme Service** | 1692 | 1912 | 1912 | Includes individual encounters, 40x6 sessions of peer support. 20x 2 follow-up session (3% LD or ASD) | 77 |
| **Self-Advocacy (DRAP)** | 15 | 45 | 360 | from April 23-March 24 | 15 |
| **Social Prescribing Link Workers** | 10042 | 70294 | 70294 | Average: 7 patient contacts. (3% LD or ASD) | 276 |
| **Winter party** | 35 | 1 | 35 | 80% (3% LD or ASD) | 28 |
| **Totals** | 18689 | 91564 | 94442 | | 697[6] |

[4] Wellfest 1/4/23-30/6/23 Awards for All, Fitfest 1/7/23-30/9/23 Sport England via Track Academy, WillesdenWinterWarmfest 1/9/23-31/3/24 National Lottery Cost Of Living fund
[5] In 2023/4 we recorded individual support and triage properly for the first time on Charity Log
[6] We are probably in touch regularly with about 120 people who have a LD/ASD diagnosis. Not all these people choose to use our services. The majority (3% of the overall population) access universal services such as Social Prescribing or Health Educators.

Brent Mencap undertakes a wide range of activities to achieve its aims and objectives. Our main activity strands focus on

- Improving the health, wellbeing, and safety of people with a learning disability (PWLD) and others with long term health conditions
- Providing, creative, wellbeing, inclusion, equality and engagement activities and opportunities for PWLD and others with other disabilities or long-term conditions,
- Gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.
- Promoting accessible and up to date information and advice for people with a LD or long-term conditions, their carers and local stakeholders

## Health and Wellbeing Activities

Includes, Care Navigation, Creative and Well-being Activities, Health and Wellbeing Coaching, Health Educator Programme Service, Social Prescribing Link Worker Service.

## Equality, Influencing, Inclusion and Engagement activities.

Includes Self-Advocacy and Hate Crime parts of Creative and Wellbeing Activities as well as our partnership/influencing activities with Brent Council and other Brent voluntary sector partners.

## Accessible Information and Advice

includes advice provided by Social Prescribers, Health Coaches, project workers, our informal telephone advice (which often results in a referral to a Social Prescriber or wellbeing activity), emails to partners, website, and social media. It also covers awareness raising sessions.

A commitment to partnership, equality, volunteers, inclusion and keeping people safe is interwoven into all strands of our work. The lived experience and feedback from participants informs how projects develop. They provide the evidence we use to influence and educate partners and providers. The activity, achievements and performance of each core strand are reviewed below.

### Care Navigation Service (CN)

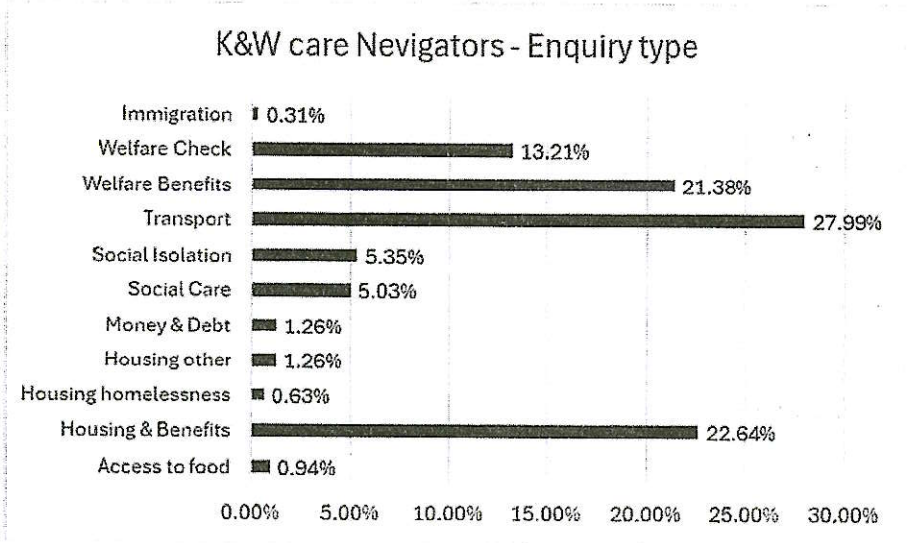
During 2023-2024, our K&W Care Navigators (CNs) received a total of **313** referrals. This represents an increase from 2022-2023, when we had **236** referrals for individuals. We have just two CNs (1.2 FTE) Our CN referrals come through the Complex Patients Management Group. These patients have complex needs, most need much longer-term support and more follow-ups. On average most patients are contacted by the CNs 12 times and the average number of contacts with other services is 8 (liaising with other professionals involved, following up referrals, checking progress etc).

**The type of support our K&W CNs have been providing to the patients.**

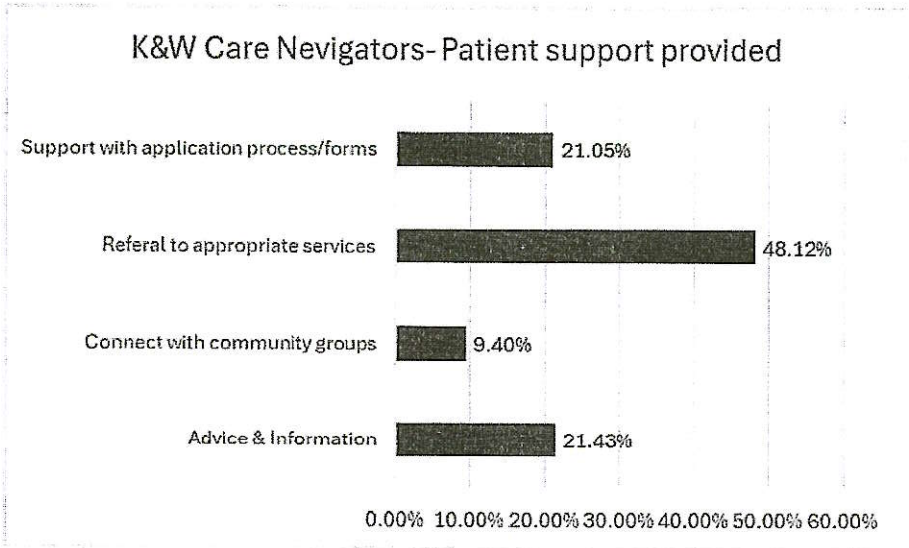
- **Housing**
- **Housing Benefits**
- **Welfare Benefits**
- **Social care**
- **Transport**
- **Welfare check**

**K&W CN referrals and Enquiry types (01 April 2023– 31 March 2024)**

| Care navigators | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Apr | May | June | Jul | Aug | Set | Oct | Nov | Dec | Jan | Feb | Mar | **Total** |
| 18 | 22 | 37 | 21 | 44 | 26 | 31 | 22 | 16 | 21 | 33 | 22 | **313** |



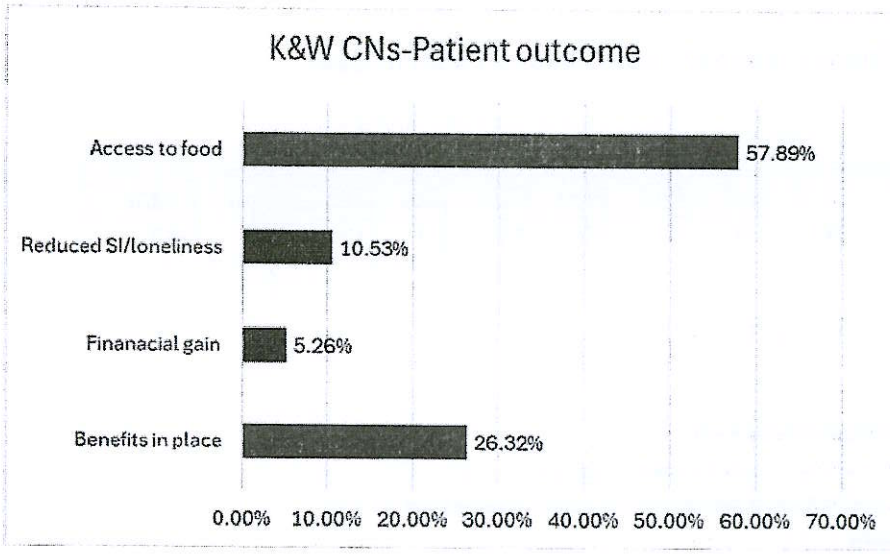

The top three enquiry types were Transport (27.99%), Housing & Benefits (22.64%) followed by Welfare benefits (21.38%) Last year top three enquiries were Welfare benefits, Housing and Transport.




**Referral to Appropriate Services** ensures individuals access the necessary services to address their needs.

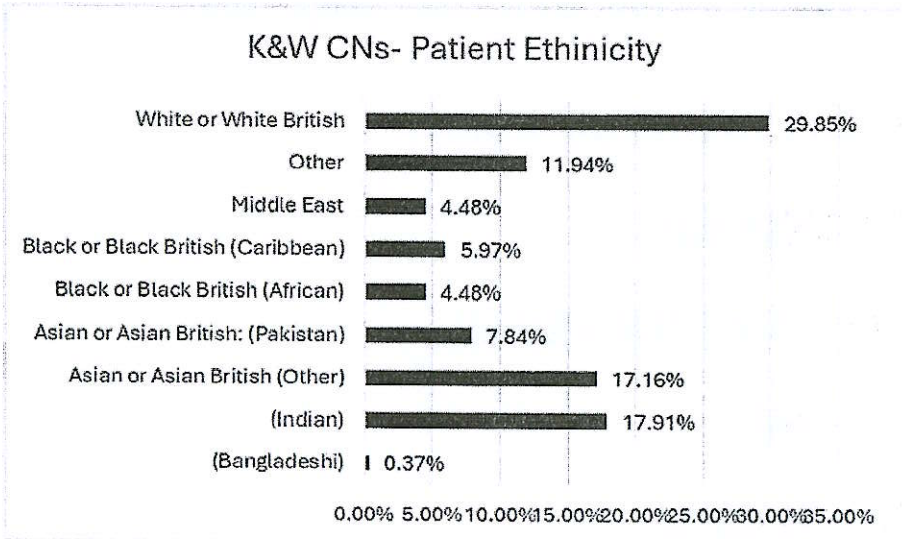
**Advice and Information** is crucial in helping individuals understand their situation and the resources available to them.

**Support with Application Process** is very important , as many individuals do not have digital or literacy skills and require assistance in navigating and completing complex application forms for benefits, housing, or other services.

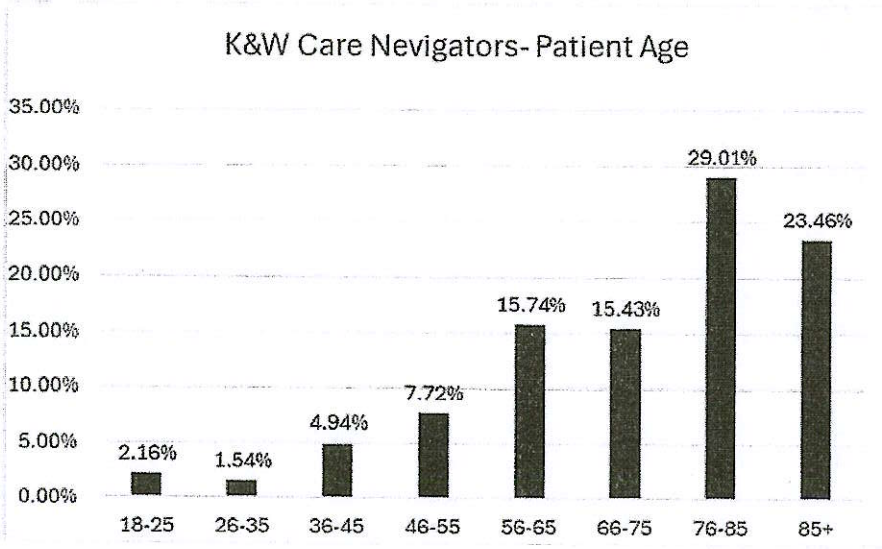



We conduct patient surveys after a few contacts to assess the outcomes. Above you can see that our top three outcomes for K&W PCN have been access to food, benefits in place and reduced social isolation. The referral process to a food bank is generally much faster compared to other types of referrals. These outcomes address more immediate needs of patients. Outcomes for housing, benefits, and transportation applications require more processing time, which can lead to a delay between inquiries and results. Our CNs also support patients with various other issues including social isolation

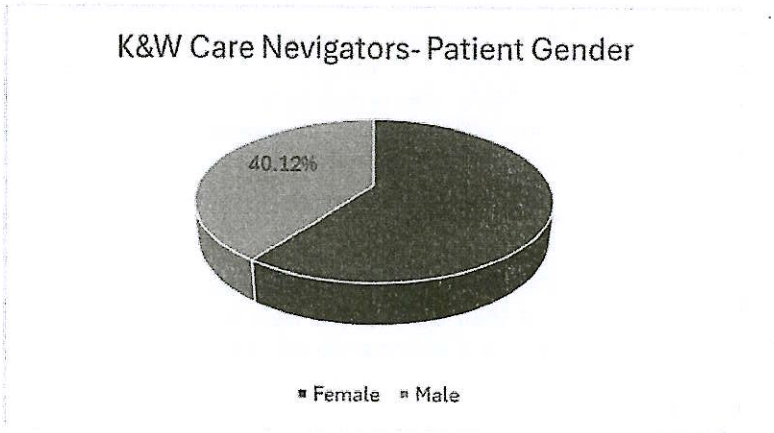
**Ethnicity, Age, Gender, and Disability of patients referred to us**



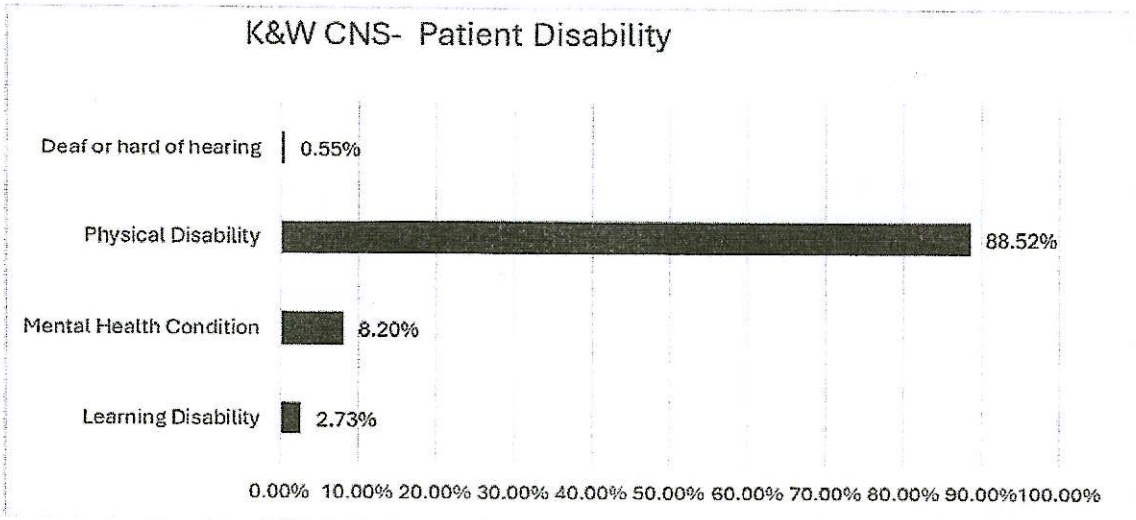

Referrals from "other" ethnic groups rose to 11.94% from 3% last year




Most of the people referred are aged 56+. The age group we receive the most referrals for age 76-85years (29.01%) There was 4.46% increase in referrals from age group 85+compared to last year. This year we also received more referrals from age group 56-65 (15.74%)




We continue to receive more referrals for female patients. We received less referrals for men this year Last year we received 49% but this year it reduced to 40.12%.



As seen above, 88.52 % of the patients referred to us by K&W PCN had a Physical disability followed by 8.20% with mental health conditions. GP practices do not routinely update disability details of long-term patients who acquire some disabilities with age. We would like to increase referrals for patients with a learning disability and/or visual and hearing impairments

**Care Navigation Patient Stories**

1) A female patient,87 years old with Asian background was referred to CN for benefit entitlement. Patient was frail (bedbound) with dementia. CN supported patient with the application process for Attendance allowance and gave advice and information with regards to how to get paid for benefits as patient does not have a bank account. Patient was awarded higher rate Attendance allowance.

2) Male patient, 44 years old, Brazilian. Patient has mental health issues and was having housing problems. There was a mix-up with his medication which was not his fault. It caused him to act up and have problems with his accommodation. Supported patient with finding new accommodation. We liaised with council housing and with other services. Patient got new accommodation and is happy with it.

3) An Indian British man aged 82 was struggling with long term social isolation and depression. A few years ago, his wife was sick, and he was her carer. She passed away abruptly: he has become lonely and isolated without her company. Despite being a charismatic man, he struggles with going out; his mobility is becoming worse with time. Due to his finances, he is limited on what activities he can participate in. We supported him with a Dial a ride application. TFL was overwhelmed with the unprecedented number of applications, and they failed to respond. CN made an official complaint about the delay. He is still socially isolated. Very few Brent services offer transport. He benefited from bereavement counselling, IAPTs talking therapies and gets monthly calls from Age UK. He now has a pendant alarm in place.

4) 80-year-old lady who lives with her husband found going upstairs harder due to limited mobility. Unfortunately, the narrow stairs posed a problem for installing a stair lift for the aid and adaptation team. However, with the aid of grants, we found an alternative mobility solution, which greatly improved her quality of life and lifted their spirits. We also helped her apply for benefits such as pension credit, warm homes benefit and attendance allowance.

**Our Wellbeing and Creative Activities: 2023/24**

In 2023/24, our wellbeing and creative activities with wraparound support continued to evolve, despite having just one dedicated 28-hour-per-week coordinator and a team of committed tutors who volunteered as much as they were paid!. This work was made possible through funding from three different sources, with additional support from our reserves. Over the course of 42 weeks, we delivered 655 hours of activities and support across 379 sessions and events, benefitting 88 participants—41 of whom were new to us. with each person on average engaging in 36 sessions, although some participated more frequently and others less so. In addition to group activities, we provided 282 individual episodes of support and advice.

The transformative impact of these activities on people with learning disabilities (PWLD), as well as the wider community, is highlighted throughout this report.

We also nurtured the powerful role played by our Self-Advocates, through the Disability Rights and Politics (DRaP) group, and the broader benefits to the wider Brent community, which are detailed later in this report.

## 1. Poetry

Our poetry group and the launch of the book *Powerful Poetry*, had a significant effect on both participants and the wider community. Copies of the book were distributed to all Brent Libraries and the National Poetry Library, widening the reach of our poets' voices. For many readers, it was their first experience of hearing poetry created by PWLD, and their reactions were overwhelmingly positive.

**Personal Story:** A participant's sister shared how her brother's newfound love for poetry not only boosted his confidence but also changed their family dynamic.

During the book launch at BBMC, which included members of the Brent Poetry Society, attendees were moved by the authenticity and creativity of the poets. This was the first time many had encountered poetry written and performed by PWLD. The 51 people in the audience, including pupils with SEND, families, and community members, left inspired. One of the most touching moments came when a staff member from the National Poetry Library remarked that meeting PWLD and seeing their creativity had profoundly impacted their perception of the abilities and potential of this often-underrepresented group.

## 2. Singing Activities

The singing group achieved incredible milestones, including a performance at UK Unsigned in front of 300 people at Wembley's Troubadour Theatre. The group relished the opportunity to record their own songs in a professional studio, an experience that boosted their confidence and sense of achievement.

**Personal Story:** At the BBMC, the sound engineer, who had never worked with PWLD before, was astounded by their talent. After the session, he shared that their performance had forever changed his limited view of what PWLD could achieve musically. The singers impressed him so much that he said he would never again underestimate the abilities of people with learning disabilities.

Audience members were similarly inspired. One attendee, after watching the group perform, called their performance the highlight of the entire event, praising their confidence and stage presence. These moments break down stereotypes, helping to show PWLD in a positive and talented light.

## 3. Art and Create[7] Activities

As part of a new partnership, Brent Mencap supported Create to deliver 4 x3 day workshops to 36 young people with a learning disability or autism aged 14-25 in 2023-24 . They included sculpture, dance music and drama. Brent Mencap had to work with Create to agree workshops, publicise them, recruit young people, provide staff support and problem solve on workshop days.

Personal stories

Over three days in August 2023, Create dancer, Beth Coleman, delivered dance workshops with eight SEND young adults.

> Under Beth's guidance, young people explored movement and dance. They played warm up games that developed memory skills and illustrated how movements can be combined into form a routine.
> They wrote lists of their favourite things and developed movements to represent them.
> They learnt how to use scarves and fabric as part of a movement, travelling around the room imitating the motion and colours of a 'shoal of fish'.

[7] CREATE's community:matters is a multi-artform programme that empowers some of the most vulnerable young people in Brent. Create partnered with Brent Carers Centre and Brent Gateway (BCC / BG) to reach young carers, Brent Mencap (BM) to reach SEND young people, and Salusbury World (SW) to reach young refugees and migrants.

Continuing with this 'under water' theme, they drew their own sea creatures and though about how they would move. They used a large, sheer, blue fabric to imitate the sea.

**Personal Story:** After a Create workshop performance, one parent shared a powerful realization. She saw skills and abilities in her daughter and her daughter's friend she had never known existed. Watching them express themselves artistically opened her eyes to their potential in new ways, strengthened her relationship with her daughter and deepened her understanding of her capabilities.

Other art activities, which included a public exhibition at Kiln Theatre, had a transformative effect on both participants and visitors. The art group's creations now enhance public and private spaces, including the offices of BM and Kilburn Station, where they contributed to a beautiful mural. These visible pieces of art help to foster a deeper connection between the artists and the community.

The collaboration with Create Arts brought together young people with SEND, allowing them to contribute to public works such as giant bird feeders that beautify local spaces. This initiative not only brought visibility to the talents of PWLD but also fostered a sense of pride and ownership among the participants.

### 4. Exercise and Movement Activities

Physical wellbeing was promoted through Breathe and Movement, yoga, and Create's dance workshops. Participants became more conscious of their health, tracking their daily steps and engaging more in physical activity outside of workshops. The restart of the Fit-UK weekly exercise group further supported participants in maintaining their physical health. These activities provided a holistic approach to wellbeing, contributing to both mental and physical health improvements.

### 5. Triage and Safeguarding Activities

Beyond creative outlets, our team played a key role in safeguarding and providing support to vulnerable individuals. We provided neutral, safe spaces for safeguarding meetings and triage interventions, helping to prevent crises and protect individuals at risk. In one instance, we supported Brent Hub to improve their system after our group members highlighted difficulties in accessing services. As a result, the Hub manager made changes to improve the process for everyone.

An important new initiative this year was the **Chat Café**. Hosted by our self-advocates, the Chat Café served as a warm, welcoming space where local residents, including PWLD, could come to relax, socialize, and receive information or signposting to relevant services. This new community-driven hub not only provided a vital resource during challenging times but also helped reduce pressure on statutory services by offering a first point of contact for individuals in need of support.

**Personal Story:** A particularly touching example of the group's solidarity and care for one another came when a group member, A. had been absent from activities for months due to illness. Worried about him, the group at the Chat Café decided to write him a heartfelt "We Miss You" card. This small gesture made a significant impact—A. returned to Brent Mencap immediately after receiving the card, touched by the thoughtfulness and community spirit of his peers.

The Chat Café also empowered self-advocates to take a more active role in supporting the community, helping both PWLD and other residents feel connected and supported. Through this initiative, participants developed leadership skills, while fostering a warm and inclusive atmosphere for everyone who visited.

### 6. Awareness Raising and Influencing Activities

Our awareness-raising activities have had a significant impact on changing perceptions and improving services for people with learning disabilities (PWLD). Through initiatives such as poetry, art, and advocacy, we have been able to influence both local communities and key service providers.

For example, **Brent Libraries** and the **National Poetry Library** now hold copies of *Powerful Poetry*, which has changed the way people see PWLD. Readers have expressed amazement and surprise at the emotional depth and creative talent of the poets. Audience members at the launch, including people from Brent Poetry Society, shared how this was the first time they had encountered poetry by PWLD. This exposure is shifting perceptions for the better, with the **Royal Mencap Network** picking up on the book and sharing it nationwide.

**Personal Story:** A member of our group who had interacted with the police for years remarked on how much better the police have become at dealing with PWLD, thanks to these ongoing discussions. The participant said, "They listen now, they understand us, and they treat us with respect." This reflects the long-term, positive impact of our advocacy efforts.

### 7. Increased Confidence and Skills of Participants

Across all activities, participants reported higher confidence, better communication skills, and stronger social connections. Many began to identify as artists, poets, or campaigners, taking pride in their contributions and feeling empowered by the recognition they received.

**Personal Story:** One of our participants, who had always been shy and reserved, began attending the art group regularly. Over time, she blossomed into a confident artist, eagerly showing off her work at the Kiln Theatre exhibition. Her parents shared that she now enjoys a more active social life, meeting up with friends outside of sessions and even attending social events independently.

This newfound independence is a testament to the success of the project. Many group members have started to meet up for social events without needing support from BM, further increasing their visibility in the wider community and strengthening their bonds with one another.

### 8. Benefits to Family Carers

The wellbeing of family carers improved as well, with many reporting that the activities offered a shared space for bonding and communication. For some families, the poetry sessions, art workshops, and singing performances became important talking points that allowed for deeper, more meaningful connections.

**Personal Story:** One parent reflected on the joy her son brought to the entire family after discovering his passion for poetry. "It's like we have something new to share with him. Poetry became a talking point, and we all sit together and listen to him. It's changed him—and us."

In addition, volunteers who helped with activities like gardening and recycling reported improved wellbeing. The Flower Friends initiative, where participants delivered bouquets from the garden to isolated residents, brought joy not only to the recipients but also to the volunteers, including parents, who found new purpose in the activity.

### 9. Wider Community Impact

The project fostered strong community relationships, with volunteers and participants contributing to improving spaces and supporting one another. The artists' works brightened up the Brent Mencap interior and garden, and their contribution to a public mural positively affected those passing through Kilburn Station. Additionally, 11 local volunteers, including PWLD, participated in activities such as recycling and creating bouquets for isolated residents. Our partnership with Flower Friends [8]lifted the spirits of over 150 isolated individuals. We created new community ripples detailed here and in the Partnership and Influencing section later on.

### 10. Partnerships

Our partnerships have been central to the project's success, both strengthening existing relationships and establishing new ones. Collaborations with the Royal Philharmonic Orchestra, Create Arts, Brent Start, and Flower Friends significantly expanded our offer. The RPO taster

[8] https://flowerfriends.org.uk/news/

sessions were the best-attended in Brent and led to ongoing involvement. Brent Start supported digital skills training, and Brent Council's Millennium Day Centre provided resources for ceramic workshops. These partnerships enabled us to deliver a richer and more varied programme

**Health and Wellbeing Coaches (HWBC) Annual Summary 2023-2024**

During 2023-2024, our Health and Wellbeing Coaches (HWBCs) received 6,477 referrals, slightly lower than last year's 6,770 referrals. Despite this marginal decline, the shift in focus this year has allowed for deeper and more impactful support, showing positive outcomes for both patients and practices.

**Shift in Focus: Targeted Health Coaching**

In comparison to last year, when HWBCs were primarily focused on supporting health screenings (e.g., smear tests and immunizations), this year the team has been providing more health coaching sessions centred on behaviour change. These sessions require more time and support per patient, allowing HWBCs to dedicate focused, targeted interventions that yield meaningful results.

Additionally, our HWBCs provided assistance to 993 patients and practices through various activities such as brief calls for blood pressure checks, blood tests, and reviews for patients with non-diabetic hypertension (NDH). They also contributed to community engagement by organizing carers' coffee mornings, updating practice posters, and leading healthy lunch-hour walks for practice staff.

**Current HWBC Workforce:**

- **Total HWBCs**: 9
- **Full-time HWBCs**: 5
- **Part-time HWBCs**: 4

**Key Areas of Support Provided:**

HWBCs provided tailored assistance based on individual practice needs. The top areas of support include:

- General health and wellbeing coaching sessions.
- Encouraging uptake of screenings, such as cervical screening and child immunizations.
- Referrals for diabetic patients to the NHS Diabetes Prevention Programme (NDPP).
- Non-diabetic hypertension (NDH) reviews.
- Weight management and diet advice, including exercise referrals.
- Smoking cessation support.
- Cancer care reviews.

**Key Successes and Impact:**

**Top Enquiry Categories**:

- **Health and Wellbeing**: 43.71% of enquiries, covering general health and lifestyle advice.
- **Diabetes Management**: 17.51%, reflecting the high prevalence of diabetes in Brent and the need for targeted patient support.
- **Health Checks**: 10.07%, underscoring the importance of regular assessments for early detection of health issues.

**Patient Demographics**:

**Ethnic Diversity**:

- The largest group of patients is of Indian ethnicity (35.65%), followed by White or White British (13.47%) and Other (11.83%). Smaller groups include Bangladeshi (1.60%) and Mixed ethnicities (2.52%), highlighting the broad diversity in our patient population

**Age Groups**

- The majority of patients fall within the 56-65 age group (23.66%), closely followed by those aged 46-55 (23.41%) and 36-45 (17.68%). These age ranges reflect the growing need for chronic condition management as individuals age.

**Gender and Disability**:

- This year, more female patients were referred than male patients.
- Only 2.21% of patients supported by HWBCs had a recorded disability on their GP records, a figure that appears low compared to national averages. We believe that GP practices do not routinely update disability details of long-term patients who acquire some disabilities with age. However, HWBCs have been proactive in addressing the specific health needs of patients with disabilities.

**Case Studies: Real-World Impact**

- **Case Study 1**: *65-year-old Indian Female, Blood Sugar Management*
  A 65-year-old woman with poor dietary habits and a sedentary lifestyle was referred for diabetes prevention. HWBC provided dietary guidance, suggested manageable physical activities (yoga and walking), and referred her to the National Diabetes Prevention Programme (NDPP). The patient embraced gradual lifestyle changes, significantly improving her health outlook.

- **Case Study 2**: *34-year-old Bangladeshi Female, Mental Health*
  A patient struggling with post-surgery distress was referred to talking therapies and advised on physiotherapy for recovery. The HWBC recommended meditation, breathing exercises, and dietary adjustments. The patient reported feeling supported and booked a follow-up to monitor her progress.

- **Case Study 3**: *32-year-old White Female, Weight Loss and Osteoarthritis*
  This patient sought support for weight loss. The HWBC helped her identify practical ways to integrate exercise into her daily routine and suggested keeping a food diary. A follow-up appointment was scheduled to track her progress toward her weight-loss goals.

- **Case Study 4**: *55-year-old Indian Female, High Cholesterol*
  A patient concerned about high cholesterol received advice on dietary changes and exercise, including label reading for lower-fat food options. The HWBC also suggested physical activities suited to her post-surgery limitations. Through the support provided, the patient made informed lifestyle changes, with a follow-up planned to track improvements.

- **Case Study 5**: *60-year-old Indian Male, Financial Difficulties*
  After opting for private medical treatment, the patient faced financial difficulties. HWBCs provided links to welfare benefit services and arranged an appointment with a social prescriber for additional financial advice and introduced wellbeing activities ensuring holistic support for the patient and his family.

## Conclusion: Driving Better Health Outcomes

This year, the HWBC program has focused on providing deeper, more meaningful engagement with patients, particularly in areas of behaviour change, chronic condition management, and lifestyle improvement. While the overall number of referrals was slightly lower than the previous year, the shift in strategy has had a more profound impact, with HWBCs offering personalized, extended care to support better health outcomes across the community. The diverse patient base and variety of support areas demonstrate the program's effectiveness in addressing the health and wellbeing needs of the Brent population.

## Health Educator Partnership Service (HEPS)

### Background to HEPS

Brent had a high level of deaths and cases of Covid 19. But even before this epidemic, many Brent residents had worse health and died earlier than most other places. This is for many reasons-poorer housing, less income, language and cultural issues, discrimination, less awareness of how to keep themselves healthy and prevent illnesses like covid, diabetes, cancer and high blood pressure. (The posh word for this is "health inequalities")

### HEPS Achievements April 23-March 24

The HEPS project continued in 2023-2024 with funding from Brent Council Brent Health Matters. Health educators worked more closely with locality teams with borough wide events.

Brent Mencap has 4 part time Health educators who work 38 hours a week. We lead the work in our neighbourhood of Neasden, Dollis Hill and Willesden. They supported 1672 people. This lower figure is explained by slightly less hours worked and longer support given to residents. Contact varies from one 10-minute conversation to ongoing casework support for a month or leading 8-week Community Diabetes peer support sessions

Health Educators were trained and supported to deliver effective Diabetes Health coaching to individuals living with diabetes. They inform people about REWIND/Xyla, Know Your Diabetes Meal Plan, Diabetes Support Resources For All, and the Eat Well Plate guide. Health educators use the tablets provided to them to show residents how to gain access to online resources and training. They helped individuals achieve personalised goals. make lifestyle changes and improve their diabetes. They worked closely with BHM, Clinicians, Mental Health Team, Public Health and other healthcare service providers.

Overall, the project supported 12,995 residents an 18% increase from the previous year through 817 engagement events. They identified around 528 people who were not registered with a GP.

Health Educators kept up to date through training from Brent Health Matters, Brent Public Health, and external health and social care partners. They reviewed leaflets and flyers, and identified resource gaps, including translating the BHM Help Advice line leaflet into Somalian, Urdu, Bengali, Chinese, and Arabic)

## Social Prescribing Link Worker Service

### Overview

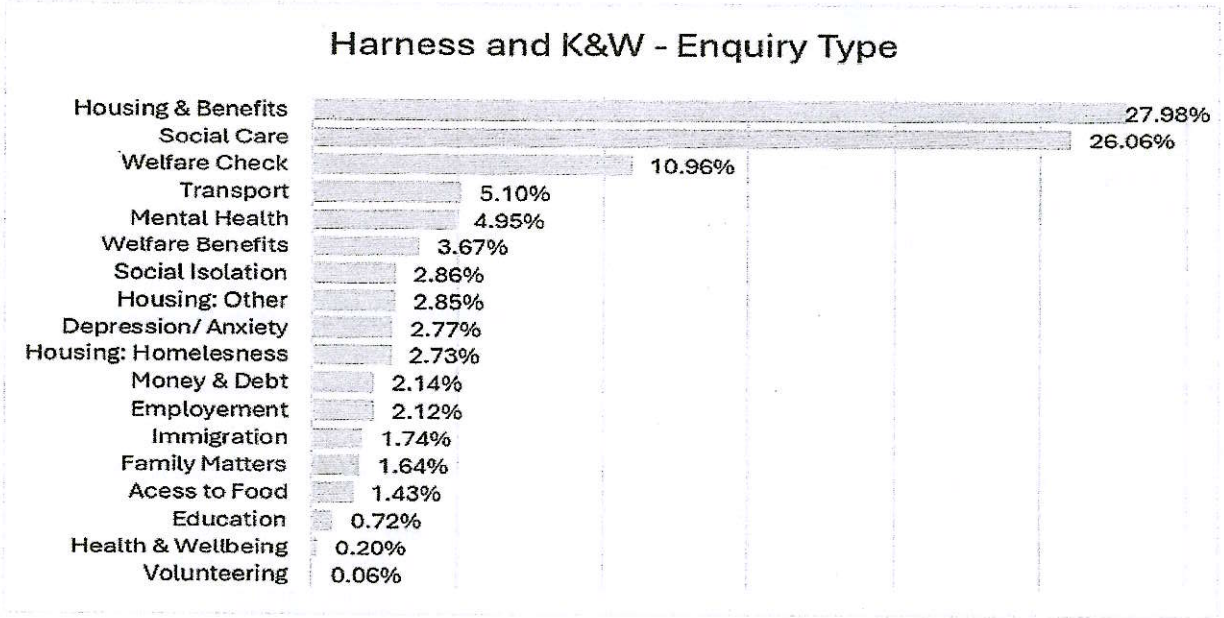
Our Social Prescribing Link Workers (SPLWs) received 10,042 referrals in 2023-2024, a significant increase from 7,498 in the previous year. On average, each patient was contacted 6-8 times. We currently have 33 SPLWs (30 full-time, 3 part-time), providing tailored support to GP practices based on their specific needs.

**Types of Support Provided**

- Social Care: SPLWs facilitated care packages, coordinated with Adult Social Care, arranged Occupational Therapy (OT) referrals, and helped secure home adjustments for patients.
- Welfare Benefits: We assisted with eligibility checks, claims, form completion, and referrals to specialist services for benefits advice.
- Money & Debt: Patients were supported with information from sources like Citizens Advice and the National Debt Line, and referred for specialist help, including grant applications.
- Housing: Help included addressing homelessness, unsuitable accommodation, and securing home improvements through grants. SPLWs often liaised with housing associations and councils.
- Mental Health: SPLWs provided emotional support, referred patients to mental health services, and handled safeguarding concerns. We continued supporting suicidal patients and identifying safeguarding concerns.
- Employment & Education: Information and referrals were provided for employment services and educational or vocational training.
- Immigration: SPLWs offered reliable information but referred patients to specialist immigration services for legal advice.
- Family Matters: Support was provided for issues such as divorce, domestic violence, and bereavement, with immediate referrals in crisis situations.

**Key Findings from 2023-2024**

**1. Enquiry Types (Figure 1)**

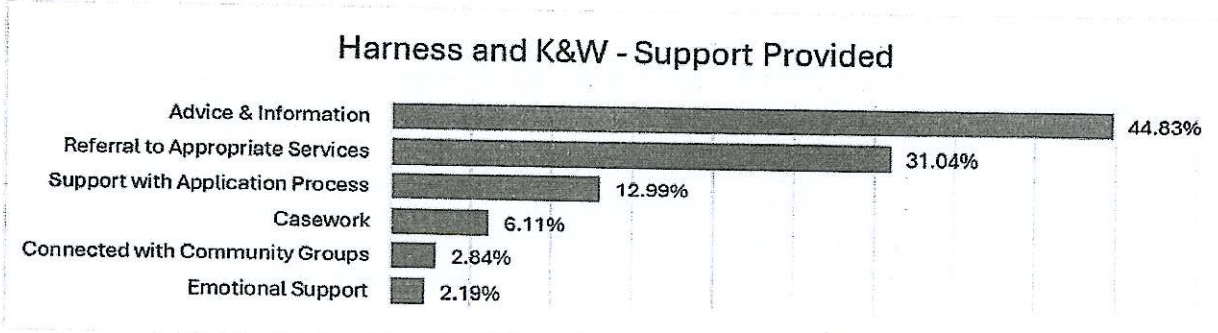



The top three enquiries were:

Housing & Benefits (27.98%)
Social Care (26.06%)
Welfare Checks (10.96%)

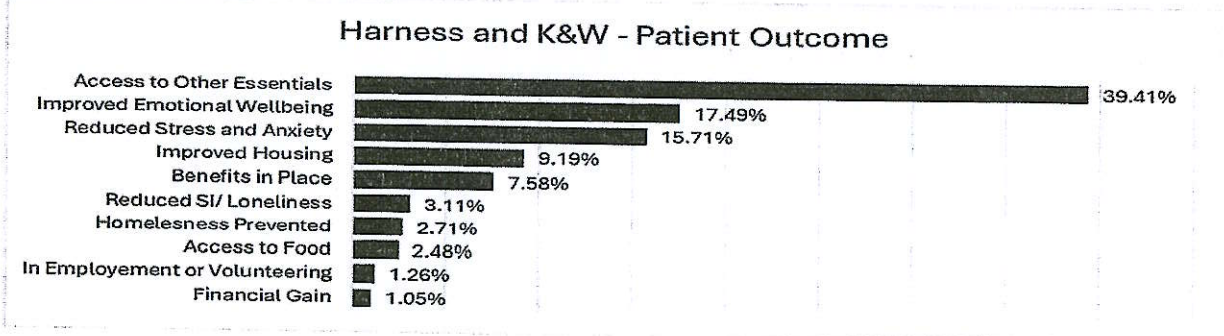
This is consistent with last year, indicating ongoing struggles in housing, benefits, and social care.

## 2. Types of Support (Figure 2)




The main support provided was advice and information, but patients also required help with referrals and form-filling. Compared to last year, there's been a slight increase in these types of support.

## 3. Patient Outcomes (Figure 3)



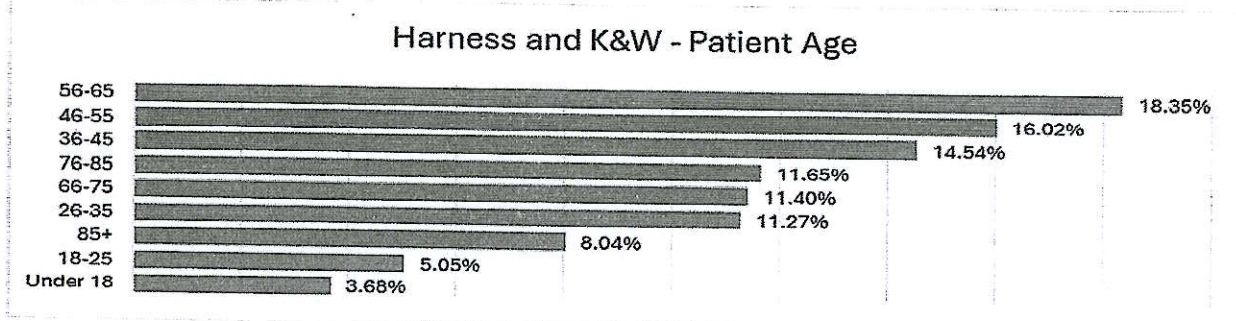

The most common outcomes were:

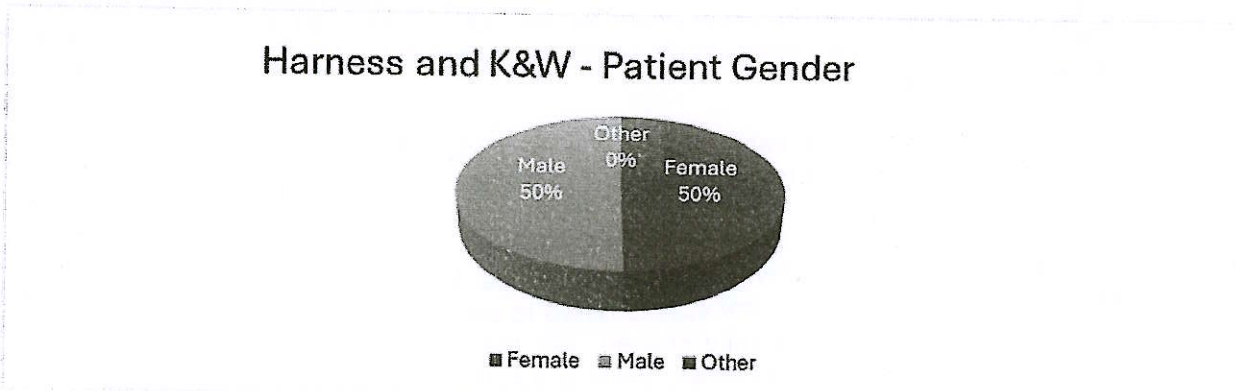
Access to essentials (39.41%)
Improved emotional wellbeing (17.49%)
Reduced stress or anxiety (15.71%)

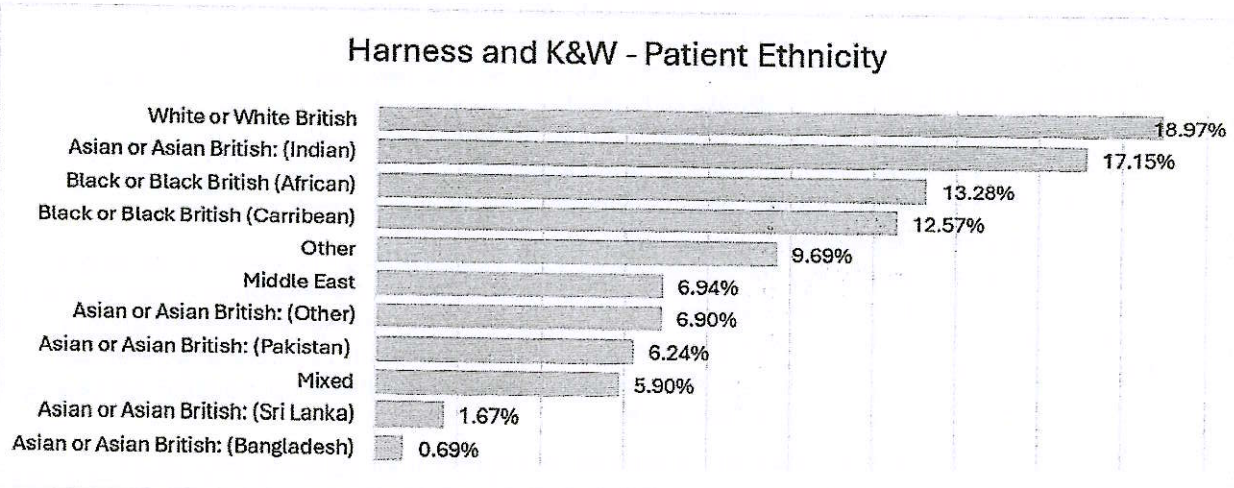
These align with last year's outcomes, showing that social prescribing consistently helps patients improve their emotional and mental well-being.

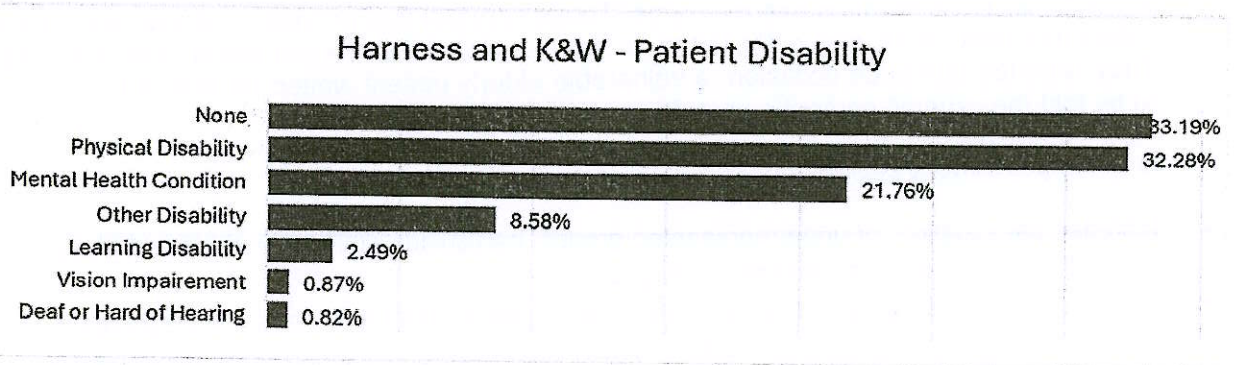
## 4. Demographics

- Age: The most referred age group was 56-65 (18.35%), followed by 46-55 (16.02%) and 36-45 (14.54%) (Figure 4).
- Gender: An equal split between male and female patients (Figure 5).
- Ethnicity: Most referrals came from White ethnic backgrounds, followed by African and Indian patients (Figure 6). We aim to increase referrals from underrepresented groups.
- Disability: Most referrals were for patients with physical disabilities, followed by mental health conditions. We aim to improve referrals for those with learning disabilities, visual, and hearing impairments (Figure 7).






## Patient Stories

1) A 39-year-old woman faced legal and housing issues while coping with the death of her sister. She received emotional support, referrals for legal advice, and bereavement counselling. Following our interventions, she secured safe housing and is attending regular counselling sessions

2) A 60-year-old man with mobility issues was referred for support in accessing appropriate aids. We arranged an Occupational Therapy assessment, secured benefits, and helped him obtain a wheelchair and home adaptations. He reported improved mobility and well-being.

3) A 59-year-old man, struggling with substance abuse and facing eviction, was supported in addressing his housing issues and connected with services for drug and alcohol misuse. While his case is ongoing, his confidence and independent living skills have improved.

4) A 66-year-old woman with mobility issues needed home adaptations and assistance with benefits. We arranged an OT assessment for her home, which led to bathroom aids being installed, and helped her successfully apply for Attendance Allowance. She feels better informed and relieved.

We used the patient stories below to highlight the likely effects of cuts from Brent Council's proposed 2023-2024 Budget in our response – presented in person and inwriting

5) Elderly man was struggling at home to cook food, SPLW looked into meals on wheels but could not find any free or heavily subsidised service. Due to him being on low income and cost of living increase, he was not able to afford to pay the cost. SPLW referred to Sufra for hot meals service and community kitchen. We tried to find an alternative for the winter months as patient does not feel steady walking due to fear of slipping on wet leaves.

6) Younger woman had fallen into debt due to cost-of-living crisis (bills and shopping increase). She was very upset as they were working but really struggling and having to skip meals to ensure their children were eating. SPLW referred to IAPT for their mental well-being, food banks for support with food, green doctors to support with energy bills while also applying for Resident Support Fund to help with incurred debts. Although they had temporary food parcels, and some debt cleared their mental well-being is still impacted. They feel their financial situation will not improve due to ever increasing costs.

7) A social prescriber reported they have been trying to get through to patients housing officer both via email and phone for 2+ months. They have received no response. They contacted customer services to confirm if officer is still assigned to the patient's case or if anyone else could assist. They never received a response. It's very difficult to make any progress with these cases as council communication is poor. Having to chase up housing officers and other professionals slows down their work.

8) Social prescriber reported they find it difficult to support their patients who need help with form filling. There are few services in Brent that help with completing forms such as PIP and Attendance Allowance free of charge. Those services that provide such support require vulnerable patients to queue for hours, in some cases without even being seen that day. They reported one such occasion, a vulnerable elderly patient waited for over 4 hours only to be told they should come the next day.

**Areas for Improvement 2024-5**

- Increase participation of underrepresented groups, particularly ethnic minorities and those with disabilities, as current referral rates show gaps.
- Address ongoing housing and benefit issues, which remain the top concerns year-on-year.
- Ask practices to prioritise patients with learning disabilities and visual/hearing impairments.

By addressing these areas and continuing to provide tailored support, we aim to further improve the lives of patients in need of social prescribing support.

**Information, Advice and Equality Activities**

**Disability Rights and Politics Group**

**DRAP** (Disability, Rights and Politics) members followed up on issues from early 2023 to bring about positive improvements to services they use. Our Disability Rights and Advocacy Project (DRaP) work tirelessly to influence and improve services for PWLD and others.

A core group of 15 experienced self-advocates still met regularly during 23-24. No new self-advocacy group could be started due to lack of new funding.
They met Brent Police about disability hate crime, travel and street safety at Harlesden and Cricklewood Police Stations, Members feel more able to speak to the Police, and helped them

improve their understanding of and communication with people with a learning disability. This is a step forward in trust and confidence as most of the group were wary of talking to the Police at a Police station. The Police contacted Cricklewood bus depot. They group now have a direct Police contact to raise transport concerns and are arranging a meeting with bus depots. Some shared their experiences and views at a Metropolitan Police Disability committee.

For years, they engaged in conversations with the police. This has resulted in noticeable improvements in how officers interact with PWLD. One participant shared how, during a critical missing person case, the Brent Police showed an impressive understanding of how to communicate with PWLD, asking thoughtful questions such as "How will this person respond to us?" and "What will they understand?"

They tested out the Brent Council Hubs regarding their offer to help with form filling. The Hubs did indeed help 3 members to get a Freedom Pass, although it took up to three 3-hour visits to achieve this. The group will meet with a Hub manager to give feedback and make suggestions for improvement.

They finally got answers to questions to they put to the Council (after a year of chasing them). They presented to the Brent Disability Forum where they met the new Head of Direct Services at Brent Council. They invited him to discuss the absence of learning disability specific support for job hunting, and the absence of Council LD employees. They have been relentless in chasing Brent Council over the issue of employment.

They welcomed various visitors including –

- a health advocate, after which 5 people chose to create a health passport
- SeeAbility, they joined a campaign for better eye testing for people with a learning disability.
- taking part in 2 accessible film research sessions with a PhD student.

One group member started taking the full minutes. She has learned a great deal through this process, and thanks to her the minutes are now Easy Read.

Through the DRaP group members know they have a voice and can make a difference
**Personal Story:** A member of our group who had interacted with the police for years remarked on how much better the police have become at dealing with PWLD, thanks to these ongoing discussions. The participant said, "They listen now, they understand us, and they treat us with respect." This reflects the long-term, positive impact of our advocacy effort.

They helped deliver **LD Awareness and Health Communication training** to **90 Brent front-line staff** and **14 Thamesreach staff**. These sessions were transformative, with participants reporting increased knowledge and confidence in communicating with PWLD. The training enabled staff to recognize accessible information more easily, thereby improving service provision for all PWLD they encounter. One participant noted, "I now feel equipped to provide better support and communication, making sure I don't exclude anyone unintentionally."

This kind of training has been critical in breaking down misconceptions about PWLD's abilities and ensuring that staff in vital roles across Brent and Thamesreach are better prepared to meet their needs. Additionally, we have influenced Brent Council's employment commissioner, leading to the commissioning of a bespoke service for PWLD employment support.

These efforts have not only raised awareness but also led to systemic changes that benefit PWLD in various aspects of life, from public services to community engagement.

**Partnership Work, Organisational Challenges and Community Ripples**

Brent Mencap has always worked in informal and formal partnerships to improve the lives of PWLD. There is a wealth of excellent statutory, community and voluntary sector organisations in Brent that provide different types of services and support. This section names a small number of organisations, but our network is much wider. There is ample detail about how our projects involve partners to improve people's lives throughout this report. Our aim is always to deliver or find the right service or support for the people we support.

In spite of our commitment to working in partnership and using our users/patients' lived experience to influence local policy and services we identified 2 major ongoing organisational challenges in our response to Brent Councils budget submitted December 2023.

- The general lack of respect, understanding and recognition shown by Brent Council and the ICP to the income generated, services provided, and contribution made by the Voluntary Sector in Brent to the wellbeing and health of Brent people of all ages.
- Not being treated as equal, knowledgeable partners by the above and not having the voices, wishes and experiences of the people we support heard and acknowledged

We choose our formal working partnerships carefully ensuring project plans allow sufficient time and funding, researching partners 'skills, working culture and values to ensure the best result for participants. We are always careful in assessing risks and benefits to our organisation and our beneficiaries before committing ourselves.

In 2023-2024 we were delighted to work with:

1. Harness and Kingsbury and Willesden NHS localities on Social Prescribing, Health Coaching and Care Navigation
2. The continued Health Educators Partnership Service with Brent Carers Centre, Plias, Saafi and Community Barnet and Brent Health Matters.
3. New partners "Create" to support their funding bid to deliver Creative workshops for young people with a learning disability at Brent Mencap from April 2023
4. Our neighbours: the Work Rights Centre, Brent Bereavement Service, Brent Irish Advisory Service, the Shaw Trust, BBMC the studio next door and Brent Trades Council who own the iconic but rather derelict building on the other side.
5. Brent Council Brent NHS and voluntary sector partners on different partnerships.
6. Local organisations such as Advice for Renters, Sufra, Brent CAB, Brent Council Hubs and many more

We've found that our creative and wellbeing participants and self-advocates created many community ripples of their own. They positively impact the public, staff and customers of all the partners below in their own way, changing views, defying stereotypes, one ripple at a time.

| | |
|---|---|
| · CREATE Arts<br>· Camden Arts Centre<br>· Kiln Theatre<br>· ActionSpace<br>· Brent Police<br>· Brent Disability Forum<br>· Brent LD P/ship Board<br>· Local Councillors<br>· Brent Start, Adult Education<br>· Millennium Day Centre<br>· Brent Safeguarding<br>· Numerous care providers<br>· Royal Philharmonic Orchestra<br>· Brent Health Matters | · Brent Black Music Centre<br>· Flower Friends<br>· Sensoria Arts<br>· NHS in Brent<br>· Twining's Enterprise<br>· RESPOND<br>· Thames Reach<br>· Brent Mutual Aid Gardening Group<br>· University of Surrey<br>· Woodfield School<br>· National Poetry Library<br>· Brent Libraries<br>· Track Academy<br>· TfL<br>· Royal Mencap Network |

**Accessible Information /Digital Exclusion**

Many older and disabled people are not as digitally confident or aware as other sections of the population. **Many do not want to be either**. This digital exclusion was highlighted through the Covid pandemic. Many still prefer information and support in non-digital, accessible paper formats and through face-to-face contact. For this reason, we provide paper-based information, leaflets, and are reachable by phone or if people call at the office.

We raise the need for accessible information continuously at regular strategic meetings with Brent Council and partners throughout 2023-2024 when discussions took place about how to reach out to marginalised, hard to reach groups. We stressed the need for simple, easy to read paper information as well as digital resources. However important letters and information about care packages ,charges or cuts sent to people with a learning disability are never written in easy read formats nor accessible in any way.

**Financial Review**

As stated in the Statement of Financial Activity (SOFA), income for the year totalled £1,706,499 (£1,169,341 2022-23). This increase was mostly due to expansion of the Social Prescribing Link worker service and Health and Wellbeing coaching service, the Care Navigator Project continuation. Grants from [1] Wellfest 1/4/23-30/6/23 Awards for All, Fitfest 1/7/23-30/9/23 Sport England via Track Academy, WillesdenWinterWarmfest 1/9/23-31/3/24 National Lottery Cost Of Living fund

During the year the principal sources of funding were:

| **Source of Income** | **£** | **%** |
|---|---|---|
| Service Level Agreements | 1,593,166 | 93% |
| Statutory Sources | 42,262 | 2.5% |
| Investments, Donations & Other Income | 71071 | 4.5% |

We are grateful to all our funders for their financial support. This has enabled Brent Mencap to achieve its aims of supporting PWLD throughout the year.

Donations and Other income totalled £2,487 (2022-23: £4,940) Trustees and users were unable to work together on street collections or sell tickets for our Cinema event. This figure includes 2 donations from the Francis Holland school and a regular £5 per month donation from JV. Income from other trading activities totalled £63,941 (2022-23: £61,530). This income originates from clients, club and event fees, room hire charges and income generated from training courses. The figure is higher because we have been able to increase the office rental charges.

Investment income is received primarily from bank interest and the dividend paid on a small number of shares. Investment income totalled £4,283 for the year (2022-23: £1,338). The amount of investment income we currently receive has been significantly affected by the higher interest rates currently being offered by banks.

Income for charitable activities totalled £1,635,428 (2022-23: £1.101,533) and is generated from two areas of work – Information, Advice and Equality and Health and Wellbeing.

There are several different projects that fall under these headings. These were funded by 7 different funders throughout the year.

Expenditure totalled £1,429,620 (2022-23: £1,137,148) during the financial year. All Expenses in 2023 and 2024 were incurred in pursuit of the charity's activities.

These costs were split between direct costs of £1,216,824 (2022-23: £1,021,228) on Information, Advice & Equality and Health & Wellbeing activities; support costs totalled £212,796 (2022-23: £115,920).

Support costs are allocated to all projects and are apportioned on a basis calculated by the total staff time spent working on each project. Governance costs were £4,507 (2022-23 £4,199)
The revaluation of our investments (121 Santander shares originating from when the Abbey National Building Society demutualised in 1989), showed a increase in their value to £466 (2023: £362) at the end of the year.

Unrestricted Funds have increased by £273,011 to £589,570.

No funds at the end of the financial year were in material deficit. The total funds of the charity on 31 March 2024 totalled £599,104, (2022-23: £322,121) comprising restricted funds totalling £9,534 (2022-23: £5,562) and unrestricted funds of £589,570 (2022-23: £316,559).

Unrestricted funds include designated funds of £144,900 (2023: £144,900).

Going forward, Brent Mencap will continue to build on its successful work with the local NHS and Brent Council. We will also consider now the adverse effects of the current cost of living crisis in our funding bids and strategic planning for people with a learning disability and long-term health conditions. We will get better at collecting more evidence of need, so we are better placed to develop other larger charitable bids, maintain the income from our premises and explore other ways to generate income. This as well as our selective and strategic approach to partnership working will ensure Brent Mencap has a firm foundation to enable it to continue to develop and deliver support to PWLD and others with long term needs into the future.

**Reserves Policy**

The Trustees of Brent Mencap have assessed the organisation needs to hold reserves to ensure the continuity of its charitable activities by protecting itself from fluctuations in income, providing a level of working capital, maintaining its fixed assets and covering all liabilities including the pension deficit. The levels of reserves the Trustees have calculated are needed are £413,202, equivalent to three months 2024-2025 salary costs and Office Rent Liability.
We currently hold £599.105 of savings so we can cover these possible liabilities and any other eventualities.

**Investment Policy**

Brent Mencap's funds are split between 2 British banks, so they are covered by the Financial Services Compensation Scheme. The Trustees decided that the funds would be put into banks with an ethical ethos. The trustees reviewed this in March 2024.

**Risk Management**

Brent Mencap Trustees and staff regularly review the risks the charity is exposed to. We undertake regular risk assessments on our activities and on the participants of our services.

All identifiable risks have been examined and the appropriate plans, systems, procedures, and training have been established to minimise these risks and their impact on the charity should the risk materialise.

Nobody predicted the Ukraine war nor the cost-of-living crisis, but our proactive management and agile planning ensured we were still able to recruit the right staff, who worked flexibly and continued to support more patients and vulnerable people in 2023-2024. We learn and adapt continuously to support our larger staff group (and the different problems that brings), and our customers. We remain committed to maintaining our creative activities and wellbeing projects while expanding core services.

We assess the chances of any risks materialising by constantly reviewing project plans, budgets, core costs, project outcomes, procedures, training our staff and investing money in our systems, building and projects. We have a specialist support organisation to advise us on our responsibilities about health and safety and employment issues. They provide ongoing support/advice and indemnify us against legal action, provided we follow their advice.

Due to expansion, we increased our senior management team again and reviewed some core systems and processes. We improved our cleaning and building health and safety as building use increased. We have started to identify and undertake new areas of work, income generation and project development while using our free reserves wisely to protect key services that benefit people with a learning disability. We have become experts at repositioning the charity so it can operate effectively at a time of cost-of-living increases, continual, reduced public funding and changes to areas of service delivery.

## Review of Fundraising

In 2023-2024 we consolidated the Social Prescribing Link Worker and Health Coaching and Wellbeing services, which provide the bulk of our income. We negotiated a price increase and full funding for the management team, which previously had been covered from our reserves. We also slightly increased the free income from office rentals and continued the Health Educator Programme Service (HEPS).

We also submitted several grant applications or bids during the year

- Awards for All funding **agreed 22/23** funded part of the Creative and Wellbeing activities in 23/24
- A Community Fund large 3-year bid for Creative, Wellbeing and Self-advocacy services and development work- **Unsuccessful**
- Sport England Keep Moving Bid through Trac Academy for aspects of above work -**Successful**
- National Lottery Cost of Living Fund **Successful** Part funded the Creative and wellbeing work for 6 months
- Northwest London ICP Learning Disability Engagement Expression of Interest on behalf of NW London Mencap's **Unsuccessful**
- Health Educator Programme Tender with Brent Carers Centre, CBPlus, Saafi and Plias. We led on budget development for this 4-year project. **Successful**

We are proud of our fundraising successes, achieved during a very difficult time. The cost-of-living crisis has adversely affected many charities. We focus on delivering well on existing contracts. Big funding bids take a very long time and there is increased charitable competition. We are fortunate to be currently able to keep our creative and wellbeing services for people with a LD going with top up funding from reserves. Finding longer term funding for them will be a priority in 2024-25.

## Plans for 2024-2025

Brent Mencap has done well to consolidate core preventative support services and maintain self-advocacy, creative and well-being activities. We have begun to build up our free income stream, recruited a new talented staff team and volunteers and delivered some very much needed services. Brent Mencap will complete a 3-year business plan by December 2024.

We will focus on

- Continuing and improving our current preventative support projects
- Submit longer term bids to continue current creative, wellbeing and self-advocacy services.
- Achieving new quality assurance accreditation
- Reviewing and reinforcing our values, ensuring staff, trustees and stakeholders understand and support them.
- Developing a longer-term strategic plan which is more explicit about fundraising, data, impact reporting and marketing
- Implementing our management succession plan, ensuring continuity is provided by trustees and other senior managers.
- Improving our managers' leadership and strategic planning skills
- Using our data more effectively to highlight unmet needs, development areas or inequalities
- Improving our website, marketing and social media
- Set up and support a Disability Rights Advisory sub-group of the Board of Trustees consisting of PWLD self-advocates and key stakeholders, to steer disability rights initiatives.
- Use new technologies to improve services, reporting, accessibility and impact
- Create service model templates to prepare for future tendering/contracts/opportunities
- Scope possibility developing of an information /support service for people with ASD or family carers
- Expand wellbeing activities and support to children and young people aged 14-25 and their carers

- Using the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents/photos as the basis of a Heritage lottery bid
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves.
- Supporting our staff with their performance, development, work life balance and cost of living.
- Increasing involvement of people with long term conditions in local engagement activities.
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through new funding

**Statement on Public Benefit**

The objects of the charity are: *"the relief of learning-disabled children and adults and their carers within the London Borough of Brent and adjoining areas by the provision of care, advocacy, support, treatment and education consummate with their needs and potential."*

Our activities provide public benefit by enabling people of all ages with a learning disability and people with long term health conditions to live as full and independent a life as possible. The services we provide encourage PWLD and other long-term conditions to be in control of their lives and make informed choices. We do this in various ways by providing activities such as information, advice, casework, anti-discriminatory support, advocacy, wellbeing and social activities, engagement and consultation opportunities, research and by campaigning for better rights and services. Our activities provide public benefit by

- Enabling PWLD and other people with long term conditions to make informed choices about their housing, health, income, education, employment, leisure and give them the appropriate information and support to live as independently as they can.
- Enabling PWLD and other people with long term conditions to be active citizens, engaged in their local communities and influencing local services.
- Supporting PWLD and other people with long term conditions to maximise their income and avoid debt through specialist advice.
- Ensuring universal service providers make reasonable adjustments to their services so PWLD and other people with long term conditions can access them like other people.
- Promoting health and wellbeing; reducing social isolation, through free or low-cost wellbeing and social activities for people with long term conditions and encouraging access to community events and groups.
- Ensuring that any activity costs are reasonable and affordable by PWLD and other people with long term conditions.
- Promoting better health services and more inclusion of PWLD and other people with long term conditions in consultations on health and social care and other community issues such as transport, information, civic engagement.
- Working in partnership with other agencies in the borough and in West London to improve service delivery for all vulnerable people.
- Enabling a strong consumer voice through increased user engagement projects and activities.

The objectives, activities, achievements, and performance for the past year addressed throughout this report clearly set out the activities which the charity undertakes for the public benefit. The trustees, in setting our aims, objectives and planning our activities, have considered the Charity Commission's general guidance on public benefit.

**Trustees Responsibilities**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement as to Disclosure of Information to Auditors**

So far as the trustees are aware, there is no relevant audit information of which the company's auditor is unaware and each trustee has taken all the steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

**Small Company**

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities issued by the Charity Commission in October 2019 and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

**Approval**

This report was approved by the Trustees on 6th December 2023 and signed on its behalf, by:



**Charlotte Johnson, Chair**

## BRENT MENCAP

## INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF BRENT MENCAP

## FOR THE YEAR ENDED 31 MARCH 2024

### Opinion

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

In our opinion the financial statements:

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

### Basis for opinion

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

### Conclusions relating to going concern

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

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

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

### Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material

misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception**

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements

in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

Use of our report

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



Kevin Fisher BA FCA CTA
(Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
308 Ewell Road
Surbiton
Surrey
KT6 7AL

31 December 2024

## BRENT MENCAP

## STATEMENT OF FINANCIAL ACTIVITIES
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2024

| | Notes | Total Unrestricted Funds £ | Total Restricted Funds £ | Total Funds 2024 £ | Total Funds 2023 £ |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Donations | 2 | 2,774 | - | 2,774 | 4,790 |
| Charitable activities | 3 | 1,593,166 | 42,262 | 1,635,428 | 1,101,533 |
| Other trading activities | 4 | 63,941 | - | 63,941 | 61,530 |
| Investments | 5 | 4,283 | - | 4,283 | 1,338 |
| Other | | 73 | - | 73 | 150 |
| **Total** | | 1,664,237 | 42,262 | 1,706,499 | 1,169,341 |
| **Expenditure** | | | | | |
| Charitable activities | 6 | 1,391,330 | 38,290 | 1,429,620 | 1,137,148 |
| **Total** | | 1,391,330 | 38,290 | 1,429,620 | 1,137,148 |
| **Net income/(expenditure)** | 10 | 272,907 | 3,972 | 276,879 | 32,193 |
| Transfers between funds | | - | - | - | - |
| | | 272,907 | 3,972 | 276,879 | 32,193 |
| **Other recognised gains/(losses)** | | | | | |
| Gain / (loss) on investment assets | 13 | 104 | - | 104 | (12) |
| **Net movement in funds** | | 273,011 | 3,972 | 276,983 | 32,181 |
| **Reconciliation of funds** | | | | | |
| Fund balances brought forward | 17 | 316,559 | 5,562 | 322,121 | 289,940 |
| Fund balances carried forward | 17 | £589,570 | £9,534 | £599,104 | £322,121 |

The Charity's income and expenditure all relate to continuing activities.

Movements in reserves and all recognised gains and losses are shown above.

The notes on pages 37 to 46 form part of these financial statements.

**BRENT MENCAP** **Company Number: 03651245**

## BALANCE SHEET

## AS AT 31 MARCH 2024

| | Note | 2024 | | 2023 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| **FIXED ASSETS** | | | | | |
| Investments | 13 | | 466 | | 362 |
| **CURRENT ASSETS** | | | | | |
| **Debtors** | 15 | 185,168 | | 62,225 | |
| Cash at bank and in hand | | 461,602 | | 295,830 | |
| | | 646,770 | | 358,055 | |
| **CREDITORS:** Amounts falling due within one year | 16 | 48,132 | | 36,296 | |
| NET CURRENT ASSETS | | | 598,638 | | 321,759 |
| NET ASSETS | 18 | | £599,104 | | £322,121 |
| **CAPITAL AND RESERVES** | | | £ | | £ |
| **Restricted funds** | 17 | | 9,534 | | 5,562 |
| **Unrestricted funds** | | | | | |
| General funds | 17 | | 444,670 | | 171,659 |
| Designated funds | 17 | | 144,900 | | 144,900 |
| **TOTAL FUNDS** | | | £599,104 | | £322,121 |

The financial statements were approved by the Board of Trustees on 6 December 2024 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

.....
Charlotte Johnson
Chair

.....
Pete Bickers
Vice Chair

The notes on pages 37 to 46 form part of these financial statements.

## BRENT MENCAP

## CASH FLOW STATEMENT
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2024

| | 2024<br>£ | 2023<br>£ |
|---|---|---|
| **Net cash generated from / (used in) operating activities** (see below) | 161,489 | 65,749 |
| **Cash flow from investing activities** | | |
| Interest received | 4,283 | 1,338 |
| **Increase / (Decrease) in cash in the year** | 165,772 | 67,087 |
| Cash brought forward | 295,830 | 228,743 |
| Cash carried forward | £461,602 | £295,830 |
| **Analysis of cash** | | |
| Cash at bank | £461,602 | £295,830 |

| **Reconciliation of net income to net cash flow from operating activities** | 2024<br>£ | 2023<br>£ |
|---|---|---|
| Operating surplus on ordinary activities | 276,983 | 32,181 |
| **Adjustments for non-cash items:** | | |
| Unrealised (gain) /loss on investment asset | (104) | 12 |
| Decrease /(Increase) in debtors | (122,943) | 28,550 |
| (Decrease) / increase in creditors | 11,836 | 6,344 |
| | 165,772 | 67,087 |
| **Adjustment for investing activities** | | |
| Interest receivable | (4,283) | (1,338) |
| **Net cash used in operating activities** | £161,489 | £65,749 |

The notes on pages 37 to 46 form part of these financial statements.

## 1. ACCOUNTING POLICIES

### Basis of preparation and assessment of going concern

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

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

### Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

The company received government support through the Coronavirus Job Retention Scheme (CJRS) which is accounted for on the accrual basis, and is included under other income on statement of financial activities.

### Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure on charitable activities which comprises the costs of running the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

### Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses.

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

1. ACCOUNTING POLICIES/contd...

**Fund accounting**

Unrestricted general funds are those funds which are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

**Depreciation**

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

| | |
|---|---|
| Motor vehicles, furniture and fixtures | 25% straight line |
| Computer equipment | 25% straight line |

**Pension Scheme**

The charity operates a defined contribution scheme. Contributions payable to the scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. DONATIONS

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 | Total Funds 2023 |
|---|---|---|---|---|
| Donations | £2,774 | £Nil | £2,774 | £4,790 |

All of the £4,790 recognised in 2023 related to unrestricted funds.

## 3. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 | Total Funds 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| HEALTH AND WELLBEING | | | | |
| Edward Harvist Trust (Chat café till May 20) | - | - | - | 4,994 |
| Social Prescribing/Care Navigators | 1,555,824 | - | 1,555,824 | 1,020,074 |
| BRACE'S | - | - | - | 25,500 |
| LB Brent Vaccine Grant | - | - | - | 4,991 |
| Wellfest23 | - | - | - | 9,768 |
| High Street Challenge | 2,500 | - | 2,500 | 2,500 |
| Health Educators | 34,842 | - | 34,842 | 33,706 |
| BHM Healthfest | - | 9,530 | 9,530 | - |
| Sports England – Track Academy | - | 6,711 | 6,711 | - |
| Energy Efficient Grant | - | 4,206 | 4,206 | - |
| Willesden Winter Warmfest | - | 21,815 | 21,815 | - |
| TOTAL | £1,593,166 | £42,262 | £1,635,428 | £1,101,533 |

Of the £1,101,533 recognised in 2023, £1,056,280 related to unrestricted funds and £45,253 to restricted funds.

## 4. INCOME FROM OTHER TRADING ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2024 | Total Funds 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Room hire | 63,429 | - | 63,429 | 61,442 |
| Club fees | 112 | - | 112 | 88 |
| Training fees | 400 | - | 400 | - |
| | £63,941 | £Nil | £63,941 | £61,530 |

All of the £61,530 recognised in 2023 related to unrestricted funds.

## 5. INVESTMENT INCOME

| | Unrestricted Funds | Restricted Funds | Total 2024 | Total 2023 |
|---|---|---|---|---|
| Bank interest | £4,283 | £Nil | £4,283 | £1,338 |

All of the £1,338 recognised in 2023 related to unrestricted funds.

## 6. EXPENDITURE ON CHARITABLE ACTIVITIES

| | Direct costs £ | Support costs £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|---|
| Information, advice and equality | 52,069 | - | 52,069 | 63,573 |
| Health and wellbeing | 1,164,755 | 212,796 | 1,377,551 | 1,073,575 |
| | £1,216,824 | £212,796 | £1,429,620 | £1,137,148 |

Of the £1,137,148 expenditure recognised in 2023, £1,057,741 was charged to unrestricted funds and £79,407 was charged to restricted funds.

## 7. ANALYSIS OF DIRECT COSTS

| | Total 2024 £ | Total 2023 £ |
|---|---|---|
| Staff costs | 1,193,364 | 997,375 |
| Travel and subsistence | 2,930 | 1,676 |
| Venue hire | 340 | 360 |
| Contractor costs | 12,230 | 13,481 |
| Equipment costs | 6,057 | 4,561 |
| Other direct costs | 1,903 | 3,775 |
| | £1,216,824 | £1,021,228 |

## 8. ANALYSIS OF SUPPORT COSTS

| | 2024 £ | 2023 £ |
|---|---|---|
| Staff Costs | 102,761 | 12,603 |
| Bank charges | 881 | 702 |
| Sundry | 6,987 | 7,621 |
| IT support | 6,914 | 6,735 |
| Office rent | 27,000 | 27,000 |
| Other office costs | 27,975 | 34,199 |
| Subscriptions and publications | 702 | 1,418 |
| Printing, postage and stationery | 2,921 | 3,124 |
| Telephone and broadband | 10,893 | 9,275 |
| Insurance | 2,532 | 2,099 |
| Staff training | 1,815 | 1,631 |
| Legal and professional fees | 16,908 | 5,314 |
| Governance costs (note 9) | 4,507 | 4,199 |
| | £212,796 | £115,920 |

## 9. GOVERNANCE COSTS

| | 2024 | 2023 |
|---|---|---|
| Audit fee | 3,900 | 3,948 |
| Strategic development costs | 330 | 144 |
| Legal and professional fees | 48 | 13 |
| AGM expenses | 229 | 94 |
| | £4,507 | £4,199 |

## 10. NET INCOME/(EXPENDITURE)

| Net income/(expenditure) for the year is stated after charging: | 2024 | 2023 |
|---|---|---|
| Audit fees | £3,900 | £3,948 |
| Pension costs | £17,902 | £12,562 |
| Operating lease rentals | £2,682 | £2,682 |

## 11. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2023: £Nil). Travel expenses of £262 were reimbursed to 2 trustees during the year (2023 - £226).

## 12. STAFF COSTS

| | 2024 £ | 2023 £ |
|---|---|---|
| Salaries and wages | 1,193,364 | 926,995 |
| Social security costs | 84,859 | 70,272 |
| Pension costs | 17,902 | 12,562 |
| | 1,296,125 | 1,009,829 |

There was no employee who received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees analysed by function was:

| | 2024 Number | 2023 Number |
|---|---|---|
| Direct charitable activities | 48.00 | 39.00 |
| Management and administration | 3.00 | 2.00 |
| | 51.00 | 41.00 |

Total employee benefits received by key management amounted to £30,060 (2023: £29,914)

## 13. INVESTMENTS

| All investments are quoted and dealt on a recognised stock exchange | 2024 £ | 2023 £ |
|---|---|---|
| Market value brought forward | 362 | 374 |
| Net unrealised gain/(loss) on revaluation | 104 | (12) |
| Market value carried foward | £466 | £362 |

## 14. TAXATION

The charitable company is exempt from corporation tax on its charitable activities carried out during the year.

## 15. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 £ | 2023 £ |
|---|---|---|
| Debtors | 184,117 | 58,738 |
| Prepayments | 1,050 | 3,487 |
| | £185,168 | £62,225 |

## 16. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2024 £ | 2023 £ |
|---|---|---|
| Accruals | 4,937 | 3,940 |
| Other creditors | 43,195 | 32,356 |
| | £48,132 | £36,296 |

## 17. STATEMENT OF FUNDS

| 2024 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 171,659 | 1,664,237 | 1,391,330 | 104 | - | 444,670 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 316,559 | 1,664,237 | 1,391,330 | 104 | - | 589,570 |
| RESTRICTED FUNDS | | | | | | |
| BHM Healthfest | - | 9,530 | - | - | - | 9,530 |
| Willesden Winter Warmfest | - | 21,815 | 21,811 | - | - | 4 |
| Awards4All – Wellfest23 | 9,768 | - | 9,768 | - | - | - |
| Energy Efficient Grant | (4,206) | 4,206 | - | - | - | - |
| Sports England – Track Academy | - | 6,711 | 6,711 | - | - | - |
| Total Restricted Funds | 5,562 | 42,262 | 38,290 | - | - | 9,534 |
| **Total Funds** | £322,121 | £1,706,499 | £1,429,620 | £104 | £Nil | £599,104 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

## 17. STATEMENT OF FUNDS cont

Comparative information for the statement of funds is as follows:

| 2023 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 113,658 | 1,124,076 | 1,057,741 | - | (8,334) | 171,659 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 258,558 | 1,124,076 | 1,057,741 | - | (8,334) | 316,559 |
| RESTRICTED FUNDS | | | | | | |
| BRACE'S | 26,431 | 25,500 | 51,931 | - | - | - |
| Edward Marriot Trust | - | 4,994 | 10,524 | - | 5,530 | - |
| Awards4All – Wellfest23 | - | 9,768 | - | - | - | 9,768 |
| Energy Efficient Grant | - | - | 7,010 | - | 2,804 | (4,206) |
| LB Brent Vaccine Grant | 4,951 | 4,991 | 9,942 | - | - | - |
| Total Restricted Funds | 31,382 | 45,253 | 79,407 | - | 8,334 | 5,562 |
| **Total Funds** | £289,940 | £1,169,329 | £1,137,148 | £Nil | £Nil | £322,121 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

17. **STATEMENT OF FUNDS** (continued)

**Brent Council Community Network Fund**
Funding for strategical support for Brent Councils Covid response planning including community engagement and feedback re emerging themes

**Peoples Postcode Lottery**
Funding for Rights Impact Brent, a self-advocacy group.

**Sport England**
Funding for Keep Moving: exercise and movement sessions for people with a learning disability and long-term conditions

**Brent NCIL**
Building capital repairs, wellbeing activities, community garden and Heritage network development.

**Edward Harvist Trust**
Chat café which included self-advocacy group for people with learning disability.

**Quality and Health Accreditation**
To work towards quality accreditation.

**Awards4All – Welfest23**
Funding for running yoga, poetry, creative arts, singing, cookery, self-advocacy and gardening workshops for Brent residents with learning disabilities.

**Energy Efficient**
Grant from Brent for Business which provides a capital subsidy to help implement energy efficiency initiatives.

## 18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| 2024 | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 466 | - | 466 |
| Current assets | 637,436 | 9,534 | 646,770 |
| Current liabilities | (48,132) | - | (48,132) |
| | 589,570 | 9,534 | 599,104 |

Comparative information for the analysis of net assets between funds is as follows:

| 2023 | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 362 | - | 362 |
| Current assets | 352,493 | 5,562 | 358,055 |
| Current liabilities | (36,296) | - | (36,296) |
| | 316,559 | 5,562 | 322,121 |

## 19. COMPANY STATUS

Brent Mencap is a registered charity (no. 1077038) and a private company (no. 03651245), limited by guarantee and registered in England and Wales. The registered office of the company is given in the Legal and Administrative information on page 1.

Every member is liable to pay an amount of up to £1 to meet the liabilities of the company in the event that it is wound up and it is insolvent.

## 20. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | Other | | Land and Buildings | |
|---|---|---|---|---|
| | 2024 | 2023 | 2024 | 2023 |
| | £ | £ | £ | £ |
| Operating leases payable within: | | | | |
| 1 year | £2,640 | £2,640 | £Nil | £Nil |
| 1-5 years | £3,468 | £6,108 | £Nil | £Nil |

## 21. RELATED PARTIES

There were no transactions with related parties other than those disclosed in Notes 11 and 12.

**BRENT MENCAP**

England & Wales - Charity number 1077038

# Accounts

# BRENT MENCAP
(A Company limited by guarantee)

# TRUSTEES' REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2023

Registered Number: 03651245
Charity Number: 1077038

**BRENT MENCAP**

**FOR THE YEAR ENDED 31 MARCH 2023**

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# BRENT MENCAP

## LEGAL AND ADMINISTRATIVE INFORMATION

## FOR THE YEAR ENDED 31 MARCH 2023

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**Trustees**

Pete Bickers, Vice Chair
Shirley Bickers
Noel Gibb, Treasurer
Charlotte Johnson, Chair
Patrick O'Shea
John Gribbon
Michael Odumosu
Marcus Bull

**Executive Director**
Ann O'Neill

**Company Registered Number**

03651245

**Charity Registered Number**

1077038

**Registered Office**

379-381 High Road, Willesden, London, NW10 2JR

**Independent Examiners**

K C Fisher FCA
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

**Bankers**

National Westminster Bank, 12 Station Parade, Willesden Green, London, NW2 4NN

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Brent Mencap (the company) for the year ended 31 March 2023.

**Governing Document and Charitable Objects**

Brent Mencap is registered as a Charity with the Charity Commission under registration number 1077038. It is constituted as a company limited by guarantee (registration number 03651245) and is therefore governed by its Memorandum and Articles of Association.

The objects of the charity are:

*"Primary object:*
*The relief of PWLD in particular by the provision of help and support for them and for their families, dependents, and carers, and to promote inclusion, independence and choice for PWLD and to challenge discrimination against PWLD.*

*Secondary objects:*
*The promotion of the welfare of older people and adults and children with disabilities and their carers in any manner which now or hereafter may be deemed by law to be charitable within the London Borough of Brent and adjoining areas particularly by the provision of care, advocacy, support, treatment and education commensurate with their needs and potential ("Older people" are people over the age of 55).*

*To provide or assist in the provision of facilities for the recreation or other leisure time occupation for people who have need thereof by reason of their age or disability with the object of improving their conditions of life".*

**Organisational Structure**

Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees. A list of Trustees who served during the year is on page 1.

The Trustees met 6 times during the year, with the Executive Director and finance manager present. Quarterly reports about the financial position and options for the charity are sent to the Trustees. The committee examine and discuss financial reports and projections using them to develop the financial and strategic future direction of the organisation.

The day to day running of the charity is delegated to a part time Executive Director, part-time finance manager and part time office manager. Our staff team increased from 30 FTE to 37 FTE staff during the year. This includes a full-time Social Prescribing/Health and Wellbeing Coaching /Care Navigation team manager and 3 part-time seniors , 29 Social Prescribing Link Workers, 2 Care navigators, 8 Health Coaches, 5 part-time project workers, and 1 As and When admin/IT.

**Procedures for setting Staff Salaries**

The trustees have an established system for setting pay and remuneration for key management personnel which takes account of salary levels for similar local charities as well as existing posts within the organisation. Salary levels are reviewed annually and take account of comparative local and national trends as well as the financial performance of the organisation.

**Report from Brent Mencap Chair : Charlotte Johnson**

I succeeded in the role as Chair in January 2023. Firstly, I would like to take this opportunity to thank the outgoing Chair, Noel Gibbs, who chaired Brent Mencap for over ten years. During this period Brent Mencap has experience various challenges. However, despite the more recent national and global challenges, such as COVID-19, Brent Mencap has made good progress and has gone from strength to strength under his chairmanship.

Secondly, I am thankful to Ann O'Neill, our current Executive Director and her team in the Brent Mencap office, for supporting me in settling into the role as Chair. During the last AGM in December 2022 two of our trustees were successfully re-elected. This has enabled the board to continue to build the strength of knowledge and harness their available skills. We look forward to recruiting new trustees in the near future. As an executive board of trustees, we meet bi-monthly to discuss, review and take decisions on Brent Mencap's interests to ensure that the charity's business operate effectively. The agreed style of meeting uses a combination of virtual and in-person meetings which is working well, and we intend to continue for the foreseeable future.

Trustees are invited to and regularly attend training sessions throughout the year. Safeguarding training was one of the more recent training sessions that were well attended by both staff and trustees. The training proved to be a success whereby both trustees and staff jointly interacted and learnt together during the breakout and exercise sessions. Safeguarding adults at risk is an important component of the services that is provided by Brent Mencap.

As an executive board we are committed to supporting the growing team of Social Prescribing Link Workers, Health and Wellbeing Coaches, Health Educators, management and auxiliary workers to provide the well-needed service for the people of Brent, particularly for residents with learning disability and/or health & wellbeing challenges. This will be demonstrated through continuing to further develop a strategic approach for strengthening stronger links with local partners, improve data management and communications, plus continued provision of services as required by the local community which ought to be reflected in the organisation's business plan by mid-2024. One of the areas that we have been looking at is the charity's policies. We will be concentrating on reviewing the process and updating relevant policies during 2023/24.

We hope you find this year's Trustees Annual Report an encouraging read in terms of its content and Brent Mencaps achievements over the past twelve months.

**Report on Recruitment, Appointment and Activities of Trustees**

The Board of Trustees has several duties in relation to Brent Mencap. We ensure that the charity continues to honour its Memorandum and Articles of Association. We provide advice and a critical friend approach to the activities of the organisation but do not get involved in its operational activities. Also, we provide a strategic steer and support the prudent use of Brent Mencap's limited financial resources. The Chair of Trustees has several roles on behalf of the charity: to organise the Board meetings, send out notifications to Trustees, meet prospective trustees and take the lead in organising the trustees' fundraising activities. However, some trustees undertake financial checks, pass on information to members and providing support to staff.

At Trustee meetings we review current issues and plan forthcoming events i.e., meetings, training, and charity's direction. We discuss the strategic direction of the charity, the workload of the key officers and their priorities as well as the current financial health of the organisation.
Our meetings are bi -monthly. Trustee meetings have all been 50% Zoom and 50% in person. This mix is beneficial given the distance that some trustees live from the Brent Mencap office, and we had really good attendance.

This year, we have currently 8 Trustees. This is 4 below the maximum number of Trustees allowed by our Articles of Association. We continue to look to recruit trustees who will benefit the charity with their personal knowledge of learning disability, long term health conditions, the borough of Brent, the current health and social care agenda or other skills, knowledge, and experience to complement those of the

present trustees. We generally use our personal networks, emails and community events to publicise vacancies.

Trustees serve a term of three years after which they must resign but may and often do offer themselves for re-appointment.

At our last AGM in December 2022 John Gribbon and Michael Odumosu were re-elected
I thank my colleague trustees, the staff and volunteers for their hard work, time, and commitment to Brent Mencap during these difficult and strange times and wish them well.

**Induction and Training of Trustees**

We maintain a friendly and person-centred approach to trustee induction and retention to make the best use of trustees' limited time, different skills, and knowledge. Prospective trustees are invited to meet with the Executive Director and Chair, observe meetings, ask questions, have access to key policies, reports and plans and meet staff and users before putting themselves up for election. Potential trustees being invited to meetings before formal election is helpful in giving them a safe way to engage in business meetings and gives existing trustees a way to check their commitment.
We give them a copy of our Articles and related background material including the Charity Commission publication about being a Trustee *"CC-3 The Essential Trustee: What you need to know"*. Most of our trustees are experienced and knowledgeable and actively involved for at least 6 years. We are particularly pleased we now have a couple of younger trustees.
We invite trustees and prospective trustees to in-house or external training courses, social activities, and pass on details of external development opportunities by email.

We recently reviewed and updated our induction information and checklist and identified online training and documentation from the Charity Commission around governance and the role of Trustees. The Trustees still need to consider other training and support needs and participate in a skills audit to record the talent, skills and interest they have so we can identify any missing skills we need.

**Related Parties**

Brent Mencap is affiliated to National Mencap as a branded group and therefore approved to use the name Mencap and their logo. Brent Mencap is an autonomous local group and receives no funding from Royal Mencap.

**Objectives**

Brent Mencap exists to enable Brent residents of all ages with a learning disability or long-term health conditions to live as full and independent a life as possible. Our services/activities encourage and enable people with a learning disability (PWLD) and others with long term conditions to be more in control of their lives and positively included in their communities through focusing on:

- Inclusive, person-centred health and well-being services,
- specialist information, advice, and support.
- social inclusion and keeping safe activities:
- giving people a voice and the ability to influence through user involvement and engagement activities, promoting equal rights, inclusion and accessible community services,
- gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.

**Strategies for Achieving Objectives**

Our key strategies for achieving our objectives were reviewed and adapted as Covid receded but new threats such as the Ukraine war and the cost of living crisis emerged in 2022-2023. We analysed the external environment, likely future developments, possible funding streams and other factors affecting Brent Mencap in 2022-23. Our agile approach means we adapted swiftly and continued to provide support in different and sometimes new ways to our beneficiaries.

**Progress on the strategic 2022-2023[1] development areas**

In 2022-2023 we planned to focus on

- Building on the successful expansion of our social prescribing link worker service and health coaching and wellbeing. 😊
- Developing a SPLW strategic development plan with senior managers and partners 😊
- Improve our data collection and reports with our NHS partners ☹ too busy recruiting
- Maintaining and deliver more enjoyable inclusive wellbeing, exercise, creative, and gardening activities with new funding bids 😊
- Increasing involvement of people with long term conditions in local engagement activities. 😊
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through BRACES 😊
- Building users' and carers' confidence and skills 😊
- Making the Health Educators Programme a success with partners and support residents of Willesden, Dollis Hill and Neasden with health information delivered locally. 😊
- Increasing our involvement in the regeneration of Church End, the area we are based in and increasing our focus on working with our local community in this area. 😊
- Increasing the amount of self-advocacy support to existing and new members. 😊
- Developing a longer-term charitable bid to support people with a learning disability to live the lives they wish to and develop their resilience to deal with life crises. 😐 No time!
- Use the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents and photos to form the basis of a new Heritage lottery bid so this important local history is recorded, digitised and available for future generations . 😐 No time to develop bid
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves. 😊
- Supporting staff with their performance, development, work-life balance and cost of living 😊
- Developing other new policies and plans e.g., a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans. 😐 No time!
- Continue our succession planning by recruiting a business apprentice to assist our Executive Director and Finance manager, who will lead on some finance tasks and marketing. 😐 No applicants!
- Review and harmonise data collection and user experience data. ☹ Started but complicated!
- Planning and investing in making our building and services greener and more sustainable 😊
- Maintaining good relations with renters and hirers and improving the cleaning. 😊
- Improving our marketing and ways of reporting what we do. 😐

2022-2023 was a busy, challenging, and successful year for Brent Mencap despite new external challenges. We used our problem-solving skills, adapted projects successfully, developed new local relationships, using our organisational resilience and ability to move forward. We further consolidated our financial situation. We are determined to ensure Brent Mencap will build on this to continue our support to Brent PWLD, carers and other people with long term health conditions to survive and thrive in an increasingly difficult environment after the Covid pandemic, the war in Ukraine and cost of living pressures.

**Given this we are proud of our achievements during 2022-2023 especially.**

- Supporting more Brent people in a person-centred way to improve their well-being.
- Providing more support to more Brent people with different needs including people with a learning disability.
- Increasing the confidence and encouraging the persistence of our users to speak up and challenge barriers they face.

[1] See page 30 in our 2021-2022 report.

- Increased focus on raising awareness of the Accessible Information Standard locally and easy read information with free awareness sessions and a continual emphasis on it at local meetings.
- Stronger links with more local and London wide partners in all aspects of work
- Our continued highlighting of the lived experience and views of people with long term health conditions and disabilities and the gaps in services they face to service providers and decision makers.
- Increasing our income, making a surplus for the third time in several years and using some of it to keep non funded services going. We increased our savings.
- Continually reviewing our fixed office contracts and reducing the costs of many.
- Our success at getting small grants for services or building improvements.
- Delivering enjoyable wellbeing, exercise, arts, gardening, new creative activities and piloting a community cooking course
- Supporting our poets to publish a book of their poems.
- Growing the Social prescribing Link Worker Service, and Health and Wellbeing Coach Service and improving the management support for this team of workers
- Developing plans to improve our HR function, data protection, stress reduction and employee support for 2023-4
- Recruiting and settling in more new, diverse, and very talented staff and tutors and dealing with the new challenges this brought by increasing pay, and social events and employee assistance.
- Maintaining the number of volunteers and hours volunteered in person.
- Improving the appearance and security of the building with a new pink gate and an improved door entry system.
- Keeping all our tenants and hirers happy and the building safe and smart.
- Being " greener" by changing all lightbulbs to LEDs, purchasing 2 new energy efficient large fridges, using a Brent business grant to part fund this.
- Changing our waste contract to include regular recycling for the whole building.
- Providing practical and emotional support to people with a learning disability by our office-based staff referring some of them for Social Prescribing support if necessary
- Continued accreditation as a London Living Wage Employer

Full details of the achievements of individual projects strands are included in the rest of this report.

**A Statistical Snapshot of Brent Mencap Beneficiaries and Activities in 2022-2023** [2]

| | 2021-2022 | 2022-2023 | |
|---|---|---|---|
| Total support Sessions/ Activities/events offered all client groups | 45760 | 78208 | Increase due to larger social prescribing link worker service and more Health and well-being coaches. We estimate 3 % had a learning disability/neurodiversity as shown in national statistics. Not everyone has a diagnosis. |
| Total session attendances all client groups | 49948 | 80469 | See above |
| Total attendances PWLD | 2383 | 5321 | Increase due to more patients with LD being referred to social prescribing service and welfare checks. |
| Total clients worked with | 10571 | 17971 | Increase due to increase in social prescribing service support. |
| People with a learning disability | 500 | 722 | We saw new people through the social prescribing, HEPS and Health coaching service. Some new people joined BRACES, creative and wellbeing and cookery sessions. Some may have accessed more than one service |

[2] We record the majority of our interactions with our beneficiaries but as a person-centred organisation we cannot record everything e.g., conversations giving advice at events, phone calls, etc. Totals reported differ with each service. Not every individual registered with a group participates each time. These numbers are based on register details or case notes

| **Event Service**<br><br>**2022-2023** | **Individuals involved. or assisted** | **Support Sessions or number of activities offered by service** | **Total personal Participations or support sessions per person per service/event** | **notes** | **Numbers of people with a LD** |
|---|---|---|---|---|---|
| AGM 2022 | 25 | 1 | **25** | | 19 |
| BRACES | 99 | 206 | **1236** | April - Oct 22 includes activity participants @6 people per session, volunteers and complex cases | 66 |
| BRACES Sequel /Drap unfunded | 55 | 142 | 856 | Nov 22-March 31st | 39 |
| Care Navigation | 236 | 2832 | **2832** | Average of 12 sessions per patient, 3% Id | 8 |
| Covid Vaccination Project LD and Community | 76 | 114 | **114** | May Oct 22 Only shows individual tailored support sessions, not public out-reach sessions | 42 |
| Churchend Cookery Capacity building and wellbeing | 8 | 8 | **37** | Jan23-March 23 | 1 |
| Health and wellbeing coaches | 8238 | 13183 | **13183** | 30%have an average of 3 coaching sessions, remainder have 1 | 247 |
| Health Educator Programme Service | 1672 | 1672 | **1672** | We have 38 hours of Health educator time. Some participate in | 50 |

| | | | | | |
|---|---|---|---|---|---|
| | | | | peer support sessions or get telephone casework support, but current figures for this are not available | |
| Self-Advocacy (BRACES) | 29 | 65 | **495** | from April 22-Oct 22 | 29 |
| Social Prescribing Link Workers | 7498 | 59984 | **59984** | Average: 8 patient contacts 3% with a learning disability | 225 |
| Winter party | 35 | 1 | **35** | | 25 |
| Totals | 17971 | 78208 | 80469 | | 722 |

Brent Mencap undertakes a wide range of activities to achieve its aims and objectives. Our main activity strands focus on

- Improving the health, wellbeing, and safety of people with a learning disability (PWLD) and others with long term health conditions
- Providing, creative, wellbeing, inclusion, equality and engagement activities and opportunities for PWLD and others with other disabilities or long-term conditions,
- Gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.
- Promoting accessible and up to date information and advice for people with a LD or long-term conditions, their carers and local stakeholders

**Health and Wellbeing Activities**
Includes BRACES project, BRACES- the Sequel, Care Navigation, Community Cooking Classes, Covid Vaccination Awareness, Health and Wellbeing Coaching, Health Educator Programme Service, Social Prescribing Link Worker Service.

**Equality, Influencing, Inclusion and Engagement activities.**

Includes Self-Advocacy and Hate Crime parts of BRACES Project from April-October 22 as well as our partnership/activities with Brent Council and other Brent voluntary sector partners and influencing.

**Accessible Information and Advice** includes advice provided by Social Prescribers, health Coaches, project workers, our informal telephone advice (which often results in a referral to a Social Prescriber or wellbeing activity), emails to partners, website, and social media. It also covers awareness raising sessions.

A commitment to partnership, equality, volunteers, inclusion and keeping people safe is interwoven into all strands of our work. The lived experience and feedback from participants informs how projects develop. They provide the evidence we use to influence and educate partners and providers. The activity, achievements and performance of each core strand are reviewed below.

**Health and Wellbeing Activities**

**BRACES Project Continuation April-Oct 31st 2022.**

"I did not have anything to contribute. I was raised in the kitchen. Writing has changed my life. It let me leave the kitchen. Before I didn't think of poetry - I got interested - now I can't stop thinking about it."[3]

"I was hugely impressed with the work you are doing at these training workshops. Disability hate crime as you already know is a hugely under-reported area of our day-to-day business and if our presence at your training events helps in any way to give a very vulnerable part of the Brent community the confidence to report crimes, they may be victims of to police, then I think it's value cannot be measured." Hate Crime Outcomes and Performance Officer (HCOP):

The BRACES project was a great success and an excellent use of NCIL funding. In our original bid, we said " BRACES will record, and share lived experiences and ideas, provide individual and group support and advocacy, new covid-secure activities and increase digital skills and confidence among people with learning disabilities, other disabilities, people with post-Covid health problems and people who shielded".
We are delighted to report we over-achieved on virtually all targets – especially given initial post Covid anxiety. The feedback, anecdotes and case studies show the difference BRACES made to

[3] All sections in blue text are participants' feedback

people's lives. although the warmth of welcome and energy felt by visitors and new members is impossible to fully describe in words but can be glimpsed in photos.

Our Self-advocacy group, "Disability, Rights and Politics group" further developed their skills and exercised their voice. They prepared material, hosted visitors and presented Learning Disability and Hate Crime Awareness to local professionals and Police. 4 became paid co-trainers. Their confidence has grown. 2 other groups were set up, exploring personal identity and auditing the accessibility of services. (See later section for details)

The wellbeing activities were a huge success. New participants joined most weeks, through Social Prescribers, personal contacts, community events and posters distributed by group members. The range of activities was holistic, from yoga and sport to poetry and 'green' issues, cooking and history.

We have already found short term funding and are using donations to continue both self-advocacy and wellbeing activities till March 23, and an Awards for all bid has been submitted to continue till mid-June 23 while a larger bid is developed and submitted to continue these activities.

**BRACES Wellbeing 2022-3**

We provided 169 (347 total 116% target ) enjoyable wellbeing activity groups eg Yoga, Green Group, Singing, Poetry, Dance, Art, Gardening, Local History and museums, Sport, Cooking for 42 weeks in total (not 30) and for more hours 451 (not 300 funded) thanks to a flexible approach by staff, volunteers and tutors. More people took part than expected : 2119 participant sessions vs 1800. The average per session was 6.1 people. Small groups work best for some people with LD. Some groups had only a few people initially but grew over time. Most notably poetry for a long time had only 3 participants and now has 12 regulars! We already knew 25 people and welcomed 62 new participants (155% target) on average each person participated in 25 hours of activity.

**Digital support**
We helped those who struggled with aspects of their phones and increased their skills and confidence. Others asked for other types of IT support – e.g., using Power Point, writing email, downloading their NHS covid Passes or researching on google. The 33 sessions were provided to 18 individuals.

**BRACES Volunteers**
Our 19 (target 10)Volunteers supported BRACES on the History Group's Stories, Past and Present sessions and museum trips, an Accessible Information Standard audit of local organisations and Hate Crime training sessions. It also included a couple of shorter-term gardeners, two unpaid tutors and 3 university students on placements for different lengths of time. They donated 274 hours of their time, great energy and ideas!
Skills developed by volunteers included –

- Increased confidence in their ability to speak in public,
- Increased sense of identity,
- Improved work-related skills.

4 of the people with LD or disabilities who volunteered also did paid work totalling 84 hours on BRACES.

**BRACES Support for Complex Cases**
In many cases if the person had a Brent GP, we referred them to our Social Prescribing link workers. When the original bid was submitted the team were not so well established hence the underperformance against original target of 30. 15 Complex cases needed varying amounts of support for issues such as :

- Seeking opportunities to access work – no specialist LD/autism support in Brent so needed our help – we found them volunteering opportunities to develop skills and CV.

- Person new to us with LD and autism felt stressed and anxious - wanted help with PIP & feeling under pressure to move home since Mum was put into care. Used Hub, Brent Bereavement and LD team to explore and resolve this with him.
- Bereaved person – emotional support and referral to BBS
- Inappropriate asking for money within a friendship – both have LD – Avoided possible escalation to safeguarding through mediation and family involvement.
- Person with significant and impactful self-neglect re personal care. After unsuccessful interventions we liaised with care provider and duty social work to resolve this gradually with person. With our support and prompting over time, his appearance and health improved.
- Young Man racially profiled / accused of being a shop lifter and banned from food shop in Wembley. Currently with their customer services – to be resolved. We are not aware of any other support mechanism within the borough to assist re this. We addressed issues around racist language and offence caused with the local branch of a national chain.
- Support moving house request.
- Advised and supported a person to get solicitor for court about disputed parental access.
- Several Safeguarding meetings re a woman experiencing ongoing Domestic Violence. She would not have gone to see the worker outside of Brent Mencap or engaged without ongoing support.
- Gas stopped at home – person had no English to resolve this.

**BRACES – The Sequel (Nov 22-March 31 2023)**

We continue several valued wellbeing, creative and self-advocacy activities after the official end with a combination of a large donation and some capacity-building funding. Ian remained in post and tutors were patient and supportive as ever while we awaited other short-term funding due in April 23. Activities included 2 Outings and events, Gardening, Art, Ceramics, Yoga, Singing, Poetry, Digital Skills and the DRaP group. Some weren't so frequent as before, but we still delivered 155 sessions to 55 people, including 20 new participants. Highlights included a trip to Kilburn to make a Mencap mosaic tile with other artists, questioning councillors about their budget at Question Time, a Winter party and the publication and launch of the Poets Poetry book. We also found time to establish a new Partnership with Create[4] and plan new creative workshops with them for young people for the Easter school holidays and draw up a working agreement with Flower Friends about a new use for our garden in the next growing year.

**Care Navigation Service (CN)**

Brent Mencap has been involved in Care Navigation (CN) since October 16. Brent Mencap operates CN services only in Kingsbury and Willesden locality (K and W). Patients from the list of the 3% of patients most at risk are referred by the CPMG/ICO. (Senior Multi agency teams)

Our team supported 236 (109 in 21-22) patients with complex or long-term conditions. This substantial increase is due to more patients are being referred to the CPMG team as they are experiencing more social issues. In the past patients mainly needed medical interventions, so they were dealt with more by nurses and clinical pharmacists.

They work alongside GPs, social care, and other community services to advise and support patients in a very patient-focused way. They generally visit patients at least twice to offer this person-centred service and follow up with phone-calls for up to 6 months, generally contacting patients about 12 times.

Care Navigators help patients to

- Understand and manage their health and care needs better.
- Reduce their social isolation.

[4] https://createarts.org.uk/

- Access local community services
- Resolve housing or welfare benefits issues, helping them fill in forms and make new claims.
- Get their needs assessed (and met if eligible) by Adult Social Care.
- Assess their motivation levels using an ONS evaluation tool.

**Community Cooking Classes (Church End Partnership)**

Consultation on the Church End Redevelopment Plan showed the community wanted a healthy and affordable cooking classes. Church End High Street Challenge partnership agreed to provide £5000 capacity building grants to 6 local organisations in the partnership to support bid writing, volunteer costs, equipment, and funding towards short courses/programs. Brent Mencap offered to pilot 10-week community cooking course for local people and share the results of the pilot.
Brent Mencap used the grant to:

- Purchase cooking utensils and purchase ingredients
- Find a qualified local tutor to deliver 10 cooking sessions, for 5 younger people and 5 adults.
- Fund staffing costs to publicise, course, register students, recruit and support the tutor, plan and purchase the equipment and food, evaluate the sessions and share learning with partners.

We wanted to find local people new to Mencap through supporting people's cooking skills so that they are better able to create Healthy affordable accessible meals. The aims were :

- Using everyday ingredients that were accessible in the local area and were affordable.
- Using recipes that catered towards people's tastes and yet incorporated new flavours.
- Practising healthier cooking methods, little frying, using less or no oil, and low salt, and sugar.

We gave out fliers at local events, spoke to people, and asked partners to publicise it. However, nothing came from this despite repeated requests stating that if each partner found one appropriate person, we would have a viable group. We then widened to all of Brent, rather than only Church End, and redistributed several times through Brent Mencap's contact list of 1600. We found 8 adult participants but no young people. The group ran during school hours- to attract parents of school age children, and the group for young people would have happened after 4.30pm. The courses had to finish by March 31st, so were taking place in the coldest months.

We employed Claudine Thornhill, a nutritionist and Brent resident. She had run a similar group at Brent Mencap as a pilot for Brent Health Matters.
An essential element of this project was setting Mencap up as a cooking facility. Brent Mencap has a large ground floor kitchen but no stoves. It's too small for a group.

We sought advice from BHM and Claudine on the equipment we needed for 8 people to cook at 4 shared tables. We purchased electrical items, e.g., portable hobs and electric mixers on-line based on price and the lack of a local supplier. We bought all kitchen tools from IKEA in Neasden, based on price and durability. Ingredients were bought from local supermarkets on the day, either by our staff member or the tutor. Time needs to be allowed for ordering/shopping and cleaning afterwards.

10 cooking sessions were held between 2 February & 31 March 23. Sessions were 2 hours long and allowed participants to cook a main dish and, in some sessions, a main and dessert. Participants were assigned a station which included an electric cooking hob a large pot, a medium pot and various kitchen utensils and equipment including a microwave and handheld blender. Due to the set up an oven was not available and non-oven-based dishes were made. A total of 37 participant sessions gives an average nearly 4 people per session. Most attendees had some cooking skills and experience but wanted to find new recipes. Most avoided meat, dairy, eggs and fish. Recipes were selected and adapted to meet their needs. Recipes introduced participants to new ingredients such as lentils, couscous, halloumi and new spices including paprika and turmeric. Participants got new takes on known recipes such as added beans and vegetables in tomato soup, stove-top pizza, peanut butter in a stew and pancakes using oats and bananas.

**Outcomes**

There was consistent attendance with three participants who joined in session two and attended each session thereafter. Other attendees attended at least two sessions, with one person attending the first session only. Despite cooking at home, all participants enjoyed cooking and were open to trying new recipes. They mentioned repeating recipes at home and were keen to have copies of the recipes after the sessions so that they could prepare the recipes at home.

Participants gave their feedback in session 8:

"Hello everyone body, I come to a class with Claudine on a Thursday, cooking and I have learnt some very good recipe (sic), quick recipe (sic), which I couldn't even think of. And coming to Claudette's class (sic), it's inspired me, developed my mind, opened up my mind and now I successfully can say I can cook and Jamie Oliver don't have nothing on me. Maxine, 23/03/2023

"Claudine is a very dedicated teacher. She has taught me to cook meals I had not cooked before and I have enjoyed all of them and I am now able to add the meals at home. It has been a pleasure attending Claudine's cooking session at Mencap and I will love to continue." Veronica & Glenn. 23/03/2023.

Veronica later added – "It's not just about the cooking. My family has been going through a horrible time. The cooking was a good focus. And Claudine made it better. She always included all of us. She is patient. And she always greets us with a lovely smile as we come in the class."

Feedback from Cooking Tutor,

"I've really enjoyed delivering the sessions at Brent Mencap. Having a group of engaged, enthusiastic participants who were excited and try new things was a delight. The participants supported each other, giving each other advice and encouraging each other. They also supported me by helping with tidying up afterwards. The sessions also provided a space for us to bond and connect over cooking and washing up.

**Final Thoughts**

The aim was to encourage healthy eating, home cooking and provide an activity at Brent Mencap for new people. The programme did this but it's a shame that more people did not benefit. In our experience new groups take a while to reach capacity and its possible had it continued for longer, we may have attracted more people as word spread.

Partners could have committed to each referring one or 2 people to maximise the benefit to the Church End community and get more detailed feedback that could lead to longer term funding and impact. It may be that people thought such a thing was a good idea when being consulted. The reality for many people in the area may be actually participating is hard with other pressures and stresses to deal with and some reluctance to join an unknown group in an unfamiliar environment. We learnt a lot during the pilot and we are now fully equipped and able to continue to offer community cooking courses in the future, subject to funding. Thank you for the opportunity and funding to do this. We look forward to further partnership working with ChurchEnd residents in the future.

**Covid Vaccination Learning Disability Awareness Project**

**Introduction**

There was a low uptake of the COVID-19 vaccine in Brent in 21-22. People with learning disabilities were at increased risk and national evidence showed lower vaccination rates among this group. Our grant from Brent Health matters was to raise awareness amongst people with learning disabilities and other residents of Brent to increase vaccine uptake and correct misinformation. We employed a Somali speaking project worker. He found being a Black British man and being Somali allowed him to reach some individuals who were hesitant, but they trusted him. He could talk to those who were unmotivated to go out and get their vaccines. This was especially evident in interactions at the

vaccine bus. All interactions were in person, not via Zoom due to the changes in Government policy on lockdown.

**Outcomes**

34 Individuals were vaccinated directly or via information given through the project. A further 10 individuals were planning to take their boosters (or take their children to vaccination clinics) in the month after the project ended. 55% of those vaccinated had a learning disability or were the parents/carers of people with learning disabilities. He continually reminded colleagues and our social prescribers to promote vaccinations to their clients, so there may have been more.

He led 37 community sessions providing information and signposting support to at least 598 people at community centres, events, libraries, colleges and with individual families at home both over the phone and face-to-face. He also participated in 8 Brent health and wellbeing events hosted on religious sites, mental health services, at Brent Civic Centre and other community centres. He attended the Vaccine Bus on 5 separate occasions. He led vaccine awareness sessions with the DRAP group at Brent Mencap. These events reached a total of 465 people.

He contacted 23 supported housing and care homes about vaccine uptake among residents with a LD. We were pleasantly surprised to hear most were already vaccinated, and those who weren't were in the process of doing this.

Target of 1059 surpassed, information was distributed to 1067 people at talks, community events, vaccine bus outreach, libraries, colleges, Brent Health Centres, GPs and other health care providers.

46 clients received individual information and support from him to help get vaccinated, information about vaccines and vaccine misconceptions. This ranged from 1hr to 5hrs of support informing and persuading hesitant individuals on the benefits of vaccination. £10 gift vouchers were provided as incentives to more than 25 individuals.[5] T shirts were also given to all Brent Mencap service users who received their vaccinations. A further 17 individuals received information and safety tips at a Wembley library stall. 13 Individuals got COVID-19 Easy Read leaflets at Tudor Gardens, a supported housing service. The Easy Read leaflet was very useful with other groups with poor literacy or English. The target for individual support was 60, the total reached was 76.

He asked the Home vaccination team to go to 1 unvaccinated family with high needs consisting of 5 members. He visited two hard to reach families several times to encourage them to seek help for their additional needs. He was able to convince one family to seek help from mental health services and arrange polio vaccinations and dental treatments for another. This was done with the help of our social prescribers.

Feedback received from individuals showed they felt better informed and more confident about having the vaccination. Some really appreciated being able to discuss it with someone who was like them. They are more aware of where to go to meet their health needs and who they can talk to in order to achieve this. Many were very pleased to get an incentive to get vaccinated.[6]

When the project ended, the worker transferred to our health education partnership service team with his local experience, contacts and knowledge gained. He continues to work improving the health of Brent People.

**Health and Wellbeing Coaching Service**

The Health and Wellbeing Coaching service began in January 2021 during Covid. In 2022-23 the number of Health coaches increased from 4 to 8 during the year. They supported 8238 people (up from 632 in 21-22) in 31 GP practices in Harness (65%)and Kingsbury and Willesden (35%) localities. Generally, support involves one call for screenings and immunization reminders. For

[5] These were only given when proof of vaccination was submitted, and all evidence will be retained for a year after project end for auditing purposes if needed

Health coaching, Health coaches contact patient 3-5 times. 30% (2471) patients were supported more than once.

**The type of support HWBCs provide** is based on practices' need – Different practices required different help from their HWBC based on their practice profile.

- Support with cervical screening and child immunisations
- Support with Diabetic patients - referrals to NHS Diabetes Prevention Programme (NDPP).
- Non-Diabetic Hypertension (NDH) reviews.
- Weight management and diet – including exercise referrals.
- Stop smoking advice and support.
- Cancer Care reviews.
- General health and wellbeing queries / Health Coaching sessions

Please see below patient case studies to give an idea of how Health coaches improve people's health.

**Case 1 Gender- Female / Age- 42 years old / Ethnicity - Caribbean British.**

Patient was recently diagnosed as prediabetic and was referred for health coaching. After initial assessment the HWBC discussed how a healthy lifestyle can help patient prevent diabetes (as advised by NHS guidelines). Healthy eating, balanced diet and healthy food choices were discussed. The patient was also supported regarding physical activities and exercise recommendations and referrals made. The HWBC also suggested exercises which she can do at home and stress management techniques. She was referred to National diabetes prevention program. The HWBC conducted several sessions with this patient to check on progress.

**Case 2 Gender: Male / Age: 18-35 / Ethnicity: Black and White mixed.**

This patient needed support with accessing physical activity centres. The patient was suffering from anxiety and depression and was not financially stable. Our HWBC made exercise referrals and connected him to his local gym. The HWBC told him about free workout classes such as Our Parks and outdoor gym centres and sent him home workout and fitness videos. For his financial issues he was referred to a SPLW to get support and advice.

**Case 3 Gender- Female / Age- 23years old / Ethnicity -Indian British.**

The patient was referred by the GP for support with weight management. She was struggling to lose weight and was feeling demotivated and frustrated. During several sessions they explored patient's current lifestyle, eating habits, and physical activity. HWBC suggestions included NHS exercise recommendations and various types of activities to help her increase her physical activity. She was very stressed and felt demotivated due to her weight, so emotional support was provided, as well as different stress management techniques suggested. The patient was advised to use the NHS digital weight management app.

**Case 4 Gender: Female / Age: 46-55 / Ethnicity: Asian British.**

This patient was referred for pain management, the HWBC carried out a health coaching session. She listened to the patient's pain story, asked how she was feeling and what steps she could take to manage it better. They discussed person-centred goals, what she could do to improve her mood. The patients mentioned that she liked gardening, so the HWBC referred her to relevant services and provided information on garden centres near her.

**Health Educator Partnership Service (HEPS)**

**Background to HEPS**

Brent had a high level of deaths and cases of Covid 19. But even before this epidemic, many Brent residents had worse health and died earlier than most other places. This is for many reasons-poorer

housing, less income, language and cultural issues, discrimination, less awareness of how to keep themselves healthy and prevent illnesses like covid, diabetes, cancer and high blood pressure. (The posh word for this is "health inequalities")

**HEPS Achievements April 22-March 23**

The HEPS project continued in 2022-23 with funding from Brent Council Brent Health Matters. Health educators worked more closely with locality teams with borough wide events.

Brent Mencap has 4 part time Health educators who work 38 hours a week. We lead the work in our neighbourhood of Neasden, Dollis Hill and Willesden. They supported 1672 people. This lower figure is explained by slightly less hours worked and longer support given to residents Contact varies from one 10-minute conversation to ongoing casework support for a month or leading 8-week Community Diabetes peer support sessions

Health Educators were trained and supported to deliver effective Diabetes Health coaching to individuals living with diabetes. They inform people about REWIND/Xyla, Know Your Diabetes Meal Plan, Diabetes Support Resources For All, and the Eat Well Plate guide. Health educators use the tablets provided to them to show residents how to gain access to online resources and training. They helped individuals achieve personalised goals. make lifestyle changes and improve their diabetes. They worked closely with BHM, Clinicians, Mental Health Team, Public Health and other healthcare service providers.

Overall, the project supported 12,995 residents an 18% increase from the previous year through 817 engagement events. They identified around 528 people who were not registered with a GP.

Health Educators kept up to date through training from Brent Health Matters, Brent Public Health, and external health and social care partners. They reviewed leaflets and flyers, and identified resource gaps, including translating the BHM Help Advice line leaflet into Somalian, Urdu, Bengali, Chinese, and Arabic)

**Social Prescribing Link Worker Service**

Our SPLWs received a total of 7,498 referrals in the last year from the 50 GP practices in the two localities we work with: Harness and Kingsbury and Willesden (K&W). We support over 2% of the total population of Brent. Funding does not allow us to work with Brent people who are not registered with Brent GPs. Social prescribing is now properly embedded and increasingly valued feature of Brent GP practices' patient support. In November-December 2022 Brent Council called us 4 times to give evidence at the Social Prescribing Scrutiny Task Group into Social Prescribing in Brent about how Social prescribing operated in Brent. We submitted detailed data, reports and answered many questions from Councillors and others. They were very impressed and grateful for our explanations and data. They produced a final report detailing how to incorporate a Brent wide social prescribing approach in future in other front-line services[7].

We had a small increase of 28 referrals from practices compared to last year. The number of SPLWs increased from 20 at the beginning of the year to 25 by the end. The team manager[8] and 2 part-time seniors supervise and support them. Our team structure ensures all staff are properly inducted, trained, supervised, and supported in a complex and stressful role. Sadly, not all new staff stayed, partly due to cost-of-living pressures. Practices can't refer people if no-one is in post. Post-covid SPLWS were asked to do many short welfare calls to vulnerable patients. This year they began to do more in-depth support with patients which took longer, requiring more sessions and increased contacts with other professionals to resolve issues.

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[7] https://democracy.brent.gov.uk/documents/s132182/6.1a%20Appendix%201%20-%20Social%20Prescribing%20in%20Brent%20Community%20Wellbeing%20Scrutiny%20Task%20Group%20Report.pdf
Our evidence and statistics can't be seen there but informs their report .

[8] The team manager also manages the Senior Health and Wellbeing Coach and team, and the Care Navigator service. Each service's performance is detailed in separate sections of this report.

Many patients do not know where to turn to when they are struggling and talk to GPs or practice staff. Our SPLWs play a huge part in supporting these patients and making a difference to their lives. They spend time with individuals, focusing on what matters to them, and taking a holistic approach to their health and wellbeing.[9] We aim to contact patients in need of support within 2 weeks of referral. It is often sooner.

The number of contacts a SPLW has with a single patient can range from 1-26, the average is 12. (Up from 6) To achieve the patient's wished-for result can involve SPLWs contacting other professionals/ partners 1-19 times. The average is 8 times.[10]

**Key Brent Social Prescribing Data 2022-23**

From April 2022 to March 2023, Brent Mencap's Social Prescribing Link Workers received a total of 7498 patient referrals from their designated practices. The majority of patients were female (4027), male (2842). Most of the patients referred had no disabilities recorded on their medical notes (3037). However, the second and third highest patient groups referred to us show people with physical disability (1663) and mental health problems (1229) . This was followed by Other (496), which can include people diagnosed with long-term health conditions, including terminal illnesses.

The number of people with learning disabilities is 2.6% (193) lower than the 3% national rate of LD/Autism. Given the higher rate of ill health and other barriers experienced by PWLD, this number continues to be too low. The lowest percentage is of people with visual (58) and hearing impairments (42). When delivering Accessible information awareness to 7 local GP practices in 2022 we heard of good practice : they made reasonable adjustments such as texting reminders, BSL interpreters, longer appointments for patients with a LD, autism or who were deaf/hearing impaired or blind/visually impaired, but they did not routinely record support nor update codes/flags on electronic patient records.

In terms of ethnicity, White or White British (1384) and Asian or Asian British (Indian) (1099) are the main groups getting support. This is followed by Other (890), Black or Black British (African)(888), and Black or Black British (Caribbean) (781) respectively, followed by Asian or Asian British (Other) (478), Middle East (358), Mixed (413) and Asian or Asian British (Pakistani) (402), (Sri Lankan) (118) and (Bangladeshi) (66).

Patients were aged between under 18 years old to 85+, with most patients referred being between 56 to 65 years old (1333), followed by 46-55 (1157), 36-45 (992), 76-85 (856),66-75(775) 26-35 (739), 85+ (519), 18-25 (374) and Under 18 (177). 47% of patients were over 56, which 5% lower than last year and may indicate more younger people experiencing problems.

The main initial issues patients had was housing (other – includes need of repairs or need to be rehoused mainly) (1423) and social care (1365). This is followed by welfare benefits enquiries (1016), welfare check (480), housing and benefits (314), mental health (300), homelessness (235), transport (222), health and wellbeing (can include access to the gym, engaging with the community) (217), depression/ anxiety (213), social isolation (177), money and debt (124), family issues (98), employment (84), education (48), food (32) and immigration (19).

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[9] The World Health Organization states that factors such as stress, unemployment, debt, loneliness, lack of education and support in early childhood, insecure housing and discrimination can impact **30-55%** of the health outcomes that people experience. According to NHSE, one in five GP appointments are about issues wider than health, especially for people living in areas of high deprivation. Individuals living with multiple long-term conditions, disability, frailty or who live in ethnic minority communities are mostly affected by the widening gap in health inequalities. This is where social prescribing demonstrates its value in linking people to community- based services. https://www.england.nhs.uk/blog/social-prescribing-as-a-way-of- tackling-health-inequalities-in-all-health-settings/

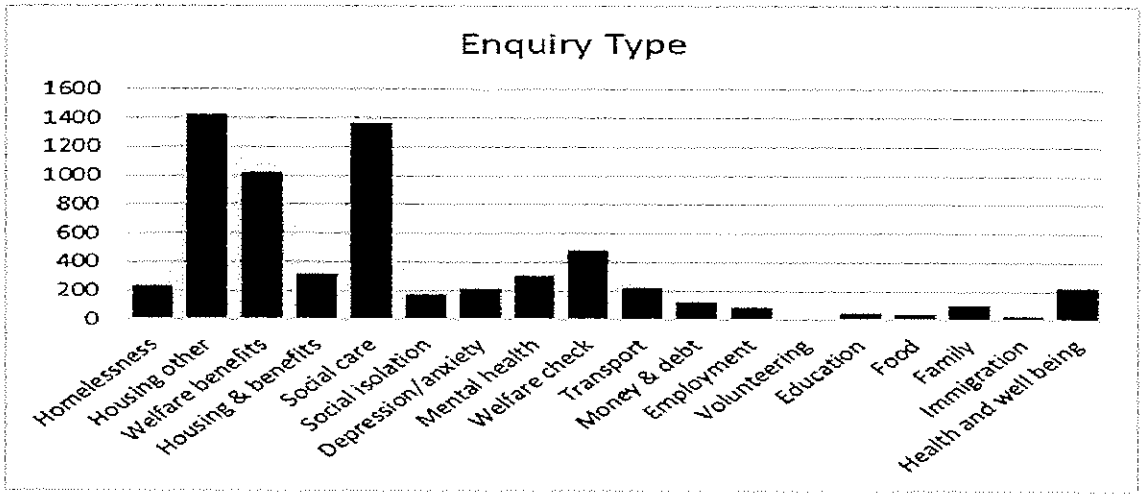
[10] The team also includes 2 part time Care Navigators in K&W and more recently 8 Health and wellbeing Coaches. Their work is detailed elsewhere in this report .

Social Prescribing Link Workers mainly supported patients through providing advice & information (3670) and referring patients to appropriate services (1607). 454 patients were supported with application processes (includes applications for benefits, housing, transport support). 219 patients were supported with casework (chasing up housing officers, speaking to the Council to resolve patient's housing issues), followed by emotional support, connecting with community groups and supporting patients to access food.

The leading outcomes for patients are improved wellbeing (1157), followed by access to other essentials (1113) and benefits in place (617). Patients also reported reduced stress and anxiety (388), improved housing (225), reduced isolation/ loneliness (118), access to food (103), financial gain (62) and prevention of homelessness (45).

Social prescribing has improved the overall wellbeing of Brent people through making them feel supported, pointing them in the right direction and encouraging them to remain independent.

**Enquiry Type**

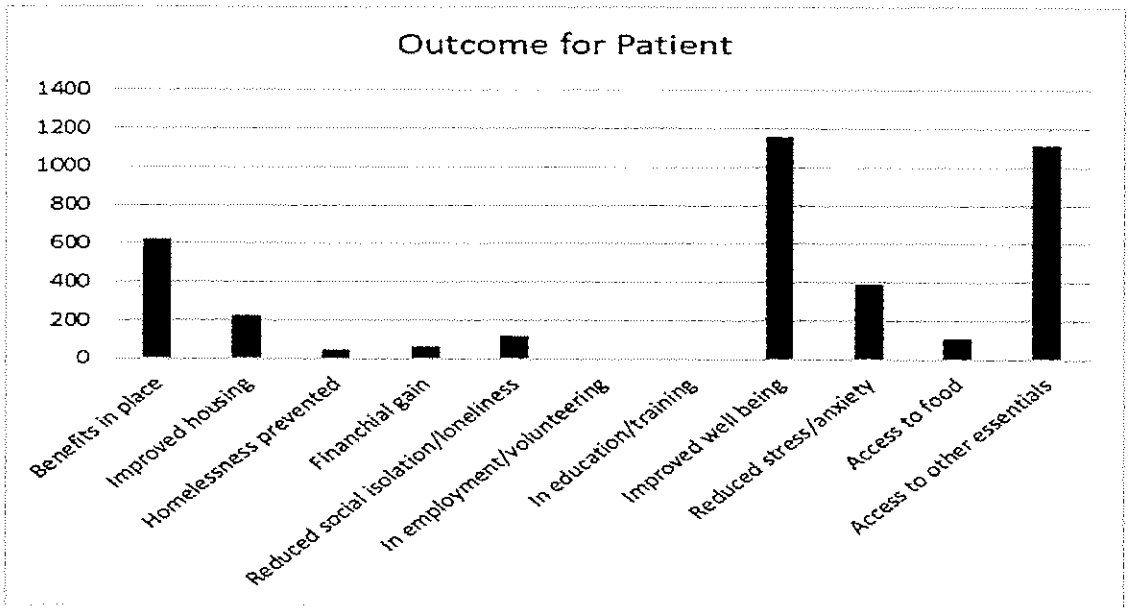



**Our key themes in the last financial year 22-23 have been:**

1. **Housing:** Housing issues is now the top enquiry type for our Brent SPLWs. This includes homelessness, living in unsuitable accommodation and rehousing (living in conditions that are impacting on patient's health and wellbeing). We have supported patients to make adjustments to their homes (arranging for OT assessments to be done, support in applying for grants, liaising with housing associations and the Council). We understand these systems and navigate them well for/with patients.
2. **Social Care:** This includes getting care packages in place, liaising with social services, requesting review of care needs, OT referrals, supporting patients to get adjustments to their homes to better manage, and supporting carers. Our SPLWs take a holistic approach and support patients with multiple issues. They refer to other services and provide ongoing emotional support, advice and help with applications.
3. **Welfare Benefits:** This includes doing eligibility checks, providing information and advice, making claims, supporting with application forms, checking progress, supporting with PIP, Mandatory Reconciliations/ Appeals, and referring to specialist services where required. We work closely with Sufra, Brent CAB, BIAS and WoRC and the Brent Hubs
4. **Mental Health.** Our SPLWs have been providing emotional support, referring to mental health support services and following up with patients to check on progress. Similar to previous year, we have dealt with many suicidal patients. Also, we continue to deal with many safeguarding matters (raising SG concerns, completing required forms and liaising with the SG team). The practices are always kept informed, and in most cases, our team is asked to deal with the safeguarding referrals and keep the practice informed of the outcome. We work closely with Brent Bereavement Service and Domestic Violence support agencies as well as local Mental Health services.

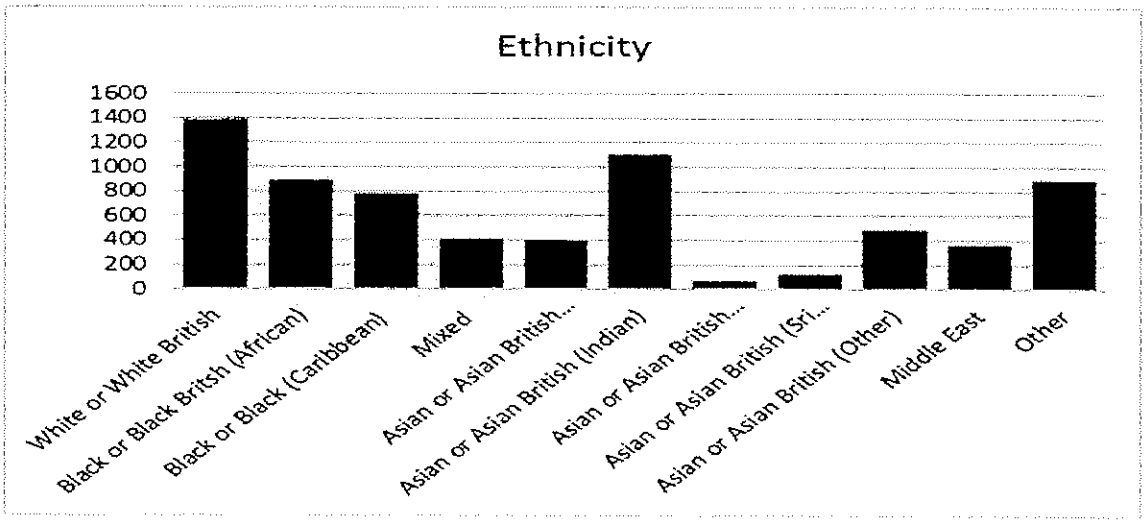
## How Social Prescribing Improved Outcomes for Brent People in 2022-2023?

Patients complete a national self-evaluation tool[11], during or after their support from a SPLW. The outcomes reported by patients in 2022-2023 are listed below. Later case studies illustrate how different individuals will have different outcomes depending on their circumstances.




Below are the overall Ethnicity, Age, Gender, and Disability charts of all patients supported in Brent 2022-2023[12]. Each PCN's data will differ in line with the age, ethnicity, and make-up of the area they are in. Individual reports are sent to each PCN and discussed with Clinical Directors and their teams.

### Ethnicity



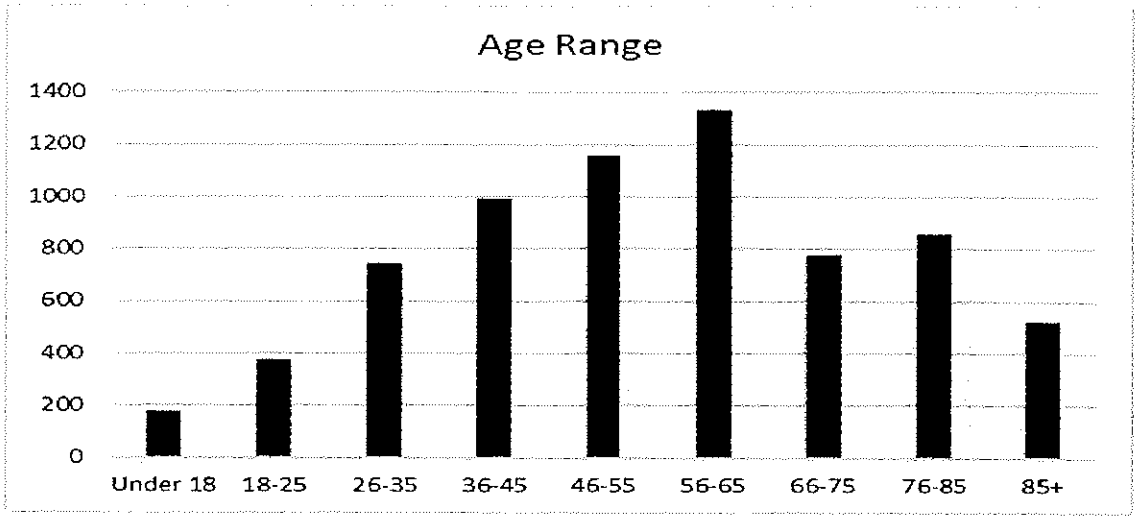

Overall, the largest groups are Asian 22% (+3%) Black, 29% (-2%), and 29% White (+/- 0%)

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11 https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/methodologies/personalwellbeingsurveyuserguide

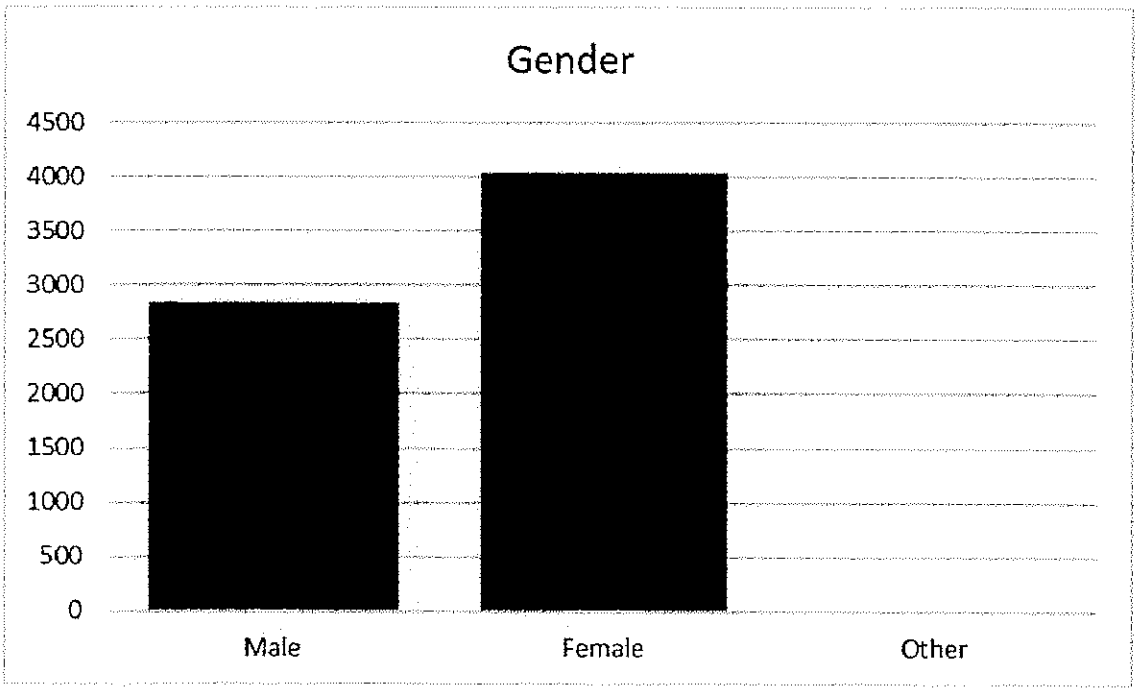
12 All charts show the number of overall patients in that group

## Age

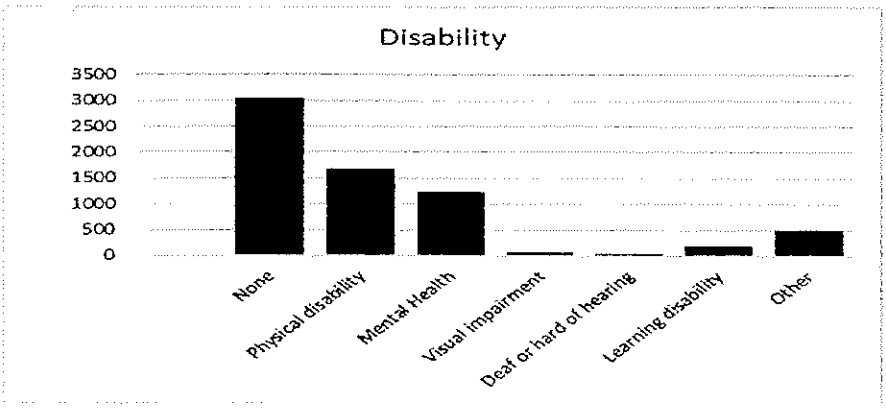



47% of patients supported are aged over 56 -5% less than last year.

## Gender




## Disability or long-term condition



The largest group "Physical" includes people with long term conditions such as diabetes, mobility issues, cancer, etc. Mental Health can include severe mental illness, depression, anxiety, and people with suicidal thoughts. The number of people recorded as having visual and hearing impairments is worryingly low, given that national evidence shows they have poorer health than other sections of the community.

**Social Prescribing Case Studies-How Social Prescribing Works in Brent**

Case 1 Patient aged 61 years, female, from a white Irish background with a learning disability. Her aunt who is her appointed carer had a fall and ended up in the hospital. She was told her recovery time would take much longer due to her age. The patient's family were worried about who would care for the patient, as her sisters both work and are unable to care for her. With consent the SPLW did a referral to adult social care to get a care needs assessment and get a care package in place. Due to the situation the SPLW also called social services and requested an emergency care package. A telephone assessment was arranged with Adult Social Care and the SPLW followed this up to check progress. Within a few days the patient had allocated carers coming to support her at home. Information about Direct Payments was also sent to the family as her sister wanted a more flexible package to suit the patient's needs and wishes.

Case 2 A young male from an Arab background who had autism and other health issues was referred by the GP. His parents were concerned about the patient having post-traumatic stress disorder (PTSD) caused by a traumatic event. The young person was receiving support from a psychologist through the single point of access team. His mother was supported by the SPLW to register at the family wellbeing centre for additional support, as the young person was in need of an EHCP. The parents also wanted to apply for Disability Living Allowance (DLA) so they were advised and supported with this. Additionally, the family was struggling to afford basic necessities due to expenses and had some arrears in energy bills. The SPLW carried out a referral to Sufra food bank to ensure the family had access to food and toiletries. The SPLW supported them to do a Brent Resident Support Fund application, which resulted in them receiving £1,000 and being able to pay off some of their debt. She also signposted them to organizations such as Step Change, the National Debt Line, and Green Doctors to help manage remaining debts and find cheaper energy suppliers.

Case 3 27-year-old female from Somalia was referred to the SPLW with social issues. She reported she was a single mum with 3 young children, living in temporary accommodation without necessities such as warm clothes and bedding. Patient consented to be referred to Sufra for food and nappies, also to Little Village for baby clothes. During follow up appointments the SPLW informed patient that her 3-year-old child was eligible for 30 hours free nursery provision and advised her to register for a nursery place near her address. As the patient was struggling with her mental health (stress and anxiety) she was also referred for talking therapies. Patient was very grateful for the help stating she found the service extremely useful.

Case 4 A female patient, aged 60, white British, was referred to the SPLW for support. She stated that she was struggling with a variety of issues and didn't have any support. She had some health issues and was feeling weak, she could no longer manage to do things she done before, and this was upsetting her. She could not look after her garden which was something that kept her happy. Our SPLW arranged for a Good Gym Mission, a local group of community runners who assisted her with the gardening work that needed doing. She was really pleased and said she was feeling more hopeful and in a better mind-set. On follow-up, the SPLW also talked to her about walking groups as well as some computing/digital courses (based on initial assessment this was something the patient was interested in) and the appropriate referrals were made.

Case 5: Age: 53 Gender: Male, Ethnicity: Black British.
This patient reported he is socially isolated and has struggled for decades with anxiety and depression. He wanted to get out more and join groups/activities to reduce social isolation and make connections with others in Brent. He listed activities/groups he was interested in. SPLW researched this and sent him details of walking groups in Brent, Ashford place activities, Tai Chi classes at Sports in Mind, information on Andy's Mans Club in Barnet etc. He reported he had

added in various groups/activities for each day and had contacted most of the services He spoke to Ashford Place and had a tour, was introduced to other people. He had joined walking groups and now had plans to join the choir SPLW recommended. He said contacts were all positive and he is very excited to start meeting more people. He felt engaging with social prescribing had massively boosted his confidence, as he has since been meeting new people/visiting new places. SPLW continues to follow-up with patient.

Case 6– Age:81 years, Female, Black Caribbean, Housing Tenure: Supported living accommodation.

Patient wanted to be rehoused by the council as the temporary accommodation she was in no longer suited her needs. She is housebound and has various health conditions which impacted her mobility over time. Patient and SPLW discussed supported housing, this would allow patient to access support and care if needed. With consent, a referral was made to Adult Social Care Brent. She wanted to live somewhere with windows looking out onto the street so she could people watch. She feels lonely so SPLW and patient discussed the Silver Line; details were shared with her, and advice and information given on befriending. During January-June, SPLW chased up housing referral. Recently, patient has now been rehoused in supported living accommodation in Brent, she is very happy with it. A follow-up is booked to see how patient is doing and whether she needs any further support going forward.

Case 7 Age: 44, Ethnicity: Asian (other), Gender: F, Housing Tenure: Private tenant

The patient needed help with housing repairs as landlord was refusing to fix the issues. Patient was referred to Advice for Renters and Citizens Advice Brent. As she had no support, SPLW then helped her email Private Housing services (Property Licensing). SPLW also informed her how to report repairs disputes to the council. A Brent case worker was allocated to ensure repairs were addressed (which have been completed now). Patient also needed a new bed as she did not have one SPLW helped patient to apply for Resident Support Fund which was also approved. Patient was granted £1000 to purchase a new bed and other necessities.

Case 8 Age: 63 Gender: Male Ethnicity: Asian, Housing Tenure: Housing Association (Council Property)
The SPLW had been working with this patient for about 6 months with an appointment at least every fortnight. His main concern had been moving into a ground floor property due to his medical need(s). The SPLW had been contacting his housing case worker, the council, the letting agents/ housing association which had otherwise not really led to any substantial result(s) aside from him receiving a housing assessment and being ping-ponged back and forth between one to the other. However, last week the housing association had finally got in touch with him for a viewing. His daughter was going to follow-up with them. This may not outwardly look like much, but it was a massive step in the right direction to get a suitable viewing and hopefully a permanent solution.

**Information, Advice and Equality Activities**

**Disability Rights and Politics Group ( BRACES- from April October 22)**

3 Self-advocacy groups still met regularly during BRACES this year At the request of DRaP members, numbers for main group were restricted to 13 because they find smaller groups more manageable and productive, Occasional members could join the other groups. 29 self-advocates were active in all 3 groups, with 18 new members, mostly as a result of setting up the new group at the Gateway Club:

1. DRaP Self-advocacy group an existing group with a fixed number of participants.
2. Gateway Club Self-advocacy for new or less regular self-advocates
3. Speak Up Self-advocacy group for new less independent self-advocate.

They also focused on 3 work streams they chose as important to them:

**1 Keeping Safe Sessions**
Two DRaP self-advocacy sessions focused on keeping safe on transport and while out and about, in response to members' concerns. Members highlighted these to local election candidates in the Brent Mencap hustings. They also developed an accessible safety leaflet for sharing with others.

In June they took part in a Hate Crime on Public Transport Workshop with TfL engagement workers and three local police officers. Members of the DRaP group learned about Hate Crime and keeping safe, including doing role play on reporting. DRaP group provided feedback to TfL about safety and London transport. The group has spent two additional sessions in September and October recapping what a hate crime is and how to report it.

**2 BRACES Hate Crime Awareness Sessions**

The Learning Disability Awareness and Hate Crime training was delivered with 4 DRAP members. The co-trainers completed speech writing and practice sessions. Officers from the Hate Crime unit provided guidance on the training content, attended the training and answered attendees' questions in the Q&A.

In September and October five 2-hour training sessions were provided to 72 volunteers and paid workers in Brent from organisations, including Brent Reach, Central and Northwest London NHS Foundation Trust, KTS Care Angels, Brent Council and Brent Metropolitan Police Service. The training received excellent feedback. 73% of attendees felt more confident to report a hate crime or support someone with a learning disability to do so (many others expressed feeling confident already). **Total for year 5 sessions 72 people (target 4 for 60 people)**

**3 Community Activity Research**

As part of our aim for them to research and try inclusive community activities, we estimate they participated in 84 community activities including:

- Mental Health awareness sessions ,
- Diversity events e.g., Black History and Diwali events at Civic (10 people)
- Environment and social justice issues, e.g., women only craft/repair workshops
- Cultural/Social groups, e.g., 1 person participated in 8 sessions with the LSO.
- Digital training. Work during BRACES with Brent Start resulted in a bespoke 24-week course for 10 of our learners with LD including non-readers.
- Ashford Place Community Centre, such as the Monday social group and Art sessions.
- 1 person joined an external cookery group. Others enjoyed baking at Ashford Place
- The history group visited Kenwood House
- The art group visited The House of Dreams
- Some enjoyed a new Ceramics workshops at The Millennium Centre
- The Poets loved the National Poetry Museum in London
- One of our artists visited 2 galleries with family.
- 3 pairs of participants started meeting up socially outside of Mencap.
- 2 people joined local fruit harvesting group activities.
- GLA Mayors question time
- 8 people participated in 3 Healthy cookery sessions delivered by Brent Health Matters
- Self-advocates now bring in information about events and go in small groups of friends.

**Brent Mencap Partnerships, Community Links and Influencing**

In 2022-2023 we continued taking part in high-level Thematic group meetings with Brent Council and other leading Brent voluntary sector organisations and at other partnership meetings with the ICO and subgroups. We participated in the ICO networking day, fed back views on End-of-life care consultation from the perspective of PWLD. We have raised the unfairness of small Charities

having to offer additional "social value" activities if offered Council Contracts, given that all our outcomes provide social value.

We jointly provided information about the main issues and lived experiences facing our users and patients caused by the pandemic, cost of living crisis and unjoined up services. It's always an opportunity to influence their thinking, develop joint solutions, and share learning. However, it's not obvious how much they really listen to information nor value/implement suggestions shared. We have discussed Accessible Information Standard sessions with senior leaders and have arranged sessions in 23-24 with them.

We also provided written and in person feedback about the Councils proposed 23/24 budget cuts in December and our DRaP members also expressed their views in January 23 and asked several questions councillors and officers promised to respond to. At the time of compiling this report in October 23, they have still not received the written responses in spite of monthly reminders.

The issues facing people with disability and long-term health conditions issues are still not well understood. Community groups are not well funded or organised compared to other service providers in Brent.

**Partnership Work**

Brent Mencap has always worked in informal and formal partnerships to improve the lives of PWLD. There is a wealth of excellent statutory, community and voluntary sector organisations in Brent that provide different types of services and support. This report refers to a small number of organisations, but our network is much wider. There is ample detail about how our projects involve partners to improve people's lives throughout this report. Our aim is always to deliver or find the right service or support for the people we support.

We choose our formal working partnerships carefully ensuring project plans allow sufficient time and funding, researching partners 'skills, working culture and values to ensure the best result for participants. We are always careful in assessing risks and benefits to our organisation and our beneficiaries before committing ourselves.

In 2022-2023 we were delighted to work with:

1. Harness and Kingsbury and Willesden NHS localities on Social Prescribing, Health Coaching and Care Navigation
2. The continued Health Educators Partnership Service with Brent Carers Centre, Plias, Saafi and Community Barnet and Brent Health Matters.
3. Church End Partnership with local groups and people
4. New partners "Create" to support their funding bid to deliver Creative workshops for young people with a learning disability at Brent Mencap from April 2023
5. Our neighbours: the Work Rights Centre, Brent Bereavement Service, Brent Irish Advisory Service, the Shaw Trust and BBMC the studio next door and Brent Trades Council who own the iconic but rather derelict building on the other side.
6. Brent Council Brent NHS and voluntary sector partners on different strategic groups since March 2020
7. Local organisations such as Advice for Renters, Sufra, Brent CAB, Brent Council Hubs and the fantastic Mutual Aid and food aid groups.

**BRACES Project Support to Smaller Voluntary Sector and other partners**

One of BRACES aims was to find and link up with smaller organisations and groups. Workers researched/visited some and offered support to over 14 of them. We also found statutory workers approaching us for information about services. We ended up linking them to groups. They knew nothing about

- We linked **Brent Bereavement Service** to several small organisations.
- They are collaborating with **Free the Forgotten** a Church End group on a series of culturally sensitive bereavement workshops.

- We supported **Sudbury Neighbourhood Centre** to recruit tutors.
- Delivered a talk for **Thrive/Ashford Place**.
- We continued to connect **Brent Health Matters** with other local organisations they were not aware of.
- New links were made between Adult **social care workers and community groups** to reach more service users and build new networks .
- Established links with **Chalkhill Stroke Club** and their **Diabetes group.**
- Worked with **Church End Master plan partnership groups** and individual groups e.g., **Saafi**
- Delivered talks to **Brahma Kumaris University and Inner Space** about Brent Health Matters activities and opportunities.
- **Millennium Day Centre** members
- **John Billam** Day centre members
- Supported our neighbours **BIAS** and **WORC** with queries.

It's likely we advised and supported more groups as it's part of our daily work but not always recorded.

**Accessible Information /Digital Exclusion**

Many older and disabled people are not as digitally confident or aware as other sections of the population. **Many do not want to be either**. This digital exclusion was highlighted through the Covid pandemic. Many still prefer information and support in non-digital, accessible paper formats and through face-to-face contact. For this reason, we publish paper-based information, leaflets, and are reachable by phone or if people call at the office.

We raise the need for accessible information continuously at regular strategic meetings with Brent Council and partners throughout 2022-2023 when discussions took place about how to reach out to marginalised, hard to reach groups. We stressed the need for simple, easy to read paper information as well as digital resources. Our BRACES project focused some of its work on this in 22/23- see below.

**BRACES April-Oct 22: Accessible Information Standards (A.I.S.) Awareness Work**

We successfully delivered A.I.S awareness during Learning Disability Awareness week in June, 7 sessions to GP surgeries, and 2 sessions to Brent Council and vol sector partners in August 22. The 76 participants said they much more aware of easy read information sites, the need to record support given e.g., BSL support offered, and a feeling of increased confidence to challenge internally and promote accessible information.

Brent Council carried out a Cost-of-Living consultation with the DRaP group in August 22. Group members didn't take the leaflet offered on how to access local funds and resources **as it was not easy-read, and the text was very small**. The council included their feedback as part of their display at the Cost-of-Living Visioning Day in September 22. We attended and were part of a planning group on to make information accessible in Brent with Rob Mansfield (Communications Brent Council) about challenges and how to make information accessible to PWLD.

DRaP also audited 20 documents/websites and places for accessibility and fed back their findings.

With DRAP members we visited several places to audit their signage or information
- the Willesden Centre for Health & Care Findings were recorded and followed up with the centre. They agreed they were out of date and not clear and will be replacing them.
- Willesden Library,
- Sainsbury's community noticeboard
- Roundwood Park Café . (They offered to put up our Easy Read poster and invited our members to café)

A further 16 documents/websites were audited remotely by them from organisations such as :
- Park Royal Medical Practice,

- Brent Adult Social Care,
- Brent Talking Therapies,
- Brent Health Matters,
- NHS Central and Northwest London,
- Mind (Brent Wandsworth and Westminster).
- Brent Council Communications Manager about accessible information see above section

We gave feedback, advice and provided resources and tips to them but without real commitment from partners and ongoing resources this strand of work cannot be seen through.

**Financial Review**

As stated in the Statement of Financial Activity (SOFA), income for the year totalled £1,169,341 (£956,803 2021-22). This increase was mostly due to expansion of the Social Prescribing Link worker service and Health and Wellbeing coaching service, the Care Navigator Project continuation, Awards 4 All Wellfest 23 funding, BRACES for wellbeing activities from Brent NCIL, Brent Health Matters grant funding an outreach worker post for 6 months to encourage and enable people with a learning disability to have the COVID Vaccine, Edward Harvist Trust for our new pink Glam Gate and improved security and Brent for Business Energy Saving Scheme Grant for replacement of 52 LEDS and 2 new "A" rated fridges.

During the year the principal sources of funding were:

| **Source of Income** | **£** | **%** |
|---|---|---|
| Service Level Agreements | 1,056,280 | 90% |
| Statutory Sources/Charitable Trusts | 50,193 | 4.5% |
| Investments, Donations & Other Income | 62,868 | 5.5% |

We are grateful to all our funders for their financial support. This has enabled Brent Mencap to achieve its aims of supporting PWLD throughout the year.

Donations and Other income totalled £4,940 (2021-22: £39,650) Trustees and users were unable to work together on street collections or sell tickets for our Cinema event. This figure includes 3 donations from the Francis Holland school totalling £3,786 and a regular £5 per month donation from JV. Income from other trading activities totalled £61,530 (2021-22: £53,575). This income originates from clients, club and event fees, room hire charges and income generated from training courses. The figure is higher because we have been able to increase the office rental charges.

Investment income is received primarily from bank interest and the dividend paid on a small number of shares. Investment income totalled £1,338 for the year (2021-22: £311). The amount of investment income we currently receive has been significantly affected by the higher interest rates currently being offered by banks.

Income for charitable activities totalled £1,101,533 (2021-22: £863,267) and is generated from two areas of work – Information, Advice and Equality and Health and Wellbeing.

There are several different projects that fall under these headings. These were funded by 6 different funders throughout the year.

Expenditure totalled £1,137,148 (2021-22: £833,450) during the financial year. All Expenses in 2022 and 2023 were incurred in pursuit of the charity's activities.

These costs were split between direct costs of £1,021,228 (2021-22: £725,388) on Information, Advice & Equality and Health & Wellbeing activities; support costs totalled £115,920 (2021-22: £108,062).

Support costs are allocated to all projects and are apportioned on a basis calculated by the total staff time spent working on each project. Governance costs were £4,199 (2021-22 £3,110)
The revaluation of our investments (121 Santander shares originating from when the Abbey National Building Society demutualised in 1989), showed a decrease in their value to £362 (2021: £374) at the end of the year.

Unrestricted Funds have increased by £58,001 to £316,559.

No funds at the end of the financial year were in material deficit. The total funds of the charity on 31 March 2023 totalled £322,121, (2021-22: £289,940) comprising restricted funds totalling £5,562 (2021-22: £31,382) and unrestricted funds of £316,559 (2021-22: £258,558).

Unrestricted funds include designated funds of £144,900 (2022: £144,900).

Going forward, Brent Mencap will continue to build on its successful work with the local NHS and Brent Council. We will also consider now the adverse effects of the current cost of living crisis in our funding bids and strategic planning on people with a learning disability and long-term health conditions. We will get better at collecting more evidence of need, so we are better placed to develop other larger charitable bids, maintain the income from our premises and explore other ways to generate income. This as well as our selective and strategic approach to partnership working will ensure Brent Mencap has a firm foundation to enable it to continue to develop and deliver support to PWLD and others with long term needs into the future.

**Reserves Policy**

The Trustees of Brent Mencap have assessed the organisation needs to hold reserves to ensure the continuity of its charitable activities by protecting itself from fluctuations in income, providing a level of working capital, maintaining its fixed assets and covering all liabilities including the pension deficit. The levels of reserves the Trustees have calculated are needed are £308,733, equivalent to three months 2023-2024 salary costs and Office Rent Liability.
We currently hold £358,055 of savings so we can cover these possible liabilities and any other eventualities.

**Investment Policy**

Brent Mencap's funds are split between 2 British banks, so they are covered by the Financial Services Compensation Scheme. The Trustees decided that the funds would be put into banks with an ethical ethos. The trustees reviewed this in March 2023.

**Risk Management**

Brent Mencap Trustees and staff regularly review the risks the charity is exposed to. We undertake regular risk assessments on our activities and on the participants of our services.

All identifiable risks have been examined and the appropriate plans, systems, procedures, and training have been established to minimise these risks and their impact on the charity should the risk materialise.

Nobody predicted the Covid pandemic, the Ukraine war nor the cost-of-living crisis, but our proactive management and agile planning ensured we were still able to recruit the right staff, who worked flexibly and continued to support more patients and vulnerable people in 2022-2023. We learn and adapt continuously to support our larger staff group (and the different problems that brings), and our customers. We remain committed to maintaining our creative activities and wellbeing projects while expanding core services.

We assess the chances of any risks materialising by constantly reviewing project plans, budgets, core costs, project outcomes, procedures, training our staff and investing money in our systems, building and projects. We have a specialist support organisation to advise us on our responsibilities

about health and safety and employment issues. They provide ongoing support/advice and indemnify us against legal action, provided we follow their advice.

Due to expansion, we increased our senior management team again and reviewed some core systems and processes. We improved our cleaning and building health and safety as building use increased. We have started to identify and undertake new areas of work, income generation and project development while using our free reserves wisely to protect key services that benefit people with a learning disability. We have become experts at repositioning the charity so it can operate effectively at a time of cost-of-living increases, continual, reduced public funding and changes to areas of service delivery.

**Review of Fundraising**

In 2022-2023 we concentrated on expanding the Social Prescribing Link Worker and Health Coaching and Wellbeing services which provide the bulk of our income, developed more free income from office rentals, completed BRACES and continued the Health Educator Programme Service (HEPS). We successfully bid for Harvist Trust funding for capital improvements and Awards for All for continuation of creative/wellbeing activities from April 23. We received a grant from Brent Health Matters for the Learning Disability Covid Vaccination awareness project. We unsuccessfully bid for Community Cooking classes from You Decide NCIL funding but were able to fund a smaller pilot scheme from a capacity building grant from the Church End Partnership.

We are proud of our expansion and new funding streams, achieved during a very difficult time. We focus on delivering well on existing, expanding contracts, rather than chasing other funding. Big funding bids take a very long time and there is increased charitable competition, but we expect to be better placed to complete other charitable funding bids in 2023-24.

**Plans for 2023-24**

Brent Mencap has done well to expand core services and maintain self-advocacy, creative and well-being activities. We have begun to build up our free income stream, recruited a new talented staff team and volunteers and delivered some very much needed services. Brent Mencap will complete a 3-year business plan by July 2024.

We will focus on

- Strengthening our social prescribing link worker service and health and wellbeing coaching service .
- Implementing our SPLW and HWBS strategic development plan with senior managers.
- Reviewing our data collection and ensure we comply with GDPR standards.
- Maintaining and delivering more enjoyable inclusive wellbeing, exercise, creative, and gardening activities with new funding bids.
- Increasing involvement of people with long term conditions in local engagement activities.
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through new funding
- Building users' and carers' confidence and skills
- Continuing the Health Educators Programme's success with partners and support residents of Willesden, Dollis Hill and Neasden with health information delivered locally.
- Continuing our involvement in the regeneration of Church End, the area we are based in.
- Increasing the amount of self-advocacy support to existing and new members.
- Developing a longer-term charitable bid to support people with a learning disability to live the lives they wish to and develop their resilience to deal with life crises.
- Using the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents/photos as the basis of a Heritage lottery bid
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves.
- Supporting our staff with their performance, development, work life balance and cost of living.

- Developing other new policies and plans e.g., a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans.
- Continuing our succession planning by recruiting new staff to assist our Executive Director and Finance managers.
- Improving data collection and user experience recording.
- Continuing to make our building and services greener and more sustainable.
- Maintaining good relations with renters and hirers.
- Improving our marketing and ways of reporting what we do.

**Statement on Public Benefit**

The objects of the charity are: *"the relief of learning-disabled children and adults and their carers within the London Borough of Brent and adjoining areas by the provision of care, advocacy, support, treatment and education consummate with their needs and potential."*

Our activities provide public benefit by enabling people of all ages with a learning disability and people with long term health conditions to live as full and independent a life as possible. The services we provide encourage PWLD and other long-term conditions to be in control of their lives and make informed choices. We do this in various ways by providing activities such as information, advice, casework, anti-discriminatory support, advocacy, wellbeing and social activities, engagement and consultation opportunities, research and by campaigning for better rights and services. Our activities provide public benefit by

- Enabling PWLD and other people with long term conditions to make informed choices about their housing, health, income, education, employment, leisure and give them the appropriate information and support to live as independently as they can.
- Enabling PWLD and other people with long term conditions to be active citizens, engaged in their local communities and influencing local services.
- Supporting PWLD and other people with long term conditions to maximise their income and avoid debt through specialist advice.
- Ensuring universal service providers make reasonable adjustments to their services so PWLD and other people with long term conditions can access them like other people.
- Promoting health and wellbeing; reducing social isolation, through free or low-cost wellbeing and social activities for people with long term conditions and encouraging access to community events and groups.
- Ensuring that any activity costs are reasonable and affordable by PWLD and other people with long term conditions.
- Promoting better health services and more inclusion of PWLD and other people with long term conditions in consultations on health and social care and other community issues such as transport, information, civic engagement.
- Working in partnership with other agencies in the borough and in West London to improve service delivery for all vulnerable people.
- Enabling a strong consumer voice through increased user engagement projects and activities.

The objectives, activities, achievements, and performance for the past year addressed throughout this report clearly set out the activities which the charity undertakes for the public benefit. The trustees, in setting our aims, objectives and planning our activities, have considered the Charity Commission's general guidance on public benefit.

**Trustees Responsibilities**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Statement as to Disclosure of Information to Auditors**

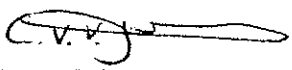
So far as the trustees are aware, there is no relevant audit information of which the company's auditor is unaware and each trustee has taken all the steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

**Small Company**

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities issued by the Charity Commission in October 2019 and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

**Approval**

This report was approved by the Trustees on 6th December 2023 and signed on its behalf, by:



**Charlotte Johnson, Chair**

## BRENT MENCAP

## INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF BRENT MENCAP

## FOR THE YEAR ENDED 31 MARCH 2023

### Opinion

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

In our opinion the financial statements:

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

### Basis for opinion

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

### Conclusions relating to going concern.

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

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

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

### Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material

misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**Opinions on other matters prescribed by the Companies Act 2006**

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

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

**Matters on which we are required to report by exception.**

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement on page 29, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

**Auditor's responsibilities for the audit of the financial statements**

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements

in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

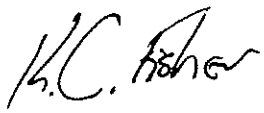
- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

Use of our report

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



Kevin Fisher BA FCA CTA
(Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House,
8 Burnell Road,
Sutton, Surrey.
SM1 4BW

14 December 2023

## BRENT MENCAP

## STATEMENT OF FINANCIAL ACTIVITIES
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2023

| | Notes | Total Unrestricted Funds £ | Total Restricted Funds £ | Total Funds 2023 £ | Total Funds 2022 £ |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Donations | 2 | 4,790 | - | 4,790 | 1,776 |
| Charitable activities | 3 | 1,056,280 | 45,253 | 1,101,533 | 863,267 |
| Other trading activities | 4 | 61,530 | - | 61,530 | 53,575 |
| Investments | 5 | 1,338 | - | 1,338 | 311 |
| Other | | 150 | - | 150 | 37,874 |
| **Total** | | 1,124,088 | 45,253 | 1,169,341 | 956,803 |
| **Expenditure** | | | | | |
| Charitable activities | 6 | 1,057,741 | 79,407 | 1,137,148 | 833,450 |
| **Total** | | 1,057,741 | 79,407 | 1,137,148 | 833,450 |
| **Net income/(expenditure)** | 10 | 66,347 | (34,154) | 32,193 | 123,353 |
| Transfers between funds | | (8,334) | 8,334 | - | - |
| | | 58,013 | (25,820) | 32,193 | 123,353 |
| **Other recognised gains/(losses)** | | | | | |
| Gain / (loss) on investment assets | 14 | (12) | - | (12) | 71 |
| **Net movement in funds** | | 58,001 | (25,820) | 32,181 | 123,424 |
| **Reconciliation of funds** | | | | | |
| Fund balances brought forward | 18 | 258,558 | 31,382 | 289,940 | 166,516 |
| Fund balances carried forward | 18 | £316,559 | £5,562 | £322,121 | £289,940 |

The Charity's income and expenditure all relate to continuing activities.

Movements in reserves and all recognised gains and losses are shown above.

The notes on pages 37 to 47 form part of these financial statements.

**BRENT MENCAP** **Company Number: 03651245**

## BALANCE SHEET

## AS AT 31 MARCH 2023

| | Note | 2023 | | 2022 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| **FIXED ASSETS** | | | | | |
| Tangible fixed assets | 13 | | - | | - |
| Investments | 14 | | 362 | | 374 |
| **CURRENT ASSETS** | | | | | |
| **Debtors** | 16 | 62,225 | | 90,775 | |
| Cash at bank and in hand | | 295,830 | | 228,743 | |
| | | 358,055 | | 319,518 | |
| **CREDITORS:** Amounts falling due within one year | 17 | 36,296 | | 29,952 | |
| NET CURRENT ASSETS | | | 321,759 | | 289,566 |
| NET ASSETS | 19 | | £322,121 | | £289,940 |
| **CAPITAL AND RESERVES** | | | £ | | £ |
| **Restricted funds** | 18 | | 5,562 | | 31,382 |
| **Unrestricted funds** | | | | | |
| General funds | 18 | | 171,659 | | 113,658 |
| Designated funds | 18 | | 144,900 | | 144,900 |
| **TOTAL FUNDS** | | | £322,121 | | £289,940 |

The financial statements were approved by the Board of Trustees on 6TH NOVEMBER 2023 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Charlotte Johnson
Chair

Pete Bickers
Vice Chair

The notes on pages 37 to 47 form part of these financial statements.

## BRENT MENCAP

## CASH FLOW STATEMENT
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2023

| | 2023<br>£ | 2022<br>£ |
|---|---|---|
| **Net cash generated from / (used in) operating activities** (see below) | 65,749 | 127,652 |
| **Cash flow from investing activities** | | |
| Interest received | 1,338 | 311 |
| **Increase / (Decrease) in cash in the year** | 67,087 | 127,963 |
| Cash brought forward | 228,743 | 100,780 |
| Cash carried forward | £295,830 | £228,743 |
| **Analysis of cash** | | |
| Cash at bank | £295,830 | £228,743 |

| **Reconciliation of net income to net cash flow from operating activities** | 2023<br>£ | 2022<br>£ |
|---|---|---|
| Operating surplus on ordinary activities | 32,181 | 123,424 |
| **Adjustments for non-cash items:** | | |
| Unrealised (gain) /loss on investment asset | 12 | (71) |
| Decrease /(Increase) in debtors | 28,550 | 1,291 |
| (Decrease) / increase in creditors | 6,344 | 3,319 |
| | 67,087 | 127,963 |
| **Adjustment for investing activities** | | |
| Interest receivable | (1,338) | (311) |
| **Net cash used in operating activities** | £65,749 | £127,652 |

The notes on pages 37 to 47 form part of these financial statements.

## 1. ACCOUNTING POLICIES

**Basis of preparation and assessment of going concern**

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

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

**Income recognition**

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

The company received government support through the Coronavirus Job Retention Scheme (CJRS) which is accounted for on the accrual basis, and is included under other income on statement of financial activities.

**Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure on charitable activities which comprises the costs of running the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

**Financial instruments**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses.

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

1. **ACCOUNTING POLICIES**/contd...

**Fund accounting**

Unrestricted general funds are those funds which are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

**Depreciation**

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

| | |
|---|---|
| Motor vehicles, furniture and fixtures | 25% straight line |
| Computer equipment | 25% straight line |

**Pension Scheme**

The charity operates a defined contribution scheme. Contributions payable to the scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. **DONATIONS**

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 | Total Funds 2022 |
|---|---|---|---|---|
| Donations | 4,790 | - | 4,790 | 1,776 |

All of the £1,776 recognised in 2022 related to unrestricted funds.

## 3. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 | Total Funds 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| HEALTH AND WELLBEING | | | | |
| Brent NCIL Building Capital | - | - | - | 13,084 |
| Edward Harvist Trust (Chat café till May 20) | - | 4,994 | 4,994 | - |
| Social Prescribing/Care Navigators | 1,020,074 | - | 1,020,074 | 760,972 |
| BRACES | - | 25,500 | 25,500 | 62,000 |
| LB Brent Health Matters LD Vaccine Grant | - | 4,991 | 4,991 | 4,991 |
| Awards for All Wellfest23 | - | 9,768 | 9,768 | - |
| High Street Challenge | 2,500 | - | 2,500 | - |
| LB Brent Health Matters -Health Educators | 33,706 | - | 33,706 | 22,220 |
| TOTAL | £1,056,280 | £45,253 | £1,101,533 | £863,267 |

Of the £863,267 recognised in 2022, £783,192 related to unrestricted funds and £80,075 to restricted funds.

## 4. INCOME FROM OTHER TRADING ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2023 | Total Funds 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Room hire | 61,442 | - | 61,442 | 53,518 |
| Club fees | 88 | - | 88 | 57 |
| | £61,530 | £Nil | £61,530 | £53,575 |

All of the £53,575 recognised in 2021 related to unrestricted funds.

## 5. INVESTMENT INCOME

| | Unrestricted Funds | Restricted Funds | Total 2023 | Total 2022 |
|---|---|---|---|---|
| Bank interest | £1,338 | £Nil | £1,338 | £311 |

All of the £311 recognised in 2022 related to unrestricted funds.

## 6. EXPENDITURE ON CHARITABLE ACTIVITIES

| | Direct costs £ | Support costs £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|---|
| Information, advice and equality | 53,477 | 10,096 | 63,573 | 832 |
| Health and wellbeing | 967,751 | 105,824 | 1,073,575 | 832,618 |
| | £1,021,228 | £115,920 | £1,137,148 | £833,450 |

Of the £833,450 expenditure recognised in 2022, £773,614 was charged to unrestricted funds and £59,836 was charged to restricted funds.

## 7. ANALYSIS OF DIRECT COSTS

| | Total 2023 £ | Total 2022 £ |
|---|---|---|
| Staff costs | 997,375 | 709,067 |
| Travel and subsistence | 1,676 | 1,898 |
| Venue hire | 360 | - |
| Contractor costs | 13,481 | 6,970 |
| Equipment costs | 4,561 | 3,814 |
| Other direct costs | 3,775 | 3,639 |
| | £1,021,228 | £725,388 |

## 8. ANALYSIS OF SUPPORT COSTS

| | 2023 £ | 2022 £ |
|---|---|---|
| Staff Costs | 12,603 | 18,991 |
| Bank charges | 702 | 98 |
| Sundry | 7,621 | 4,517 |
| IT support | 6,735 | 5,405 |
| Office rent | 27,000 | 27,000 |
| Other office costs | 34,199 | 27,273 |
| Subscriptions and publications | 1,418 | 678 |
| Printing, postage and stationery | 3,124 | 6,602 |
| Telephone and broadband | 9,275 | 5,054 |
| Insurance | 2,099 | 2,130 |
| Staff training | 1,631 | 1,264 |
| Legal and professional fees | 5,314 | 5,940 |
| Governance costs (note 9) | 4,199 | 3,110 |
| | £115,920 | £108,062 |

## 9. GOVERNANCE COSTS

| | 2023 | 2022 |
|---|---|---|
| Audit fee | 3,948 | - |
| Independent examiner's fee | - | 2,666 |
| Strategic development costs | 144 | 144 |
| Legal and professional fees | 13 | 300 |
| AGM expenses | 94 | - |
| | £4,199 | £3,110 |

## 10. NET INCOME/(EXPENDITURE)

| | 2023 | 2022 |
|---|---|---|
| Net income/(expenditure) for the year is stated after charging: | | |
| Audit fees | £3,948 | |
| Independent Examiner's fee | £Nil | £2,666 |
| Pension costs | £12,562 | £9,603 |
| Operating lease rentals | £2,682 | £5,824 |

## 11. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2022: £Nil). Travel expenses of £226 were reimbursed to 2 trustees during the year (2022 - £Nil).

## 12. STAFF COSTS

| | 2023 £ | 2022 £ |
|---|---|---|
| Salaries and wages | 926,995 | 670,494 |
| Social security costs | 70,272 | 47,961 |
| Pension costs | 12,562 | 9,603 |
| | 1,009,829 | 728,058 |

There was no employee who received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees analysed by function was:

| | 2023 Number | 2022 Number |
|---|---|---|
| Direct charitable activities | 39.00 | 28.00 |
| Management and administration | 2.00 | 2.00 |
| | 41.00 | 30.00 |

Total employee benefits received by key management amounted to £29,914 (2022: £28,726)

## 13. TANGIBLE FIXED ASSETS

| | Office equipment and furniture Total £ |
|---|---|
| COST | |
| At 1 April 2022 | 3,437 |
| Disposals | (3,437) |
| At 31 March 2023 | £Nil |
| DEPRECIATION | |
| At 1 April 2022 | 3,437 |
| Eliminated on disposal | (3,437) |
| At 31 March 2023 | £Nil |
| Net Book Value 31 March 2023 | £Nil |
| Net Book Value 31 March 2022 | £Nil |

## 14. INVESTMENTS

| All investments are quoted and dealt on a recognised stock exchange | 2023 £ | 2022 £ |
|---|---|---|
| Market value brought forward | 374 | 303 |
| Net unrealised gain/(loss) on revaluation | (12) | 71 |
| Market value carried foward | £362 | £374 |

## 15. TAXATION

The charitable company is exempt from corporation tax on its charitable activities carried out during the year.

## 16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023 £ | 2022 £ |
|---|---|---|
| Debtors | 58,738 | 83,084 |
| Prepayments | 3,487 | 7,691 |
| | £62,225 | £90,775 |

## 17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2023<br>£ | 2022<br>£ |
|---|---|---|
| Accruals | 3,940 | 2,520 |
| Other creditors | 32,356 | 27,432 |
| | £36,296 | £29,952 |

18. STATEMENT OF FUNDS

| 2023 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 113,658 | 1,124,076 | 1,057,741 | - | (8,334) | 171,659 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 258,558 | 1,124,076 | 1,057,741 | - | (8,334) | 316,559 |
| RESTRICTED FUNDS | | | | | | |
| BRACE'S | 26,431 | 25,500 | 51,931 | - | - | - |
| Edward Harvist Trust | - | 4,994 | 10,524 | - | 5,530 | - |
| Awards4All – Wellfest23 | - | 9,768 | - | - | - | 9,768 |
| LB Brent Energy Efficiency Grant | - | - | 7,010 | - | 2,804 | (4,206) |
| LB Brent Health Matters LD Vaccine Grant | 4,951 | 4,991 | 9,942 | - | - | - |
| Total Restricted Funds | 31,382 | 45,253 | 79,407 | - | 8,334 | 5,562 |
| **Total Funds** | £289,940 | £1,169,329 | £1,137,148 | £Nil | £Nil | £322,121 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

## 18. STATEMENT OF FUNDS cont

Comparative information for the statement of funds is as follows:

| 2022 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 13,437 | 873,835 | 773,614 | - | - | 113,658 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 158,337 | 873,835 | 773,614 | - | - | 258,558 |
| RESTRICTED FUNDS | | | | | | |
| BRACES | - | 62,000 | 35,569 | - | - | 26,431 |
| Peoples Postcode Lottery | 1,938 | - | 1,938 | - | - | - |
| Brent NCIL | 921 | 16,049 | 16,970 | - | - | - |
| Sport England via Royal Mencap | 5,320 | - | 5,320 | - | - | - |
| LB Brent Vaccine Grant | - | 4,990 | 39 | - | - | 4,951 |
| Total Restricted Funds | 8,179 | 83,039 | 59,836 | - | - | 31,382 |
| **Total Funds** | £166,516 | £956,874 | £833,450 | £Nil | £Nil | £289,940 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

18. **STATEMENT OF FUNDS** (continued)

**Brent NCIL**
Building capital repairs, wellbeing and creative activities, community garden, self advocacy and development of community links .

**Edward Harvist Trust**
Capital Funding for improvements to our entrance including new gate and door entry system

**Awards4All – Welfest23**
Funding for running yoga, poetry, creative arts, singing, cookery, self-advocacy and gardening workshops for Brent residents with learning disabilities.

**Energy Efficient**
Grant from Brent for Business which provided a capital subsidy to help implement energy efficiency initiatives.

**High Street Funding ( From Church End Partnership)**
Capacity building and a community Cookery course pilot

## 19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 362 | - | 362 |
| Current assets | 352,493 | 5,562 | 358,055 |
| Current liabilities | (36,296) | - | (36,296) |
| | 316,559 | 5,562 | 322,121 |

Comparative information for the analysis of net assets between funds is as follows:

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 374 | - | 374 |
| Current assets | 288,136 | 31,382 | 319,518 |
| Current liabilities | (29,952) | - | (29,952) |
| | £258,558 | £31,382 | £289,940 |

## 20. COMPANY STATUS

Brent Mencap is a registered charity (no. 1077038) and a private company (no. 03651245), limited by guarantee and registered in England and Wales. The registered office of the company is given in the Legal and Administrative information on page 1.

Every member is liable to pay an amount of up to £1 to meet the liabilities of the company in the event that it is wound up and it is insolvent.

## 21. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | Other | | Land and Buildings | |
|---|---|---|---|---|
| | 2023 | 2022 | 2023 | 2022 |
| | £ | £ | £ | £ |
| Operating leases payable within: | | | | |
| 1 year | £2,460 | £2,640 | £Nil | £Nil |
| 1-5 years | £6,108 | £8,748 | £Nil | £Nil |

## 22. RELATED PARTIES

There were no transactions with related parties other than those disclosed in Notes 11 and 12.

**BRENT MENCAP**

England & Wales - Charity number 1077038

# Accounts

# BRENT MENCAP
(A Company limited by guarantee)

# TRUSTEES' REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2022

Registered Number: 03651245
Charity Number: 1077038

**BRENT MENCAP**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**BRENT MENCAP**

**LEGAL AND ADMINISTRATIVE INFORMATION**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**Trustees**

**Trustees**

Pete Bickers, Vice Chair & Acting Treasurer
Shirley Bickers
Ray Frost – Resigned 3rd December 2021
Noel Gibb, Chair
Charlotte Johnson
Patrick O'Shea
John Gribbon
Michael Odumosu
Marcus Bull – Appointed 7th December 2021

**Company Registered Number**

03651245

**Charity Registered Number**

1077038

**Registered Office**

379-381 High Road, Willesden, London, NW10 2JR

**Independent Examiners**

K C Fisher FCA
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

**Bankers**

National Westminster Bank, 12 Station Parade, Willesden Green, London, NW2 4NN

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Brent Mencap (the company) for the year ended 31 March 2021.

## Governing Document and Charitable Objects

Brent Mencap is registered as a Charity with the Charity Commission under registration number 1077038. It is constituted as a company limited by guarantee (registration number 03651245) and is therefore governed by its Memorandum and Articles of Association.

The objects of the charity are:

*"Primary object:*

*The relief of PWLD in particular by the provision of help and support for them and for their families, dependents, and carers, and to promote inclusion, independence and choice for PWLD and to challenge discrimination against PWLD*

*Secondary objects:*

*The promotion of the welfare of older people and adults and children with disabilities and their carers in any manner which now or hereafter may be deemed by law to be charitable within the London Borough of Brent and adjoining areas particularly by the provision of care, advocacy, support, treatment and education commensurate with their needs and potential ("Older people" are people over the age of 55).*

*To provide or assist in the provision of facilities for the recreation or other leisure time occupation for people who have need thereof by reason of their age or disability with the object of improving their conditions of life"*

## Organisational Structure

Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees. A list of Trustees who served during the year is on page 1.

The Trustees met 7 times during the year, with the Executive Director present. The finance manager attends quarterly and reports to the Trustees about the financial position and options for the charity. The committee examine and discuss financial reports and projections using them to develop the financial and strategic future direction of the organisation

The day to day running of the charity is delegated to a part time Executive Director, part-time finance manager and part time office manager. Our staff team increased from 19 FTE to 30 FTE staff during the year. This includes a full-time Social Prescribing /Care Navigation team manager and 2 part-time seniors , 19 Social Prescribing Link Workers, 2 Care navigators, 6 Health Coaches, 6 part-time project workers, and 1 As and When admin/IT.

## Report from Brent Mencap Chair

As the current Chair of the Trustees, I report on the progress we have made and our activities as well as the key developments at Brent Mencap in 2021-22.

It has been an eventful year and the Board of Trustees have maintained their responsibility to ensure we continue to maintain our financial strength, provide important services, and support to our community as well as try to attract new trustees and help plan the future direction of the organisation. As a Board, we welcome the talents of Faduma Ahmed who is interested in becoming a trustee and we hope she is successful at our AGM in November.

April 21 saw us emerging out of the pandemic only to be plunged into the beginning of a cost-of-living crisis. We witnessed the gradual return back to office working for most staff. We made sure all staff were following protocols and were fully vaccinated. This is particularly important when they are in the offices and when they were out working with our vulnerable users and clients. All staff were operating normally with social distancing in place with around 5-6 staff and volunteers in every day alongside varying numbers of users.
The main challenge for this year was to focus on staff concerns around the cost of living and a very competitive labour market. We saw an increase in new staff. However, despite starting induction and then training with us, some left because they could get a similar job elsewhere that paid more. In particular, our frontline staff reported that they felt more stressed by issues they are dealing with as their clients tried to cope with the cost-of-living crisis, poor housing, lack of services and the effect on their mental health.
In our last Executive meeting of 2021-22, the trustees unanimously agreed to give all workers £1,000 pay increase pro rata, We are aware that as the year progresses and the economic crisis deepens, we will need to be both creative and imaginative if we are to attract and retain staff as well as grow as a charity.
In 2022-23 we may need to consider other measures such as cost of living payments to staff, membership to employee assistance scheme, continue to develop staff, offer well-being events, explore hybrid-working practices and develop apprenticeship roles to improve staff career opportunities
None of this could be possible without the incredible work of Ann and Linda who both continue to ensure that the financial operation of Brent Mencap is both sound and secure and we have such resources to invest in our staff and help us plan for the future of Brent Mencap.
We have secured the services of Simon Granger as the office manager. He has been an asset to the senior team leading on a number of the building and operational matters as well as supporting the trustees around the policy updates and renewals. The increase in staff and patients has resulted in the need to keep vast amount of personnel data, which has required us to ensure that our data protection systems are both up to date and compliant. Simon is leading on this.

Building works and maintenance of the offices continues to be another key focus. Resources from the budget last year were set aside for much needed works.
Brent Council continue to procrastinate over their responsibility to pay for the roof and chimney repairs as well as finalising our lease. We have set aside money for a new gate and improved door entry system. There are still regular hirers and few smaller parties.
We have begun to review how green Brent Mencap is, and will focus more on making our building more energy efficient.in 2022-23
We had a successful annual Health and Safety inspection in February 22. The main areas for improvement were having trained emergency first aiders available each day and ensuring all staff did some health and safety training. This will be actioned in 2022-23

The Trustees continue to review regular reports on key projects overseen by Brent Mencap. Our social prescribers and health and well-being coaches continue to grow in terms of staff capacity and reach. Their teams have been extremely busy with referrals, support, recruitment, induction etc. The main issues continue to be housing, homelessness, benefits, mental health, getting patients to have cervical and bowel screening checks, weight reduction, diabetes prevention and covid and other vaccinations.
Office based staff have had regular staff meetings with reps from social prescribing teams to provide updates, share ideas, develop services and improve cross team working.
Commissioners have praised our social prescriber model and set up and have enquired whether we could run similar services in other boroughs. This has both financial and growth potential but could shift the focus of our purpose. It is something trustees are acutely aware of, have discussed in meetings, and will continue to return to in future ones if this becomes a real possibility

The Health Educator programme project was extremely successful in 2021-22 and has been extended until end of March 2023. There are currently two health educators for now and we intend to recruit some new ones. The Project has been a success and an annual report is being published. We are very pleased to start a Brent Learning Disability Covid Vaccination project in 2022-23 and will report on this next time.

The BRACES project has thrived and built on the excellent work of RIB and Keep Moving projects. Poetry, Singing, Art, Green groups as well as advocacy sessions have all gone well and numbers have increased. In 2022-23 we will deliver Accessible information Standards and Hate crime awareness as well as more activities

The Board continues to have a standing item on Safeguarding to ensure that trustees are kept informed and up to date on any concerns or compliance issues. There was a very successful Safeguarding Update training session attended by both staff and trustees in 2021

The central focus in 2021-22 has been the future direction of the charity, We had a successful strategic planning day where staff and trustees worked in groups on a number of key themes: Finance/ Cost of living, Data Management, Social Media and Green issues. All the four groups identified the range of issues and concerns and identified solutions that were both practical and local as well as those to campaign and inform others about.

As trustees, we are trying to address the impact of the financial crisis for our staff and users. The Brent Mencap senior staff are working with the Council on the Green agenda. We are aware of the needs to be more proactive around social media and be secure in our data management. All these great ideas and plans from our strategic planning meetings need further development and will form the main parts our strategy plan for the future.
There are enormous challenges ahead, but I am excited and inspired by the talent, creativity and commitment from Brent Mencap trustees and staff.

On a final note, I recognise I have been your Chair of Trustees for over 10 years. (I first became Chair in December 2011). I have been extremely proud to serve all these years, but it is time for another face and another voice, and I will be standing down at the AGM in November. However, I am not going anywhere. I am happy to remain on the Board of Trustees and serve in any capacity the people and the staff at Brent Mencap so wish.

Yours



Noel Gibb
Chair of Brent Mencap December 2011 – November 2022

## Report on Recruitment, Appointment and Activities of Trustees

The Board of Trustees has several duties in relation to Brent Mencap. We ensure that the charity continues to honour its Memorandum and Articles of Association. We provide advice and a critical friend approach to the activities of the organisation but do not get involved in its operational activities. Also, we provide a strategic steer and support the prudent use of Brent Mencap's limited financial resources. The Chair of Trustees has several roles on behalf of the charity: to organise the Board meetings, send out notifications to Trustees, meet prospective trustees and take the lead in organising the trustees' fundraising activities. This year due to the pandemic no such events have taken place. However, some trustees have been busy making welfare calls and checks, assisting with recruitment interviews and financial checks, passing on information to members and providing support to staff.

At Trustee meetings we review current issues and plan forthcoming events i.e., meetings, training, and charity's direction. We discuss the strategic direction of the charity, the workload of the key officers and their priorities as well as the current financial health of the organisation.
Our meetings are bi -monthly. As a result of the pandemic the Trustee meetings have all been virtual using the Zoom Platform. This has proved extremely beneficial given the distance that trustees live away from the Brent Mencap Office and we had really good attendance. However, Zoom is not an inclusive process for all participants, and we will move to a schedule of both in person as well as virtual meetings in 2022.-23
This year, we have currently 7 Trustees. This is 5 below the maximum number of Trustees allowed by our Articles of Association. We continue to look to recruit trustees who will benefit the charity with their personal knowledge of learning disability, long term health conditions, the borough of Brent, the current health and social care agenda or other skills, knowledge, and experience to complement those of the present trustees. We generally use our personal networks, newsletters, and community events to publicise vacancies
We are particularly pleased we now have a couple of trustees who are younger than the majority who are more mature in years.
Trustees serve a term of three years after which they must resign but may and often do offer themselves for re-appointment.

At our last AGM in December 2021 Noel Gibb was re-elected as Chair of Trustees as well a a new trustee, Marcus Bull and also Charlotte Johnson, Shirley Bickers, and Pete Bickers were re-elected. I thank my colleague trustees, the staff and volunteers for their hard work, time, and commitment to Brent Mencap during this difficult and strange year and wish them well.

## Induction and Training of Trustees

We maintain a friendly and person-centred approach to trustee induction and retention to make the best use of trustees' limited time, different skills, and knowledge. Prospective trustees are invited to meet with the Executive Director and Chair, observe meetings, ask questions, have access to key policies, reports and plans and meet staff and users before putting themselves up for election.
Again, virtual meetings are also helpful in giving prospective trustees a safe way to engage in the business meetings.
We also give them a copy of our Articles and related background material including the Charity Commission publication about being a Trustee *"CC-3 The Essential Trustee: What you need to know"*. Most of our trustees are experienced and knowledgeable and actively involved for at least 6 years.

We invite trustees and prospective trustees to in-house or external training courses, social activities, and pass on details of external development opportunities by email.

As we talked about last year we have recently reviewed and updated our induction information and checklist and identified online training and documentation from the Charity Commission around governance and the role of Trustees. The Trustees still need to consider other training and support needs and participate in a skills audit [skills analysis] to record the talent, skills and interest they have so we can identify any missing skills we need.

**Related Parties**

Brent Mencap is affiliated to National Mencap as a branded group and therefore approved to use the name Mencap and their logo. Brent Mencap is an autonomous local group and receives no funding from Royal Mencap.

**Objectives**

Brent Mencap exists to enable Brent residents of all ages with a learning disability or long-term health conditions to live as full and independent a life as possible. Our services/activities we provide encourage and enable people with a learning disability (PWLD) and others with long term conditions to be more in control of their lives and positively included in their communities through focusing on:

- inclusive health and well-being services,
- specialist information, advice, and support.
- social inclusion and keeping safe activities:
- giving people a voice and the ability to influence through user involvement and engagement activities, promoting equal rights, inclusive and accessible community services,
- gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.

**Strategies for Achieving Objectives**

Our key strategies for achieving our objectives were reviewed and adapted as the Covid pandemic continued in 2021-2022. We analysed the external environment, likely future developments, possible funding streams and other factors affecting Brent Mencap in 2021 - 22. Our agile approach means we adapted swiftly and continued to provide support in different and sometimes new ways to our beneficiaries.

**How did we do on the strategic development areas identified in 2021-22?** [1]

In 2021-22 we planned to focus on

- Building on the successful expansion of our social prescribing link worker service to include health coaching. √ **Achieved. We increased the number of social prescribers, helped more people and employed new health and wellbeing coaches**
- Developing a SPLW strategic development plan and targets with our NHS partners, reviewing our Service level agreement (SLA) with them to include gaps identified and reporting our learning from the first 18 months. √ **Achieved- we reviewed team management structure, appointed 2 seniors, reviewed SLA, agreed a data sharing protocol and provided individual reports and recommendations to the 6 PCNs**

[1] See page 24-5 in our 2020-21 report

- Delivering enjoyable wellbeing, exercise, arts, and gardening activities through Wellesden2 and Keep Moving. √ **Achieved-mostly by zoom, amazing given our users**
- Ensuring the new BRACES project builds on success and user feedback and involvement with people with long term conditions increases their involvement in engagement activities. √ **Achieved- the new project got off to a great start**
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through BRACES. **X No, pressure of other work and continued lock downs delayed this, but we plan to complete this in 2022-23**
- Review and restart social activities such as Going Out Group and Bonanza Club: **?partly. We found most people affected were coming to other activities**
- Building users' and carers' confidence to return to place-based activities while offering a few zoom activities. √ **Achieved the majority of people have returned along with new ones**
- Making the new Health Educators Programme a success with partners and support residents of Willesden, Dollis Hill and Neasden with health information delivered locally. √ **Achieved. This project exceeded targets and expected outcomes and will continue in 2022-23**
- Increasing our involvement in the regeneration of Church End, the area we are based in and increasing our focus on working with our local community in this area √ **Achieved, we worked with new partners, supported local consultations and joined a successful national bid**
- Increasing the amount of self-advocacy support to existing and new members. √ **Achieved through Rights Impact Brent and the new BRACES project, community engagement and partnerships**
- Recording the experiences of PWLD before and during Covid as statutory support has decreased, using this to develop a longer-term charitable bid to support them to live the lives they wish to. **? Partly achieved, we gathered feedback and stories but had no time to develop a bid- to be completed in 2022-23**
- Beginning to gather the memories and past experiences of services, housing, lived experiences of Brent PWLD and auditing Brent Mencap historical documents and photos to form the basis of a new Heritage lottery bid to involve people in local history so these this important local history is recorded and digitised and available for future generations. **? Partly achieved, we gathered feedback, ideas and stories in new BRACES local history group but had no time to develop a bid- to be completed 2022-23**
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves. √ **Achieved- we increased our income and delivered a second significant surplus to replenish our reserves**
- Formalising our current hybrid working model to support our staff with their work life balance and support more users at the same time. ? **Partly achieved-many staff were required to gradually return to place-based working as NHS services returned to normal. We increased our focus on stress reduction and their wellbeing**.
- Developing other new policies and plans e.g., a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans. **X not achieved but many tasks included in new Office manager role and a future business apprentice role to be appointed in 2022-23**
- Beginning our succession planning by recruiting an executive assistant/office manager to assist our Executive Director and Finance manager, who will lead on improving (or installing) new systems and processes. √ **Achieved Simon started working for us in November 21**

- Review and harmonise data collection and user experience data. **? Partly achieved - user experience data is routinely collected by individual projects. We began to review what data we collect and how we can use it more effectively. The office manager began to review and manage HR data and systems**
- Investigating how our newly renovated building can be greener and more sustainable maintaining good relations with renters and hirers and improving the cleaning. √ **Achieved. After Cop 26 a strategic task group focused on green issues. A new BRACES green group will support users to consider how they can be greener**

2021-2022 was a busy, challenging, and successful year for Brent Mencap despite some on-going Covid restrictions. We used our problem-solving skills, adapted projects successfully, developed new excellent local relationships, proved our organisational resilience and ability to survive and move forward. We consolidated our financial situation. We are determined to ensure Brent Mencap will build on this to continue our support to PWLD, carers and other people with long term health conditions to survive and thrive in an increasingly difficult environment likely to be increased by the effects of the Covid pandemic, the war in Ukraine and cost of living pressures

**Given this we are proud of our achievements during 2021-2022 especially**

- Supporting more people in a person-centred way to improve their well-being than ever before
- Our continued response and adaptation to ongoing Covid challenges!
- A gradual transition back to place based services while retaining some new ways of working.
- New positive links with local partners on the new Health Educator Project service and the Church End Master Plan partnership
- Our continued positive contribution to Brent Council's Strategic Theme group bringing the lived experience and views of people with long term health conditions and disabilities
- Updating 0ur organisation and project risk assessments to consider the effects of Covid and new challenges.
- Providing more support to more Brent people with different needs including more support to people with a learning disability.
- Increasing our income and making a surplus for the second time in several years. We increased our savings
- Delivering enjoyable wellbeing, exercise, arts, gardening and new creative activities through Wellesden2, Keep Moving and BRACES
- Growing the Social prescribing Link Worker Service, introducing Health and Wellbeing coaches and improving the management of this team.
- Completion of the Wellesden2 project gardening and wellbeing activities with a positive transition to the new BRACES project with more activities and self-advocacy groups
- Successful completion of Rights Impact-Brent (R.I.B) self-advocacy group which combined zoom and place-based meetings to more place based self-advocacy groups as part of BRACES
- Recruiting and settling in more new, diverse, and very talented staff and tutors and dealing with the new challenges this brought.
- Increasing the number of volunteers and hours volunteered both online and place based
- Retaining all our tenants and working with them positively as all our services began to open up in early 2022. Organisations. Reviewing our room hire rules and hiring our meeting rooms to new community and faith groups and local people
- Working positively with existing and new partners on projects and strategic groups

- Providing practical and emotional support to people with a learning disability by our office-based staff referring some of them for Social Prescribing support if necessary
- Continued accreditation as a London Living Wage Employer
- Keeping people in touch with our new projects, other local events, services and consultations through emails, leaflets and regular emails, FB, and website updates to 2800 members, local partners, contacts, day services, special schools and colleges

Full details of the achievements of individual strands are included in the rest of this report.

**A Statistical Snapshot of Brent Mencap Beneficiaries and Activities in 2021-2022** [2]

| | 2020-2021 | **2021-2022** | |
|---|---|---|---|
| Total support Sessions/ Activities/events offered all client groups | 20994 | **45760** | Increase due to larger social prescribing link worker service and new Health and well-being coaches. We estimate 3 % had a learning disability. |
| Total session attendances all client groups | 22241 | **49948** | See above |
| Total attendances PWLD | 2331 | **2383** | Increase due to more patients with LD being referred to social prescribing service and welfare checks. |
| Total clients worked with | 4276 | **10571** | Increase due to increase in social prescribing service support. |
| People with a learning disability | 403 | **500** | We saw new people as part of the social prescribing, HEPS and Health coaching service and some new people joined RIB and Keep Moving and Braces sessions. Some people may have accessed more than one service |

[2] We record the majority of our interactions with our beneficiaries but as a person-centred organisation we cannot record everything e.g., conversations giving advice at events, phone calls, etc. Totals reported differ with each service. Not every individual registered with a group participates each time. These numbers are based on register details or case notes

| **Event / Service**<br><br>**2021-2022** | **Individuals involved or assisted** | **Support Sessions or number of activities offered by service** | **Total personal Participations or support sessions per person per service/event** | **notes** |
|---|---|---|---|---|
| AGM 2021 | 25 | 1 | **25** | |
| BRACES | 32 | 80 | **374** | includes activity participants and complex cases |
| Care Navigation | 109 | 10 | **1090** | Average of 10 sessions per patient, 3% ld |
| Health and wellbeing coaches | 632 | 632 | **632** | |
| Health Educator Programme Service | 2154 | 60 | **2154** | average of 6 events per month |
| Rights Impact Brent (RIB) April - September 21 | 19 | 34 | **103** | Till August 21 |
| Self-Advocacy (BRACES) | 41 | 17 | **214** | from November 21 |
| Social Prescribing Link Workers | 7470 | 44820 | **44820** | Average: 6 patient contacts 3% with a learning disability |
| Sport England-Keep Moving | 32 | 65 | **315** | on Zoom, finished July 21 |
| Wellesden 2 April-August21 | 37 | 40 | **201** | till August 31 21 |
| Winter party | 20 | 1 | **20** | Held in garden so less people |
| Totals | 10571 | 45760 | **49948** | |

Brent Mencap undertakes a wide range of activities to achieve its aims and objectives. Our main activity strands are to

- Improve the health, wellbeing, and safety of PWLD and others with long term health conditions
- Provide equality, inclusion, and engagement opportunities for PWLD and people with other disabilities or long-term conditions, gather local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.
- Maximise accessible and up to date information and advice for PWLD, their carers and others local stakeholders

**Health and Wellbeing Activities**
Includes BRACES project, Care Navigation, Health and Wellbeing Coaching, Health Educator Programme Service, Social Prescribing Link Worker Service, Care Navigation, Health Coaching, Sport England Keep Moving and Wellesden3 Wellbeing Activities.

**Equality, Influencing, Inclusion and Engagement activities**

Includes Self Advocacy through Rights Impact-Brent till September 21 and BRACES Project from October 21 as well as our strategic partnership with Brent Council and other Brent voluntary sector partners.

**Accessible Information and Advice** includes our informal telephone advice (which often results in a referral to a Social Prescriber), newsletters, website, and social media.

A commitment to partnership, equality, volunteers, inclusion and keeping people safe is interwoven into all strands of our work. The lived experience and feedback from participants informs how projects develop. They provide the evidence we use to influence and educate partners and providers. The activity, achievements and performance of each core strand are reviewed below

**Health and Wellbeing Activities**

**BRACES Project**
In our original bid, we said " BRACES will record, and share lived experiences and ideas, provide individual and group support and advocacy, new covid-secure activities and increase digital skills and confidence among people with learning disabilities, other disabilities, people with post-Covid health problems and people who shielded"
The plan was based on previous successful projects and new needs that emerged during Covid. We appointed 2 new staff for the project in October 21 to work with the existing wellbeing activities co-ordinator. We report on the Self-Advocacy aspects in a later section.

**BRACES Wellbeing Activities**

We started with 64 wellbeing sessions such as Yoga, Poetry, two art groups, gardening, local history, sport, and dance with 354 attenders, about 6 people per session. We set a Covid-safe limit of 10 people including tutors and staff. Some newer sessions, like dance attracted less interest. We will change them for activities participants want to try.

Our members have also been to the Museum of London + the local Jewish Cemetery + Willesden Sports Centre. They enjoyed our Winter Party in our garden...we brought fire pits in from home and had singing and marshmallows. "I loved that." One said.

Our tutors are amazing and including professional artists, yoga instructor, and musicians. We added a Digital Pop-In session to our activities. We showed people how to download their Covid passes and research online. People said

- One of our poetry group attended his first public live Spoken Word event – and performed 3 of his pieces!
- "I started coming in November. Everyone has made me feel so welcomed and I've been able to find my voice and my confidence".
- "I enjoyed the dance class. It was very good. I learnt some new moves."
- "I would definitely go to the London Museum again."
- "I'm glad we had our trip today to the London museum was lovely. Thank you everyone for sharing my birthday [– it] was such a lovely day.

**Support for complex cases**

We refer many simpler issues such as benefits, housing or social care to the Social Prescribing Team if the person has a Brent GP. BRACES has offered support with more complex issues

1) Someone raised an unusual, potential safeguarding issue. We worked with them and local partners extensively to identify the best response. They have now been referred to a local specialist service for support.

2) An older person reported still having no benefits income. She would not have gone elsewhere. We raised a safeguarding concern last year. It was not resolved. We helped them to keep pressure on the DWP. We made sure she kept appointments to solve the concern. The person's pension was finally paid in December 2021.

3) A person who generally copes very well approached had an unusual concern regarding probate on her deceased father's house. We made a few phone calls with them, to probate specialists. They clarified the issue and how to lodge a potential claim. We then helped her find an appropriately qualified solicitor to sort out the problem.

**4)**BRACES supported a sister who got a letter from Harrow and Brent Transport Hub about transport to Day centre. She was concerned about the new Collection & Drop Off Procedure. There had been no previous consultation with herself or her mother who is her brother's primary carer and who is 79, frail, vulnerable and disabled. She told them her brother could not get on the bus without a transport escort. Her disabled mother would need to escort her adult son to the bus. Brent Council don't recognise many disabled adults have elderly parents. She felt carers are invisible and unconsidered. She agreed with Transport Hub they would collect her brother at 08.45 before the paid carer has to leave at 9am. Unfortunately, "they are always late, quite often by an hour". Her mother is not ready to let her brother go into a care home and by living at home is "saving the council shed-loads of money". Her brother is anxious every morning when transport is due. He had shielded for almost two years. She feels the transport situation is "adding to pressures". Brent Council did not do a proper assessment or put the disabled person at the centre of the decision.

We brought up the subject of transport and day centres at a Thematic Leads meeting. They suggested a separate meeting about transport. Eventually the sister told us "they are now willing to put in place some temporary measures to alleviate the issue around transport. They will contact the day centre to see whether they can extend S's time at the centre, he is currently doing three half days". She added the Transport Hub will also arrange alternative transport, with an escort, to get her brother to the centre.

Without BRACES these complex issues may have led to more stress and poverty for our users and extra costs for Brent Council. We expect other similar thoughtless decisions are made in Brent like these ones.

**BRACES- Supporting small voluntary sector & patient-specific groups**

We began this work with a local charity in Church End, Free the Forgotten at their community centre to gather feedback. We then linked them to Brent Bereavement Service to support the community where 45 people died of covid. We contacted a Stroke Club , an older people's group at Chalkhill Community Centre visited a diabetic group and re-established links with New Millennium Day Centre. We will be delivering a focus group there. Ashford Place introduced our members to a Mental health project that they are running which includes new activities.

**Health and Wellbeing Coach Service**

The Health and Wellbeing Coaching service began in January 2021, with workers initially mainly concentrating on Covid welfare calls, promoting Covid Vaccinations and assisting at Vaccination Centres. They also supported isolated patients to try our Zoom wellbeing and exercise classes

In 2021-22 they supported 632 people with Covid Vaccinations, health and wellbeing enquiries, cervical smear information, child immunisation, health management programs including diabetes and cholesterol management. Many patients have mental or physical health conditions or disabilities. They are referred by their GP practice

Health and Wellbeing Coaches (HWBCs) provide individualised advice and information, referrals to appropriate services and support with healthy eating, physical activity and stress management. Patients' outcomes include improved health and wellbeing, more awareness about immunization and cervical smears and access to support services.
Most patients are from Asian or British Indian, Sri Lankan and White or White British patients. We hope to increase referrals among other groups in future.

Most patients were aged 46-75 years old. Although our services are intended for adults, we also sometimes receive referrals for children. They have a disability or been recently diagnosed with a condition and the family is not coping well. We provide a holistic approach and support the family as a whole to deal with the issue.

**Health Coaching Case Studies**
1)We supported a 23-year-old woman with her weight management. She struggled to lose weight and was frustrated by this We had several sessions. We discussed her current lifestyle, eating habits, and physical activity. We then discussed healthy eating, healthy options for breakfast, lunch, and dinner, and NHS exercise recommendations. We explored various activities to increase her physical activity. She was very stressed due to her weight. We offered emotional support and suggested different stress management techniques. We showed her the self-referral NHS digital weight management app. Now she has adopted healthier lifestyle and is following our suggestions to lose weight slowly.

2) A man recently diagnosed as prediabetic was referred for health coaching. We discussed how a healthier lifestyle could help prevent him developing diabetes. We explored healthy eating, a balanced diet, healthy food choices, high fibre diet, portion control and how to read food labels to avoid hidden sugars and carbs, to manage his diabetes risk. We also

got him to consider more physical activities, told him about NHS exercise recommendations, and suggested exercises he could do it at home. We identified different stress management techniques for him to avoid snacking. We also referred to National diabetes prevention program for ongoing specialist support.

## Health Educator Programme Service (HEPS)

### Background to HEPS

Brent had a high level of deaths and cases of Covid 19. But even before this epidemic, many Brent residents had worse health and died earlier than most other places. This is for many reasons-poorer housing, less income, language and cultural issues, discrimination, less awareness of how to keep themselves healthy and prevent illnesses like covid, diabetes, cancer and high blood pressure. (The posh word for this is "health inequalities")

NHS and Council services don't always know what stops people getting the right information or using their services when they need a check-up or are sick.

### What is HEPS

Brent Council got some money from Central government for community health educators to work with groups of people who have the worst health or who don't use services. This is to find out why and what information and support they need to make healthier choices. They have chosen to work with a partnership of 5 charities, including Brent Mencap to recruit and manage the health educators.

Health educators work to promote, maintain and improve individual and community health by assisting individuals and communities to access health and support and adopt a healthy lifestyle. Brent Mencap is leading the work in our neighbourhood of Neasden, Dollis Hill and Willesden.

### HEPS Achievements 2021-March 2022

Since HEPS started in June 2021, partners have engaged with nearly 11 thousand residents in Brent with 15 part time Health Educators (HEs). The main health topic they have worked on is Diabetes awareness and support. They also assisted with Covid Vaccine take up and information and signposted residents to other services too. They set up stalls or do presentations on high streets, shopping parades community places like Libraries, sports centres, faith venues or community events.
The whole project engaged with 10,996 residents have been engaged since June 2021 – March 2022, 55% more than our target of 7110.

Brent Mencap's Willesden team (with an average of 4 part time HEs) engaged with 2154 local residents, 54% more than out target of 1402. The team have got to know many local people. Some have begun to undertake simple health checks when doctors are present, led Diabetes peer support groups, and taken part in many community events.

The HEPS project will continue in 2022-23 with funding from Brent Council Brent Health Matters funding. Health educators will work more closely with locality teams.

## Social Prescribing Health Coaching and Care Navigation Support

Our SPLWs received a total of 7,470 referrals in the last year from 45 GP practices in the two localities we work with: Harness and Kingsbury and Willesden (K&W). This is over 2%

of the total population of Brent. Funding does not allow us to work with Brent people who are not registered with Brent GPs.
Harness SPLWs received 2,512 referrals (previous total was 1,575)- 60% increase
K&W SPLWs received 4,958 referrals in 21-22 (20-21total- 2,307) - 115% increase

Each patient is contacted on average 5 times. For people needing mental health support, social care, housing, or welfare benefits support our SPLWs can have 8-10 patient contacts. We work with 45 GP practices. At the end of March 22, we had a team manager, 2 seniors and 24 SPLWs, an increase of 7 on the previous year.[3] This team structure ensures all staff are properly inducted, trained, supervised, and supported in their complex role of improving the wellbeing of very different people with a wide range of often complex issues in a person centred, holistic way.

## Aim of our SPLW Service

Many factors affecting a person's mental and physical health are social and economic. People need financial security, a safe home to live in, a feeling of belonging and a sense of purpose. Many patients do not know where to turn to when they are struggling and talk to GPs. Our SPLWs play a huge part in supporting these patients and making a difference to their lives. The SPLWs spend time with individuals, focusing on what matters to them, and taking a holistic approach to their health and wellbeing.[4] We aim to contact patients in need of support within 2 weeks of referral. It is often sooner.

We aim

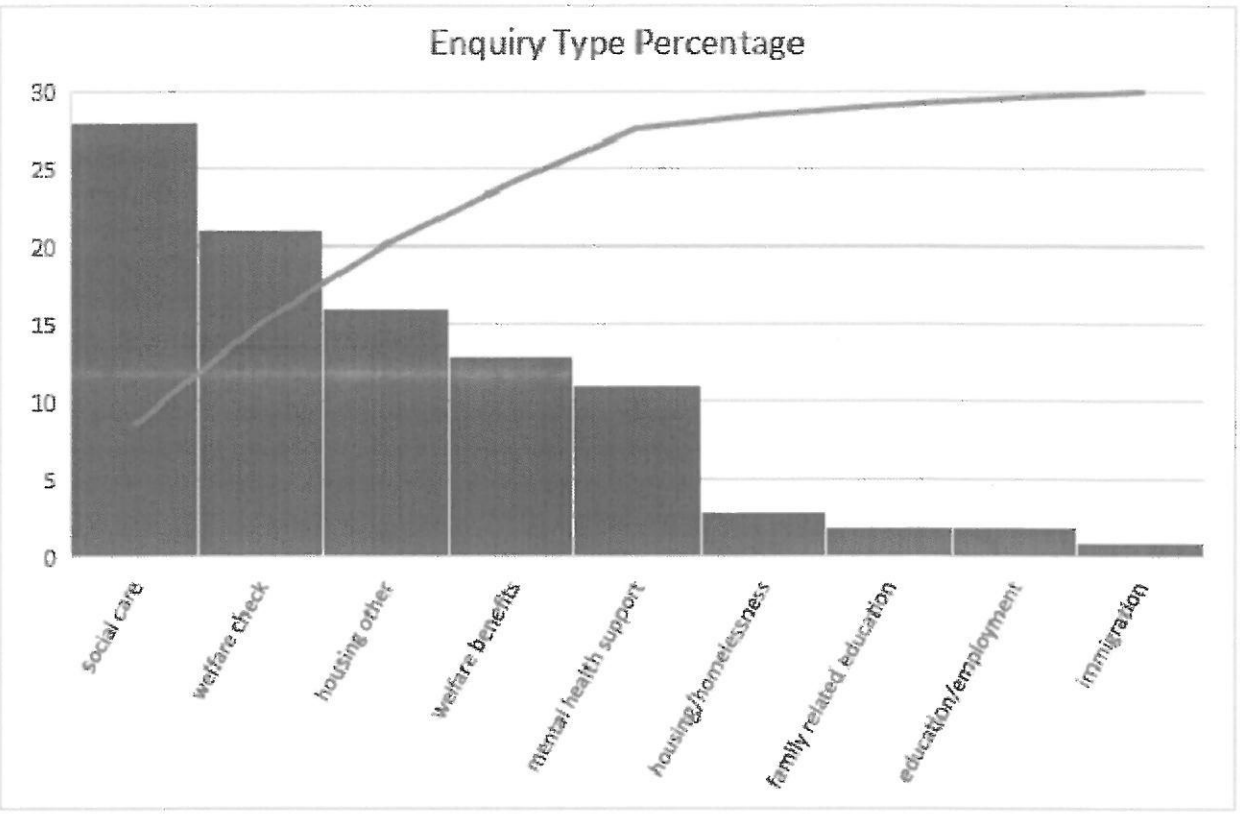
- To support patients with social matters that affect their health and well- being
- To provide them with Information and advice, and referral to the right services.
- To reduce pressure on GP practices
- To work alongside GPs, practice staff, other health professionals and community services to support patients who have non-medical needs.

We had an increase in referrals from all practices. This shows social prescribing is an embedded and increasingly valued feature in Brent GP practices patient support.
The main issues people seek social prescribing support for are detailed below. As Covid eased towards the end of 2021/early 22 the focus changed from welfare checks to people's other key issues.

### Enquiry Type

[3] The team also includes 2 part time Care Navigators in Harness and more recently 2 Health and wellbeing Coaches. Their work is detailed elsewhere in this report

[4] The World Health Organization states that factors such as stress, unemployment, debt, loneliness, lack of education and support in early childhood, insecure housing and discrimination can impact **30-55%** of the health outcomes that people experience. According to NHSE, one in five GP appointments are about issues wider than health, especially for people living in areas of high deprivation. Individuals living with multiple long-term conditions, disability, frailty or who live in ethnic minority communities are mostly affected by the widening gap in health inequalities. This is where social prescribing demonstrates its value in linking people to community- based services. https://www.england.nhs.uk/blog/social-prescribing-as-a-way-of- tackling-health-inequalities-in-all-health-settings/




1 **Social care** support includes getting care packages in place, liaising with social services, requesting a review of care needs, OT referrals, getting adjustments made to homes and supporting unpaid carers. We involve community services such as Brent Carers Centre and Elders Voice
Our SPLWs take a holistic approach and support patients with multiple issues They refer to other services and provide ongoing emotional support, advice and help with applications.

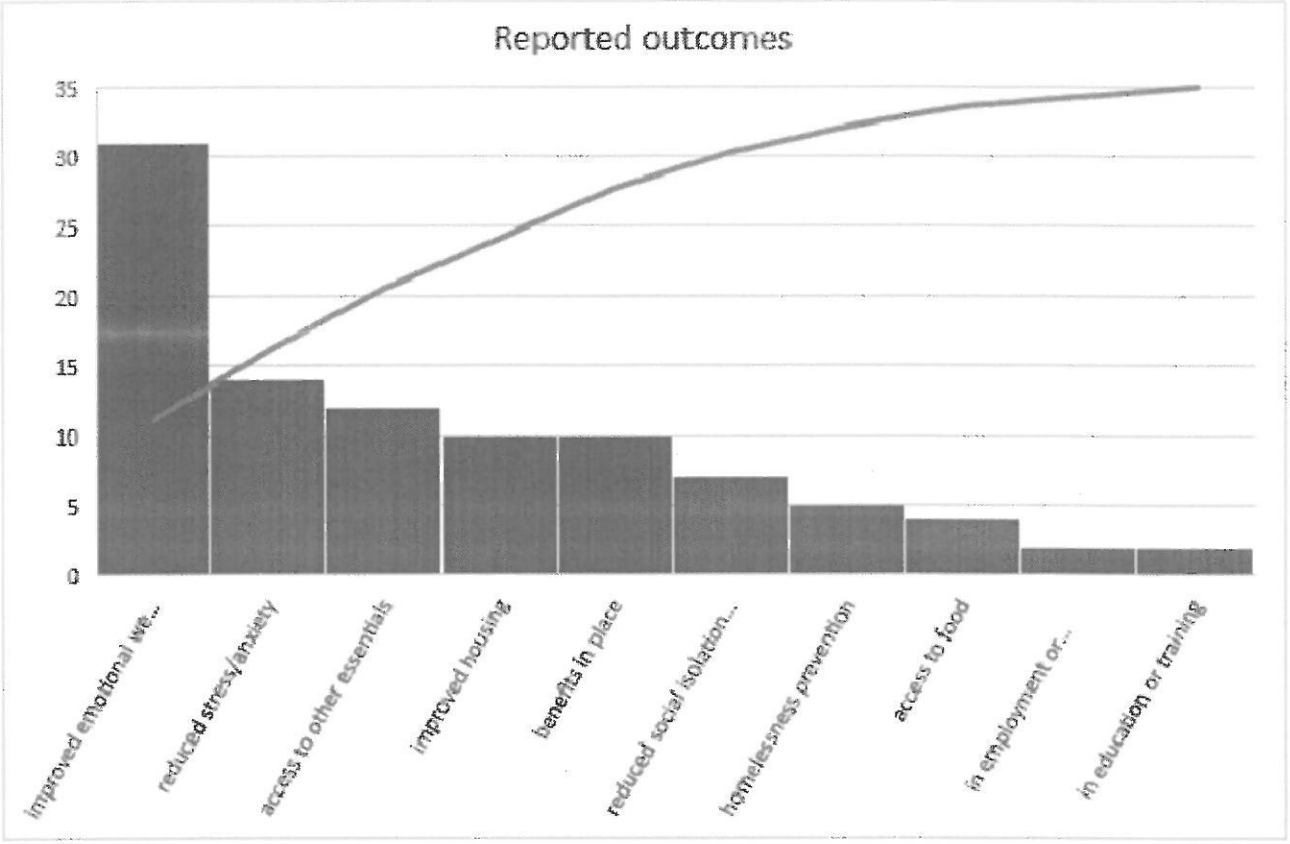
2. **Housing:** We receive many referrals for patients needing support with housing issues. This includes homelessness, living in unsuitable accommodation and rehousing. We have supported patients in applying for grants. We work with housing associations, the Council and community services such as Advice for Renters or London Renters Union. We understand these systems and navigate them well for/with patients

3. **Welfare Benefits:** This includes eligibility checks, providing information and advice, making claims, completing application forms and checking progress and supporting with Mandatory Recommendations and appeals. We work closely with Sufra, Brent CAB, BIAS and WoRC

4. **Mental Health.** This includes providing emotional support, referring to mental health services and following up with patients to ensure they are keeping well. We have supported a higher number of patients with suicidal thoughts, some with history of suicide attempts. We have had increased numbers of safeguarding concerns. In most cases, we are asked to do the safeguarding referrals and keep the practice informed of the outcome. We work closely with Brent Bereavement Service and Domestic Violence support agencies

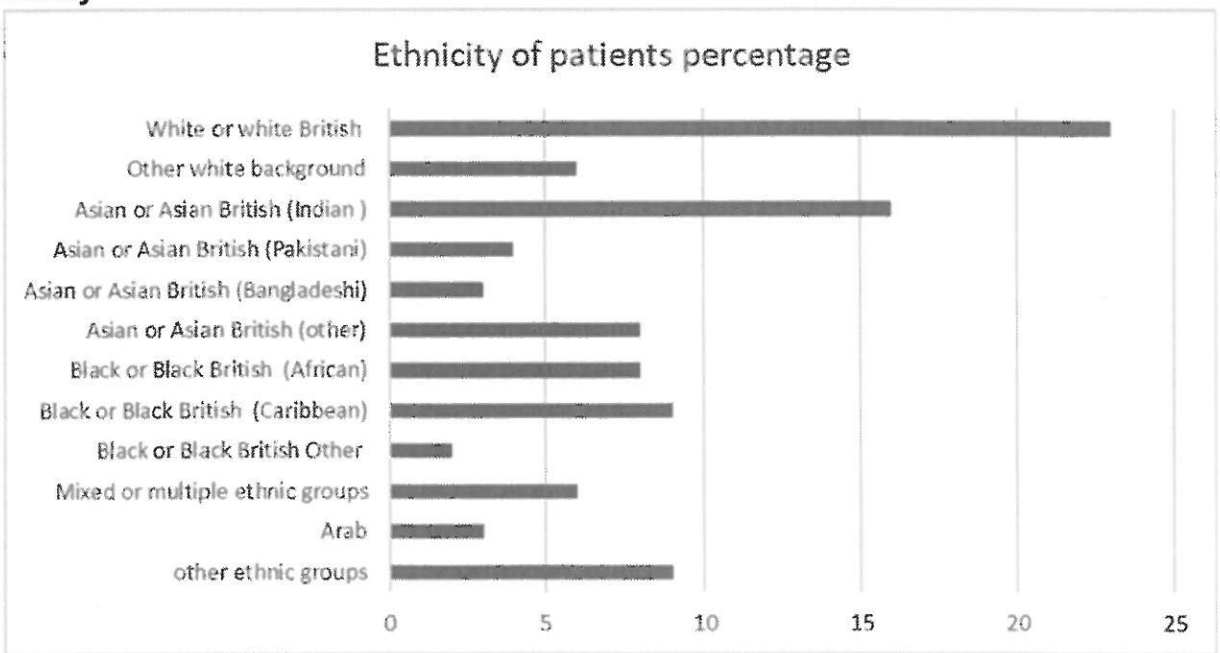
**How has Social Prescribing in Brent Improved Outcomes for Brent People in 2021-22?**

Patients complete a national self-evaluation tool, the "Patient Activation Measure" (PAM) during or after their support from a SPLW. The outcomes reported by patients in 2021-22 are listed below. Later case studies illustrate the actual outcomes for different individuals.




Below are the overall Ethnicity, Age, Gender, and Disability charts of all patients referred in Brent 2021-22[5]. Each PCN's data will differ in line with the age, ethnicity, and make-up of the area they are in. Individual reports are sent to each PCN and discussed with Clinical Directors and their teams.

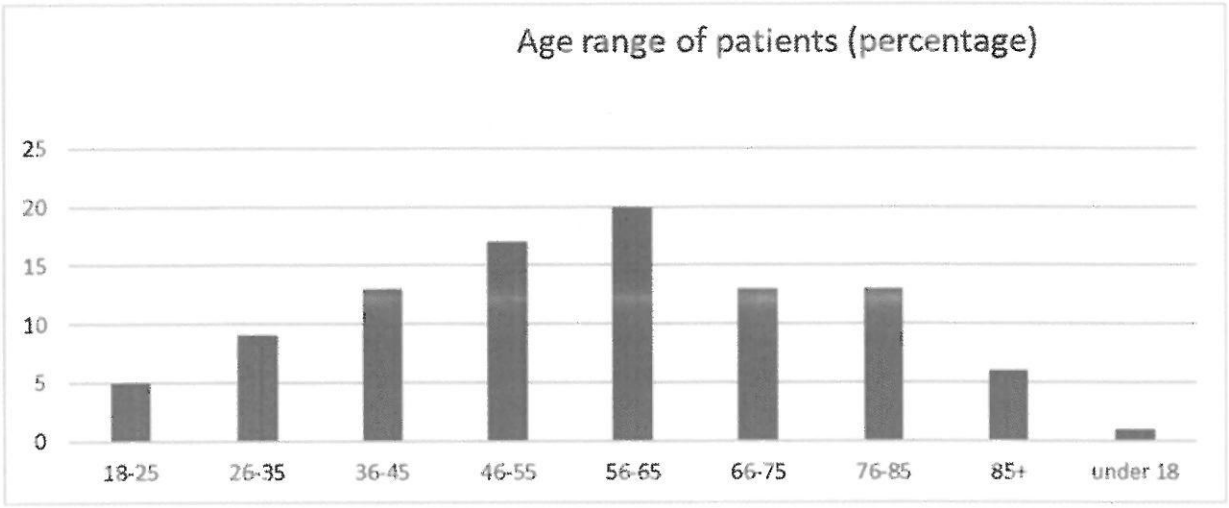
**Ethnicity**




Overall, the largest groups are 19% Black,31% Asian, and 29% White

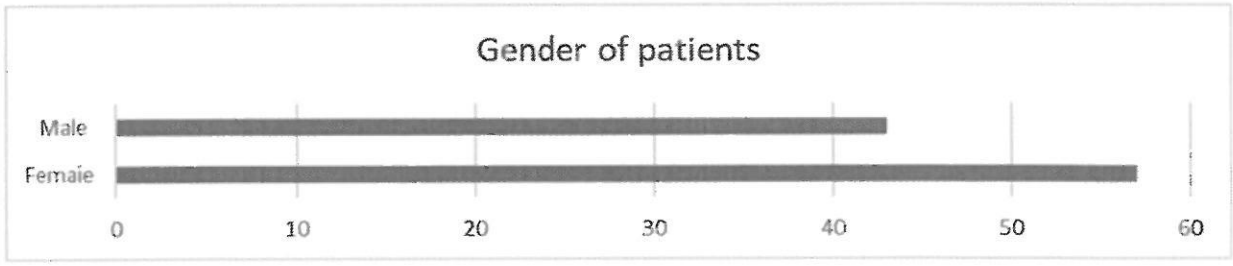
[5] All charts show the percentage of overall patients in that group

## Age

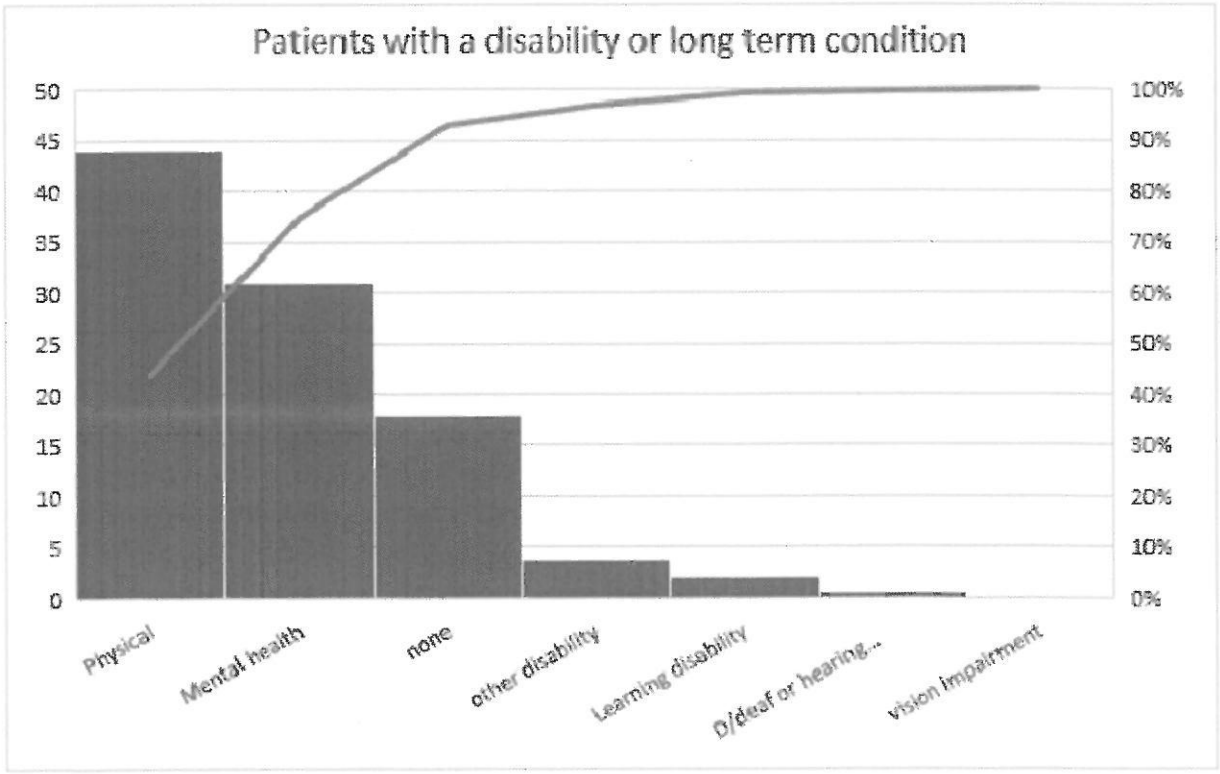



52% of patients supported are aged over 56

## Gender




## Disability or long-term condition



The largest group "Physical" includes people with long term conditions such as diabetes, mobility issues, cancer, etc. Mental Health can include severe mental illness, depression, anxiety, and people with suicidal thoughts. The number of people recorded as having visual and hearing impairments is worryingly low, given that national evidence shows they have poorer health than other sections of the community.

**Some case studies to show how Social Prescribing Works for Different People -**

Case 1 Mr. B, 57 was struggling to get the right support. He had been using drugs and alcohol and gambling for some time ending up with a huge debt of £45,000. He was severely anxious and struggling with his mental health. We discussed different options to deal with the debt, the alcohol, and his gambling issue. On the third appointment patient agreed to suggestions and a referral to Step Change and other services. We developed a budget plan with him. He was given medication by the GP to help with anxiety. Currently, he is working and paying off his debt. We check up on him regularly to see how he is coping and keep practice informed. If any further referrals are needed, this will be done.

Case 2 A 38-year-old female with anxiety and depression was referred as she was not managing well. She told the GP she needed housing advice. We identified she is a victim of domestic abuse. She was being verbally and emotionally abused by her partner, but she was scared to do anything about this. She wanted to know how she could find her own accommodation. She said she felt suicidal but was trying to keep strong for her 3-year-old child. After listening to the patient, we told her of the support available to deal with abuse. Appropriate referrals were made on the day. She was given emergency numbers to contact if she felt she needed them. This was a complex case with multiple next steps; support with moving, welfare benefits, domestic abuse, safeguarding, and mental health support. The GP was told of the suicidal thoughts and referred her to other relevant services. She was very concerned about her partner wanting to see the child once she moved. We put her in touch with family legal advice services. We will keep in touch and offer more help if needed.

Case 3 An elderly man had major housing issues. His flat was damaged by ongoing construction to the neighbouring flat where he shares a wall. He had tried to resolve this himself. We liaised with the council and chased up relevant departments. Next, he reported his electricity bill was very expensive and disclosed financial difficulties. He was struggling. We referred him to Green Doctors so he could save on his gas/electricity. He was directed to the Willesden Library Hub. They helped him apply for pension credit. He was lonely and didn't have family or friends around him. We told him about local social groups. Recently he started to go to Willesden Library to play chess and attends social gatherings.

Case 4 A 59-year-old patient with multiple sclerosis was referred about housing. He lived in a 2-bedroom flat with his wife and daughter. A severe attack led to him being bedbound. His wife became his carer. He needed equipment such as hoists which meant he could no longer share the bed with his wife. His wife was sleeping on the sofa. He was referred to occupational therapy who assessed him. They recommended works to be done but his property was too small. We supported him with a transfer application, collated supporting documents and liaised with his housing officer to chase up progress. They were approved for a transfer and given band B priority. The patient and his family were very happy.

Case 5 77-year-old man lived in unsuitable accommodation with his landlord. He had no tenancy agreement. He could not apply for housing benefit and was struggling financially. He was receiving state pension but after rent, he only had around £50 a month left. We helped him complete a housing needs application. We referred him to Sufra food bank who provided him with food. Next, we supported him to apply for Attendance Allowance. Last

year he had an accident that left him with long-term physical injuries. He has now moved into a one-bedroom flat and gets housing benefit. This has resolved his financial difficulties.

Case Study 6
A female with a physical disability found it extremely difficult to climb up and down the stairs to get to her flat. We were able to liaise with the housing department and get her moved quickly. She feels relieved and thankful for the support received. She also wanted help applying for a blue badge, so we spent a double appointment helping her with the form.

Case Study 7
58-year-old female had benefits problems: mainly Universal Credit. They stopped due to problems with housing benefits. She also struggled to afford food. We sign-posted her to several food banks. We raised the matter with Universal Credit, prepared a supporting letter, and got input from a legal advisor. We solved the problem: she has been receiving correct benefits since then. She then felt able to raise several health concerns. She even forwarded a complaint she'd made about the lack of medical support from the practice. We raised her concerns with the practice. They followed this up with her and she is now due to have knee surgery. She expressed gratitude for solving both issues. She wants us to check in with her for a while as she recovers from her operation soon.

Case Study – 8
The patient's land lady's daughter contacted the GP to express concern about her mum's tenant's living situation/care needs. We called the tenant to discuss the type of support social prescribing offers. She thought she was doing well and did not have any concerns. She consented to us speaking to her landlady's daughter. The daughter reported her mum is in her 90's. She has been taking on more caring responsibilities for her tenant and couldn't cope as her carer. They are close and think of her like family. But they wanted to support her to get more appropriate housing and care. She consented to us contacting Brent ASC, however, she didn't answer their call. We called the land lady's daughter back. She supported her to get in touch with ASC. She was given a temporary care package. A notice to leave was sent to her niece who is liaising with ASC to get her into a care home or assisted living. By her accepting the need to contact Brent ASC and by us working with friends and family she eventually was able to get the right care and reduce stress and pressure on the elderly landlady and her daughter.

Case study 9
86-year-old female had social, mobility and financial difficulties. We supported her to apply for attendance allowance and a blue badge. She also received a care package and had minor adaptations done by Elders Voice. Patient was grateful for the assistance which enabled them to remain independent and in their own home.

**Care Navigation Service**

Brent Mencap has been involved in Care Navigation (CN) since October 16. Brent Mencap operates CN services only in Kingsbury and Willesden locality (K and W). Patients from the list of the 3% of patients most at risk are referred by Complex Patients Management Group (CPMG) or more recently the ICO in each locality.

Our team supported 109 patients with complex or long-term conditions. They work alongside GPs, social care, and other community services to advise and support patients in a very patient-focused way. They generally visit patients at least twice to offer this person-centred service and follow up with phone-calls for up to 6 months

Our workers in Brent help patients to

- 
- Understand and manage their health and care needs better
- Reduce their social isolation
- Access local community services
- Resolve housing or welfare benefits issues, helping them fill in forms and make new claims
- Get their needs assessed (and met if eligible) by Adult Social Care.
- Assess their motivation levels using the Patient Activation Measurement (PAM) tool.

**Sport England Get Moving Exercise Sessions**

The Get Moving project originally started in mid-November 2020. We provided an initial report in our last annual report. From April 2021 to 29th July 21, we delivered a further 65 sessions with 315 attendances, an average of 5 people per session. 11 of the people were people we knew with a learning disability, but the 21 others were new to us and had other long-term conditions. Some people came to 2-3 sessions a week, others just 1 occasionally.

Overall, we provided 30 weeks of sessions from 16/11/20 till 29/7/21 rather than 20 weeks to compensate for our inability to provide place-based sessions, Park Gym tasters or exercise buddies during this difficult time. We tried to revert to place based activities in June 2021, but Covid anxiety was still high. We found people and family carers were very anxious about accessing other sports and fitness activity sessions after 2nd Lockdown finished so continuing on Zoom till July meant they could still do exercise at home. We noticed a gradual increase in people returning to onsite activities at our new sessions from October 21 onwards

What was the best thing about the activities? This is what people said :

- Professional, approachable attitude of the Tutors on the project,
- it keeps me fit and active, and it was a good body workout.
- I enjoyed most doing the core exercises and some other ones.
- Interacting with the Instructors and people taking part. Having fun within the household
- It helped my mental stability and made feel better. The activities were also uplifting. It also helped to relieve the aches and pains. The classes also offered one to one session.
- The yoga instructor guided me to move all parts of my body and it was manageable and fun to take part in. It helped my mental state to know I have something to look forward when I was able to do. Even when I couldn't attend it was just nice to know I am part of a group. This has helped with my depression and anxiety.
- The best thing about using zoom was when I was able to see my instructors and copy the same moves that they were showing me
- I can enjoy it from the comfort own home.
- The best thing about doing zoom classes is that was easier for me to do the exercises from home instead of travelling to do them as I have knee and back problems
- If we were to go out, our Carer would have had to make alternative arrangements for all of us and it may not have been possible for all three of us to take part as a group.
- It was convenient to do the classes zoom as I wasn't able to able to attend to due to low energy levels and feeling tired from dialysis. Doing zoom classes cut out travelling time.

Our evaluation showed

Participants increased the amount of exercise they took during the project, some people maintaining quite high levels of participation. As it was all zoom based, they did not exercise travelling here and back as planned. Most participants maintained their flexibility, and some increased stamina levels. Tutors fed back verbally at our regular tutor meetings they could see progression in regular attenders. Participants really loved the Gentle Zumba classes especially when the teacher included music they had requested. Some had previously participated in onsite Yoga and Gentle Aerobics here, but others were new to them. Participants became very confident using Zoom after initial teething problems and enjoyed pre-session chats. People were glad to see friends and meet new people, though we doubt any lasting friendships were formed. As we were new to Zoom, we disabled the individual chat function for safeguarding reasons so this may have prevented chatting.

We had already included exercise sessions in a new Brent Council funded project which started. in October 2021. This project not only benefited our users but also provided us with experience of the ups and downs of running zoom and exercise activities!

**Wellesden3 Activities and Garden April 21-August 22**

The project was a great success .We had to be creative given the numerous lockdowns, particularly when using Zoom. It ran at a perfect time - when people were feeling so isolated. What was achieved in a year in those circumstances is truly amazing – the complete make-over of the garden, a digital mural, lots of fresh, healthy vegetable, and loads of participants and volunteers who contributed and benefited,

**"The history project came at the perfect time for me – during lockdown I was wondering if it was worth getting out of bed." SM**
**"I really enjoy the activities and coming out of my comfort zone." DM**
**"[It's] pleasurable to see the garden grow and develop." JV**
**"I really like art – it takes my mind off things." JA**
**"It's good to get out of the house, in the fresh air." PF**
**"I feel less isolated." TG**

- 420 of 392 participant sessions were delivered – 108% of target. This included gardening, wellbeing, and local history sessions.
- 42 of 30 garden sessions took place – 140%
- 3 of 3 visits to other community gardens – 100%
- 24 of 24 well-being sessions delivered – 100%
- 3 of 2 events took place – Launch Day in Aug 2020, video presentation to AGM on Dec 2020, and Open Day on 13th August 2021 – 150%
- 88 people attended those events – 220%
- 38 unique participants took part in groups – 95%
- 46 volunteers gave 808 of 770 hours of their time – 153% and 105%

Participants loved gardening. After the first few sessions there was a lockdown, so we continued on Zoom. It was surprising how successful and engaging this was, often with the Coordinator in the garden providing an interactive 'Gardeners' World'.
Art materials were delivered to people's homes and used in Zoom sessions in lockdown. Run by local professional artist Anna Ferrie – creator of the Grunwick community art mural at Dollis Hill Station. Anna introduced participants to a range of mediums for them to try and

find their preferences. Everything was themed on the garden, murals, and wellbeing. This resulted in a beautiful 5x2m mural in the garden entirely composed of the participants work. The local history part of project – conducting local tours – was most affected by Covid-19. However, with volunteers we hosted 20 meetings and events, identified points of interest, wrote 6 pieces for a new Willesden Town Team website, delivered a series of sessions about Meyrick Road and the Grunwick strike, developed an activity about shops in Church Road from 1930 to now, and worked with local partners –Willesden Green Town Team, Willesden History Society, Brent Trades Council, Theorem Music and St Mary's Church

Additional benefits resulted from the project –
2 Safeguarding referrals were made.
2 participants got support to resolve concerns, liaising with a social worker in one case.
1 Participant gained part-time gardening work.
3 participants were referred for job search support.
4 of the gardeners planted vegetables at home.
We contributed to the Church End/Roundwood consultation.
Volunteer historians provided 6 articles on local sites of interest.
We talked about Brent Mencap, project, and learning disability awareness to church group.

Participant evaluation

Participants clearly greatly appreciated and enjoyed the gardening project. They had positive experiences of friendship, sharing and learning in a good environment. They were keen to continue gardening and learning both on their own and at Brent Mencap. They said they gained other skills -timekeeping, observation, listening, communicating, walking, looking at plants and Teamwork. 5 of them intend to continue gardening at home. 6 said they would still look after the Mencap garden, even if no one was there to help them.
Everyone rated the art sessions as very good. Art made them feel happy. They all enjoyed them, gaining new skills and experiences – How to draw things in garden, how to draw own face, sticking, gluing and colouring, exploring new art materials, taking and sending photos, discussions, training, learning to interact with others, and asking questions confidently.
Evaluation of the history group was more challenging. However, they expressed having enjoyed learning about 'the old times' saying it was 'good'. They preferred doing the sessions face to face.

Case studies

F is a woman of state retirement age. One of the keenest gardeners, she came to all sessions and volunteered at other times. She is a real grafter, despite her fragile frame, in all weather. F often brought her dog, a much-loved part of the group. She gained new skills, especially sowing seeds. F struggles to remember dates and times. She always turned up . It was harder for her to remember breaks - so she would come at odd times. F clearly enjoyed the garden and company. " It was a great way of getting out and being social."
F disclosed a serious financial problem. We liaised with her social worker and church. She often forgot appointments, so progress was slow. We made calls with her to make appointments and reminded her. F's distress reduced as she could express her feelings and knew that things were being sorted, even if statutory services were slow to respond.

G was new to our groups. He does not use words. We spoke with his Mum. A carer brought him to the garden. K did not have a great day– his carer seemed more interested in keeping herself warm and dry than G's interests. She also annoyed the garden dog – quite a lot! Fortunately, G returned with a great carer. We learned he loves watering plants using our

watering can. He smiled and clapped. He took a break only when he wanted one – working for 40 minutes straight. We learnt he likes people, even if he can seem a bit shy. Sometimes he didn't want to out of the car to come into the garden. As soon as G saw I he was straight into the garden with noisy glee.
G learned to pick tomatoes, the best at spotting ripe ones. Once he moved to the lawn mower. Two of the group (not the carer) immediately rushed over and started it for him. Off he went with the mower and him roaring. G didn't come every week, but when he did, he clearly enjoyed it. The group enjoyed him there, often encouraging and cheering him on in.

**Information, Advice and Equality Activities**

**Rights Impact Brent (RIB) April 2021-September 21**

The People's Postcode lottery provided new funding for our self-advocacy group from May 2020 until August 2021 to focus on Rights Impact-Brent. We provided an initial report in our last annual report to March 21.The experienced advocacy worker supported 19 people with a LD with 45 meetings with 368 total participations. We recruited 10 new people to the group which lasted for 15 months, not 12.

With technology they were still able to have wide ranging discussions, listen to speakers from a range of statutory organisations ask pertinent questions and make their views known. They concentrated on Health Services, Transport and inclusion and communication.

Speakers invited and meetings they participated in included

- The local learning NHs learning Disability nurse
- The safeguarding lead at Brent Council
- TFL Disability lead worker
- 3 Brent Disability Forums
- Learning Disability Early Deaths Review group
- HEAR Disability Hate Crime Network
- Brent Safer areas Consultations about bus stops and tube stations.
- Brent Council commissioner for Healthwatch contract
- Safer transport police officer
- Local MP Dawn Butler
- Brent Parks Forum
- Brent Social Prescriber Service

Members increased their own and other members digital confidence through WhatsApp and zoom calls, were able to support each other as we came in and out of lockdowns. They contributed their lived experiences, ideas and tips, learnt to question speakers, be heard and developed their views and confidence throughout

Their other successes included

- Adapting to living through the Covid pandemic
- Development of an easy read digital safety leaflet based on their experiences
- 4 Covid related newsletters for PWLD on how to stay safe
- A freedom pass Information leaflet for PWLD
- Their contribution to the Poverty in Brent Commission and their request for an easy read final report.
- Mystery Shopping tours to assess how safe areas in Brent are and reporting back

- Request for an easy read Healthwatch leaflet
- Sharing their lived experience of hate crime, Covid, and hospital services with key people and organisations
- A letter of support for a new Brent Mencap grant application for further funding of group.
- Actively participating in 2 Hate crime awareness sessions
- Expressing their concern about the lack of care/ support services for PWLD in Brent during covid
- Preparing questions for Brent Mencap AGM .
- Highlighting lack of employment opportunities for people with a LD in Brent to MP
- Giving their views on LD passports
- Finding out about green issues and what's new in Brent parks
- Sharing their views with Harrow Mencap members,
- Developing an information booklet about these issues for Brent pwld

We believe RIB provided an excellent opportunity for peer support and learning for this core group of local self-advocates. It enabled us to ensure PWLD survived and adapted during a very difficult period and shared their experiences.

People said

- "I have had to stay with my mum, and this is hard, I have lost my confidence"
- "I felt distanced from people. I want to go out in my area but don't feel safe being there.
- "When Michelle got us using zoom, I was so pleased to see everyone, it really was good!"
- "Not all our friends can use zoom and computers, I worry about them missing important information that we talk about"

Most members transferred to a place-based Self-Advocacy group in November 21.

**Disability Rights and Politics Group ( BRACES- from November 21)**

The DRaP group is a longstanding self-advocacy group at Brent Mencap, which has continued to flourish since November 22 as part of BRACES. 23 people have attended sessions, with 5 new participants. There are 14 regular attendees (with largest group of 19). 14 whole group sessions and 3 small group sessions have taken place.

It is a lively and active group with experienced members supporting newer members to contribute on disability and personal/local issues. Members gain new knowledge and share experiences, ideas and practical concerns. Democratic decision making meant weekly topics were decided by members. The bi-weekly chair is chosen by random selection. Members chose to participate in additional small group workshops and practice sessions.

Topics discussed include project planning; ground rules; community safety; Hate Crime; access needs; accessible information; long-term health issues; keeping safe from Covid; Community Development: access to health and education and Church End Regeneration. We also collaborated with Brent Council's regeneration team to develop our members' views in relation to accessibility in the regeneration of Church End, NW10,

4 group members helped provide Learning Disability Awareness Training for our community partners (2/12/21). They shared their experiences and views on a range of issues including employment and health. Members who will be providing Hate Crime Training attended a two-hour Stop Hate UK training session zoom (20/1/22).

Feedback:

- "Everyone is friendly. We like each other. We explain to other people respectfully." PF
- "I started coming in November. Everyone has made me feel so welcomed and I've been able to find my voice and my confidence".
- "I like to be a part of the discussion. I am more aware of the outside world." SW
- "I like listening to people, meeting people and making friends." JG
- "We come here so we can integrate into the community. It can be difficult in society to get things across. People think of us as less able. We have the right to our opinion." PO
- "We talk about our conditions and illnesses. I am part of the discussion group." UO
- "I liked giving the disability awareness training and talking on zoom. I am glad [the facilitator] helped us as well." TG
- "I enjoyed giving the learning disability training. We did very well. We explained about our learning disability and experiences clearly." NB
- "I enjoyed the session [with the student volunteer]. I talked about my positive and negative experience of discrimination." NB
- "[Stop Hate UK Hate Crime training] was a good session. I learned what a Hate Crime is and what courts do. I learned when it's a Hate Crime the judge gives a longer sentence." JG
- "Thank you everyone for listening to me today and letting me speak about autism." SW

2 Gateway Club New self-advocacy group:

This expansion of advocacy to a social club for people with a learning disability started with 1:1 conversation with 18 people. Surveys completed with 10 people. 8 interested members recruited for new group which started in February 2022. Members of the Gateway Club are on the whole less independent than Brent Mencap members. There was an identified need for self-advocacy sessions and for these to take place on site in Alperton on Tuesday nights

The Self Advocacy Project Worker visited 3 times, to gauge interest and encourage people to take part in a new group. This was very successful. She recruited members for a group for an hour every three weeks during Club, in a separate room. She had in-depth chats with members about self-advocacy, their interests and the issues they face. Health, housing insecurity, bereavement and cuts to local day services have been identified as key issues.

3 New Speak Up Advocacy Group

Due to high numbers and Covid rules in autumn, an 'overflow' group was led by the BRACES Manager in a separate room. Members had said communication was easier in a smaller group so the DRaP group was limited to 14 regular members. Other members were invited to join the new fortnightly Speak Up self-advocacy group which started in March 22

In 2021 we provided information, advice and reassurance by phone and email to callers and members about Covid. As activities opened, we did this in person. If they required specific information, advice and support we referred them to our social prescribing service.

**Strategic Theme Group Work**

In 2021-2022 we continued taking part in a high-level Thematic group meeting with Brent Council and other leading Brent voluntary sector organisations. We jointly provided information about the main issues facing our users and patients caused by the pandemic and unjoined up services. It was a welcome opportunity to work jointly, inform and influence their thinking, develop joint solutions, and share learning. This helped us help

vulnerable individuals and groups, distribute information and updates to the people we support, from local, regional, and central government, record and relay community concerns to the Council and work with the Council and the CVS to develop a plan to direct joint work.

The issues facing people with disability and long-term health conditions issues are not well understood. Community groups are not well funded or organised compared to other sections of the community in Brent. We shared what we knew of their lived experience and the challenges faced by them using feedback from patients, phone calls or FB comments.

**Accessible Information /Digital Exclusion**

Many older and disabled people are not as digitally confident or aware as other sections of the population. Many do not want to be either. Many still prefer information and support in non-digital, accessible paper formats and through face-to-face contact. For this reason, we publish paper-based newsletters, leaflets, and information and are reachable by phone or if people call at the office. This digital exclusion was highlighted through the Covid pandemic.

We raise the need for accessible information continuously at regular strategic meetings with Brent Council and partners throughout 2021-2022 when discussions took place about how to reach out to marginalised, hard to reach groups. We stressed the need for simple, easy to read paper information as well as digital resources. The new BRACES project will provide much needed Accessible Information Standard training for partners in 2022-23

In 2021-2022 we sent out 5 paper-based updates to members. We regularly sent out email updates to contacts to alert them of new projects, events, issues, or campaign information. We asked them to print event details off for their notice boards or to give to their users. We regularly updated our 2 Brent Mencap Facebook pages with our events, achievements, views and relevant links and information from key local and national partners.

**Volunteers and Students**

In 2021-2022 33 people (including 8 people with a learning disability) gave 577 hours of their time (in 2020-21 25 volunteers gave 390 hours) This is another surprising but welcome increase given the Covid lockdowns and disruption. Some volunteers worked online or assisted Wellesden3 groups remotely to begin with and volunteered on site in between lockdowns. Others ran BRACES activities, helped with gardening, self-advocacy or arts groups, Volunteers tell us they really enjoy coming to Brent Mencap or being involved remotely. They feel really valued and have learnt a great deal about small charities such as Brent Mencap as well as the challenges faced by people with a learning disability and other long-term health conditions

In late 2020/early 21 we had accepted 3 Middlesex M.A Social Work Students on placement with Brent Mencap for 70 days, about 500 hours each. Only 1 student passed their placement with us. In 2021-22 the other 2 did not. We questioned how students were selected as they lacked motivation and necessary skills to learn in what is a very dynamic, rich placement. Our faith was somewhat restored after a Goldsmiths community development student completed a 5-week placement assisting BRACES members.

**Partnership Work**

Brent Mencap has always worked in informal and formal partnerships to improve the lives of PWLD. There is a wealth of excellent statutory, community and voluntary sector organisations in Brent that provide different types of services and support. This report refers to a small number of organisations, but our network is much wider. There is ample detail

about how our projects involve partners to improve people's lives. Our aim is always to deliver or find the right service or support for the people we support.

We are less inclined to enter formal working partnerships after experience taught us that commissioners, funders and partners underestimate the time needed to set up and manage partnership projects, funding pressures, different working cultures, risks, and the time needed to "gel". So, we are always careful in assessing risks and benefits to our organisation and our beneficiaries before committing ourselves.

In 2021-2022 we were delighted to work with:

1. A new partnership with Brent Carers Centre, Plias, Saafi and Community Barnet to successfully bid for and set up a new Brent Health Educators Programme for Brent Council, with National Covid Recovery funding. Brent Mencap is leading on the Willesden Neasden and Dollis Hill Locality
2. Harness and Kingsbury and Willesden NHS localities on Social Prescribing, Health Coaching and Care Navigation
3. Our tenants the Work Rights Centre, Brent Bereavement Service, Brent Irish Advisory Service, the Shaw Trust and One Voice,
4. Brent Council and voluntary sector partners on the Brent Strategic Theme Group set up in March 2020
5. Local organisations such as Advice for Renters, Sufra, Brent CAB, Brent Council Hubs and the fantastic Mutual Aid and food aid groups that sprang up in March 2020 to provide Covid related support to Brent people.
6. Church End Masterplan Partnership with Brent Council, and local groups in Church End

## Financial Review

As stated in the Statement of Financial Activity (SOFA), income for the year totalled £956,803 (£661,360 2020-21). This increase was mostly due to expansion of the Social Prescribing Link worker service, Health and wellbeing coaches, the Care Navigator Project continuation, Wellesden2 funding, BRACES for wellbeing activities from Brent NCIL, Peoples Postcode Lottery Funding for Rights Impact Brent, a self-advocacy group, Sport England funding exercise and movement sessions for people with a learning disability and long-term conditions and Brent Health Matters grant funding an outreach worker post for 6 months to encourage and enable people with a learning disability to have the COVID Vaccine (Due to start June 22)

During the year the principal sources of funding were:

| **Source of Income** | **£** | **%** |
|---|---|---|
| Service Level Agreements | 818,102 | 86% |
| Statutory Sources | 83,039 | 9% |
| Investments, Donations & Other Income | 55,662 | 5% |

We are grateful to all our funders for their financial support. This has enabled Brent Mencap to achieve its aims of supporting PWLD throughout the year.

Donations and Other income totalled £39,650 (2020-21: £34,533) largely achieved by payments received from NHS England for recruitment reimbursement for SPLW's. Trustees and users were unable to work together on street collections, selling tickets for our Cinema event. This figure includes donations from the Francis Holland school totalling £1,239 and a regular £5 per month donation from JV. Income from other trading activities totalled £53575 (2020-21: £44,167). This income originates from clients, club and event fees, room hire charges and income generated from training courses. The figure is higher because we have been able to rent out the Garden Room since lockdown ended.

Investment income is received primarily from bank interest and the dividend paid on a small number of shares. Investment income totalled £311 for the year (2020-21: £523). The amount of investment income we currently receive has been significantly affected by the low interest rates currently being offered by banks.

Income for charitable activities totalled £863,267 (2020-21: £582,137) and is generated from two areas of work – Information, Advice and Equality and Health and Wellbeing.

There are several different projects that fall under these headings. These were funded by 6 different funders throughout the year.

Expenditure totalled £833,450 (2020-21: £621,078) during the financial year. All Expenses in 2022 and 2021 were incurred in pursuit of the charity's activities.

These costs were split between direct costs of £725,388 (2020-21: £475,074) on Information, Advice & Equality and Health & Wellbeing activities; support costs totalled £108,062 (2020-21: £146,004).

Support costs are allocated to all projects and are apportioned on a basis calculated by the total staff time spent working on each project. Governance costs were £3,110 (2020-21 £3,093)
The revaluation of our investments (121 Santander shares originating from when the Abbey National Building Society demutualised in 1989), showed an increase in their value to £374 (2021: £303) at the end of the year.

Unrestricted Funds have increased by £100,221 to £258,558.

No funds at the end of the financial year were in material deficit. The total funds of the charity on 31 March 2022 totalled £289,940, (2020-21: £166,516) comprising restricted funds totalling £31,382 (2020-21: £8,179) and unrestricted funds of £258,558 (2020-21: £158,337).

Unrestricted funds include designated funds of £144,900 (2021: £144,900).

Going forward, Brent Mencap will continue to build on its successful work with the local NHS and Brent Council. We will also consider in our funding bids and strategic planning how to mitigate the ongoing effects of Covid and likely further public sector cuts on people with a learning disability and long-term health conditions. We will get better at collecting more evidence of need, so we are better placed to develop other larger charitable bids, stabilise the income from our premises and explore other ways to generate income. This as well as our selective and strategic approach to consortium working will ensure Brent Mencap has a firm foundation to enable it to continue to develop and deliver support to PWLD and others with long term needs into the future.

**Reserves Policy**

The Trustees of Brent Mencap have assessed the organisation needs to hold reserves to ensure the continuity of its charitable activities by protecting itself from fluctuations in income, providing a level of working capital, maintaining its fixed assets and covering all liabilities including the pension deficit. The levels of reserves the Trustees have calculated are needed are £240,230, equivalent to three months 2022-2023 salary costs and Office Rent Liability.
We currently hold £317,457 of savings so we can cover these possible liabilities and any other eventualities.

**Investment Policy**

Brent Mencap's funds are split between 2 British banks, so they are covered by the Financial Services Compensation Scheme. The Trustees decided that the funds would be put into banks with an ethical ethos. The trustees intend to review this in 2022-23.

**Risk Management**

Brent Mencap Trustees and staff regularly review the risks the charity is exposed to. We undertake regular risk assessments on our activities and on the participants of our services.

All identifiable risks have been examined and the appropriate plans, systems, procedures, and training have been established to minimise these risks and their impact on the charity should the risk materialise.

Nobody predicted the Covid pandemic nor the cost-of-living crisis, but our proactive management and agile planning ensured we were able to recruit the right staff, who

worked flexibly and continued to support more patients and vulnerable people in 2021-22We learn and adapt continuously to support our larger staff group (and the different problems that brings), and our customers. We have introduced new creative activities and wellbeing projects while expanding core services.

We assess the chances of any risks materialising by constantly reviewing project plans, budgets, core costs, project outcomes, procedures, training our staff and investing money in our systems, building and projects. We have a specialist support organisation to advise us on our responsibilities about health and safety and employment issues. They provide ongoing support/advice and indemnify us against legal action, provided we follow their advice.

Due to expansion, we increased our senior management team and reviewed some core systems and processes. We improved our cleaning and building health and safety as building use increased. We have started to identify and undertake new areas of work, income generation and project development while using our free reserves wisely to protect key services that benefit people with a learning disability. We have become experts at repositioning the charity so it can operate effectively at a time of ongoing Covid, continual, reduced public funding and changes to areas of service delivery.

**Review of fundraising**

In 2021-2022 we concentrated on expanding the Social Prescribing Link Worker service which provided the bulk of our income, began health and wellbeing coaching, completed already agreed grants, developed more free income from office rentals, and set up the new BRACES and Health Educator Programme Service (HEPS) we also invested time in new partnerships which we believe will deliver new funds in 2022-23.
We are proud of our expansion and new funding streams, achieved during a very difficult time. We feel we need to focus on delivering well on existing, expanding contracts and rather than chasing other funding. We expect to be better placed to complete other charitable funding bids in 2022-23

**Plans for the Future**

Brent Mencap has done well to emerge from the pandemic while expanding core services, its local presence and developing new inclusive projects. We have begun to build up our free income stream, recruited a new talented staff team and volunteers and delivered some very much needed services. Brent Mencap will complete a 3-year business plan by March 2023.

Plans for 2022-23

We plan to focus on

- Building on the successful expansion of our social prescribing link worker service and include health coaching.
- Developing a SPLW strategic development plan with senior managers and partners
- Improve our data collection and reports with our NHS partners
- Maintaining and deliver more enjoyable inclusive wellbeing, exercise, creative, and gardening activities with new funding bids
- Increasing involvement of people with long term conditions in local engagement activities.
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through BRACES
- Building users' and carers' confidence and skills

- Making the Health Educators Programme a success with partners and support residents of Willesden, Dollis Hill and Neasden with health information delivered locally.
- Increasing our involvement in the regeneration of Church End, the area we are based in and increasing our focus on working with our local community in this area
- Increasing the amount of self-advocacy support to existing and new members.
- Developing a longer-term charitable bid to support people with a learning disability to live the lives they wish to and develop their resilience to deal with life crises.
- Use the memories and past experiences of services, housing, lived experiences of Brent PWLD and Brent Mencap historical documents and photos to form the basis of a new Heritage lottery bid so this important local history is recorded, digitised and available for future generations .
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves.
- Supporting our staff with their performance, development, work life balance and cost of living.
- Developing other new policies and plans e.g., a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans.
- Continue our succession planning by recruiting a business apprentice to assist our Executive Director and Finance manager, who will lead on some finance tasks and marketing
- Review and harmonise data collection and user experience data.
- Planning and investing in making how our building and services can be greener and more sustainable
- Maintaining good relations with renters and hirers and improving the cleaning.
- Improving our marketing and ways of reporting what we do.

**Statement on Public Benefit**

The objects of the charity are: *"the relief of learning-disabled children and adults and their carers within the London Borough of Brent and adjoining areas by the provision of care, advocacy, support, treatment and education consummate with their needs and potential."*

Our activities provide public benefit by enabling people of all ages with a learning disability and people with long term health conditions to live as full and independent a life as possible. The services we provide encourage PWLD and other long-term conditions to be in control of their lives and make informed choices. We do this in various ways by providing activities such as information, advice, casework, anti-discriminatory support, advocacy, wellbeing and social activities, engagement and consultation opportunities, research and by campaigning for better rights and services. Our activities provide public benefit by

- Enabling PWLD and other people with long term conditions to make informed choices about their housing, health, income, education, employment, leisure and give them the appropriate information and support to live as independently as they can.
- Enabling PWLD and other people with long term conditions to be active citizens, engaged in their local communities and influencing local services
- Supporting PWLD and other people with long term conditions to maximise their income and avoid debt through specialist advice
- Ensuring universal service providers make reasonable adjustments to their services so PWLD and other people with long term conditions can access them in the same way as other people
- Promoting health and wellbeing and reduce social isolation, through our free or low-cost wellbeing and social activities for people with long term conditions and encouraging access to community events and groups.

- Ensuring that any activity costs are reasonable and affordable by PWLD and other people with long term conditions
- Promoting better health services and more inclusion of PWLD and other people with long term conditions in consultations on health and social care and other community issues such as transport, information, civic engagement.
- Working in partnership with other agencies in the borough and in West London to improve service delivery for all vulnerable people.
- Enabling a strong consumer voice through increased user engagement projects and activities.

The objectives, activities, achievements, and performance for the past year addressed throughout this report clearly set out the activities which the charity undertakes for the public benefit. The trustees, in setting our aims, objectives and planning our activities, have considered the Charity Commission's general guidance on public benefit.

**Trustees Responsibilities**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Audit exemption**

The Directors have decided to take advantage of the audit exemption provisions of the Companies Act 2006. However, under the provisions of section 145 of the Charities Act 2011, Kevin Fisher, Chartered Accountant, has been appointed as Independent Examiner. His report is shown on page 28.

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities issued by the Charity Commission in October 2019 and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

**Approval**

This report was approved by the Trustees on 30 November 2022 and signed on its behalf, by:



Noel Gibb, Chair

## BRENT MENCAP

## INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF BRENT MENCAP

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2022 which are set out on pages 29 to 41.

### Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

K C Fisher

K C Fisher FCA
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

Date 13 December 2022

## BRENT MENCAP

## STATEMENT OF FINANCIAL ACTIVITIES
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2022

| | Notes | Total Unrestricted Funds £ | Total Restricted Funds £ | Total Funds 2022 £ | Total Funds 2021 £ |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Donations | 2 | 1,776 | - | 1,776 | 28,536 |
| Charitable activities | 3 | 783,192 | 80,075 | 863,267 | 582,137 |
| Other trading activities | 4 | 53,575 | - | 53,575 | 44,167 |
| Investments | 5 | 311 | - | 311 | 523 |
| Other | | 34,910 | 2,964 | 37,874 | 5,997 |
| **Total** | | 873,764 | 83,039 | 956,803 | 661,360 |
| **Expenditure** | | | | | |
| Charitable activities | 6 | 773,614 | 59,836 | 833,450 | 621,078 |
| **Total** | | 773,614 | 59,836 | 833,450 | 621,078 |
| **Net income/(expenditure)** | 10 | 100,150 | 23,203 | 123,353 | 40,282 |
| Transfers between funds | | - | - | - | - |
| | | 100,150 | 23,203 | 123,353 | 40,282 |
| **Other recognised gains/(losses)** | | | | | |
| Gain / (loss) on investment assets | 14 | 71 | - | 71 | 66 |
| **Net movement in funds** | | 100,221 | 23,203 | 123,424 | 40,348 |
| **Reconciliation of funds** | | | | | |
| Fund balances brought forward | 18 | 158,337 | 8,179 | 166,516 | 126,168 |
| Fund balances carried forward | 18 | £258,558 | £31,382 | £289,940 | £166,516 |

The Charity's income and expenditure all relate to continuing activities.

Movements in reserves and all recognised gains and losses are shown above.

The notes on pages 32 to 41 form part of these financial statements.

**BRENT MENCAP** **Company Number: 03651245**

## BALANCE SHEET

## AS AT 31 MARCH 2022

| | Note | 2022 | | 2021 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| **FIXED ASSETS** | | | | | |
| Tangible fixed assets | 13 | | - | | - |
| Investments | 14 | | 374 | | 303 |
| **CURRENT ASSETS** | | | | | |
| **Debtors** | 16 | 90,775 | | 92,066 | |
| Cash at bank and in hand | | 228,743 | | 100,780 | |
| | | 319,518 | | 192,846 | |
| **CREDITORS:** Amounts falling due within one year | 17 | 29,952 | | 26,633 | |
| NET CURRENT ASSETS | | | 289,566 | | 166,213 |
| NET ASSETS | 19 | | £289,940 | | £166,516 |
| **CAPITAL AND RESERVES** | | | £ | | £ |
| **Restricted funds** | 18 | | 31,382 | | 8,179 |
| **Unrestricted funds** | | | | | |
| General funds | 18 | | 113,658 | | 13,437 |
| Designated funds | 18 | | 144,900 | | 144,900 |
| **TOTAL FUNDS** | | | £289,940 | | £166,516 |

For the year ending 31 March 2022 the charitable company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees on 30 November 2022 and signed on its behalf by:

.....
Chair

Noel GibbPete Bickers
Vice Chair

The notes on pages 32 to 41 form part of these financial statements.

## BRENT MENCAP

## CASH FLOW STATEMENT
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2022

| | 2022<br>£ | 2021<br>£ |
|---|---|---|
| **Net cash generated from / (used in) operating activities** (see below) | 127,652 | (5,168) |
| **Cash flow from investing activities** | | |
| Interest received | 311 | 523 |
| **Increase / (Decrease) in cash in the year** | 127,963 | (4,645) |
| Cash brought forward | 100,780 | 105,425 |
| Cash carried forward | £228,743 | £100,780 |
| **Analysis of cash** | | |
| Cash at bank | £228,743 | £100,780 |

| **Reconciliation of net income to net cash flow from operating activities** | 2022<br>£ | 2021<br>£ |
|---|---|---|
| Operating surplus on ordinary activities | 123,424 | 40,348 |
| **Adjustments for non-cash items:** | | |
| Unrealised (gain) /loss on investment asset | (71) | (66) |
| Decrease /(Increase) in debtors | 1,291 | (24,960) |
| (Decrease) / increase in creditors | 3,319 | (19,967) |
| | 127,963 | (4,645) |
| **Adjustment for investing activities** | | |
| Interest receivable | (311) | (523) |
| **Net cash used in operating activities** | £127,652 | £(5,168) |

## 1. ACCOUNTING POLICIES

### Basis of preparation and assessment of going concern

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

### Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

The company received government support through the Coronavirus Job Retention Scheme (CJRS) which is accounted for on the accrual basis, and is included under other income on statement of financial activities.

### Expenditure recognition

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure on charitable activities which comprises the costs of running the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

### Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses.

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

1. **ACCOUNTING POLICIES**/contd...

**Fund accounting**

Unrestricted general funds are those funds which are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

**Depreciation**

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

| | |
|---|---|
| Motor vehicles, furniture and fixtures | 25% straight line |
| Computer equipment | 25% straight line |

**Pension Scheme**

The charity operates a defined contribution scheme. Contributions payable to the scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. **DONATIONS**

| | Unrestricted Funds | Restricted Funds | Total Funds 2022 | Total Funds 2021 |
|---|---|---|---|---|
| Donations | 1,776 | - | 1,776 | £28,536 |

All of the £1,776 recognised in 2022 related to unrestricted funds.

## 3. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2022 | Total Funds 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| INFORMATION, ADVICE AND EQUALITY | | | | |
| Community Network Fund | - | - | - | 5,000 |
| Q & H Accreditation | - | - | - | 831 |
| Other Income | - | - | - | 230 |
| | - | - | - | 6,061 |
| HEALTH AND WELLBEING | | | | |
| Brent NCIL Building Capital | - | 13,084 | 13,084 | 72,754 |
| Edward Harvist Trust (Chat café till May 20) | - | - | - | 526 |
| SocialPrescribing/CareNavigators/HWBCs | 760,972 | - | 760,972 | 494,669 |
| BRACES | - | 62,000 | 62,000 | - |
| LB Brent Vaccine Grant | - | 4,991 | 4,991 | - |
| Brent Healthwatch | - | - | - | 1,000 |
| Sport England | - | - | - | 7,127 |
| Health Educators | 22,220 | - | 22,220 | - |
| | 783,192 | 80,075 | 863,267 | 576,076 |
| TOTAL | £783,192 | £80,075 | £863,267 | £582,137 |

Of the £582,137 recognised in 2021, £500,899 related to unrestricted funds and £81,238 to restricted funds.

## 4. INCOME FROM OTHER TRADING ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2022 | Total Funds 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Room hire | 53,518 | - | 53,518 | 44,167 |
| Club fees | 57 | - | 57 | - |
| | £53,575 | £Nil | £53,575 | £44,167 |

All of the £44,167 recognised in 2021 related to unrestricted funds.

## 5. INVESTMENT INCOME

| | Unrestricted Funds | Restricted Funds | Total 2022 | Total 2021 |
|---|---|---|---|---|
| Bank interest | £311 | £Nil | £311 | £523 |

All of the £523 recognised in 2021 related to unrestricted funds.

## 6. EXPENDITURE ON CHARITABLE ACTIVITIES

| | Direct costs £ | Support costs £ | Total 2022 £ | Total 2021 £ |
|---|---|---|---|---|
| Information, advice and equality | 832 | - | 832 | 5,621 |
| Health and wellbeing | 724,556 | 108,062 | 832,618 | 615,457 |
| | £725,388 | £108,062 | £833,450 | £621,078 |

Of the £621,078 expenditure recognised in 2021, £536,031 was charged to unrestricted funds and £85,074 was charged to restricted funds.

## 7. ANALYSIS OF DIRECT COSTS

| | Total 2022 £ | Total 2021 £ |
|---|---|---|
| Staff costs | 709,067 | 459,505 |
| Travel and subsistence | 1,898 | 418 |
| Venue hire | - | 2,400 |
| Contractor costs | 6,970 | 2,992 |
| Equipment costs | 3,814 | 9,631 |
| Other direct costs | 3,639 | 128 |
| | £725,388 | £475,074 |

## 8. ANALYSIS OF SUPPORT COSTS

| | 2022 £ | 2021 £ |
|---|---|---|
| Staff Costs | 18,991 | 16,536 |
| Bank charges | 98 | 70 |
| Sundry | 4,517 | 5,426 |
| IT support | 5,405 | 5,685 |
| Office rent | 27,000 | 27,000 |
| Other office costs | 27,273 | 69,761 |
| Subscriptions and publications | 678 | 682 |
| Printing, postage and stationery | 6,602 | 4,059 |
| Telephone and broadband | 5,054 | 4,730 |
| Insurance | 2,130 | 1,847 |
| Staff training | 1,264 | - |
| Legal and professional fees | 5,940 | 7,115 |
| Governance costs (note 9) | 3,110 | 3,093 |
| | £108,062 | £146,004 |

## 9. GOVERNANCE COSTS

| | 2022 | 2021 |
|---|---|---|
| Independent examiner's fee | 2,666 | 2,400 |
| Strategic development costs | 144 | - |
| Legal and professional fees | 300 | 693 |
| | £3,110 | £3,093 |

## 10. NET INCOME/(EXPENDITURE)

| | 2022 | 2021 |
|---|---|---|
| Net income/(expenditure) for the year is stated after charging: | | |
| Independent Examiner's fee | £2,666 | £2,400 |
| Pension costs | £9,603 | £6,947 |
| Operating lease rentals | £5,824 | £3,334 |

## 11. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2021: £Nil). Travel expenses of £Nil were reimbursed to trustees during the year (2021 - £Nil).

## 12. STAFF COSTS

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Salaries and wages | 670,494 | 438,975 |
| Social security costs | 47,961 | 30,119 |
| Pension costs | 9,603 | 6,947 |
| | 728,058 | £476,041 |

There was no employee who received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees analysed by function was:

| | 2022 | 2021 |
|---|---|---|
| | Number | Number |
| Direct charitable activities | 28.00 | 19.00 |
| Management and administration | 2.00 | 1.15 |
| | 30.00 | 20.15 |

Total employee benefits received by key management amounted to £28,726 (2021 - £31,970)

## 13. TANGIBLE FIXED ASSETS

| | Office equipment and furniture Total £ |
|---|---|
| COST | |
| At 1 April 2021 and 31 March 2022 | 3,437 |
| DEPRECIATION | |
| At 1 April 2021 and 31 March 2022 | 3,437 |
| Net Book Value 31 March 2022 | £Nil |
| Net Book Value 31 March 2021 | £Nil |

## 14. INVESTMENTS

| All investments are quoted and dealt on a recognised stock exchange | 2022 £ | 2021 £ |
|---|---|---|
| Market value brought forward | 303 | 237 |
| Net unrealised (gain) on revaluation | 71 | 66 |
| Market value carried foward | £374 | £303 |

## 15. TAXATION

The charitable company is exempt from corporation tax on its charitable activities carried out during the year.

## 16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|---|---|---|
| Debtors | 83,084 | 85,316 |
| Prepayments | 7,691 | 6,750 |
| | £90,775 | £92,066 |

## 17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|---|---|---|
| Accruals | 2,520 | 2,400 |
| Other creditors | 27,432 | 24,233 |
| | £29,952 | £26,633 |

18. **STATEMENT OF FUNDS**

| 2022 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| UNRESTRICTED FUNDS | | | | | | |
| General funds | 13,437 | 873,835 | 773,614 | - | - | 113,658 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 158,337 | 873,835 | 773,614 | - | - | 258,558 |
| RESTRICTED FUNDS | | | | | | |
| BRACES | - | 62,000 | 35,569 | - | - | 26,431 |
| Peoples Postcode Lottery | 1,938 | - | 1,938 | - | - | - |
| Brent NCIL | 921 | 16,049 | 16,970 | - | - | - |
| Sport England via Royal Mencap | 5,320 | - | 5,320 | - | - | - |
| LB Brent Vaccine Grant (Brent Health Matters) | - | 4,990 | 39 | - | - | 4,951 |
| Total Restricted Funds | 8,179 | 83,039 | 59,836 | - | - | 31,382 |
| **Total Funds** | £166,516 | £956,874 | £833,450 | £Nil | £Nil | £289,940 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

## 18. STATEMENT OF FUNDS cont

Comparative information for the statement of funds is as follows:

| 2021 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| GENERAL FUNDS | | | | | | |
| General funds | (27,521) | 576,923 | 536,031 | 66 | - | 13,437 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 117,379 | 576,923 | 536,031 | 66 | - | 158,337 |
| RESTRICTED FUNDS | | | | | | |
| Quality & Health Accreditation | 63 | 831 | 894 | - | - | - |
| Peoples Postcode Lottery | 8,726 | - | 6,788 | - | - | 1,938 |
| Brent NCIL | - | 75,953 | 75,032 | - | - | 921 |
| Sport England via Royal Mencap | - | 7,127 | 1,807 | - | - | 5,320 |
| Edward Harvist Trust | - | 526 | 526 | - | - | - |
| Total Restricted Funds | 8,789 | 84,437 | 85,047 | - | - | 8,179 |
| **Total Funds** | £126,168 | £661,360 | £621,078 | £66 | £Nil | £166,516 |

| Designated Funds | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

18. **STATEMENT OF FUNDS** (continued)

**Brent Council Community Network Fund**
Funding for strategical support for Brent Councils Covid response planning including community engagement and feedback re emerging themes

**Peoples Postcode Lottery**
Funding for Rights Impact Brent, a self-advocacy group.

**Sport England**
Funding for Keep Moving: exercise and movement sessions for people with a learning disability and long-term conditions

**Brent NCIL**
Building capital repairs, wellbeing activities, community garden and Heritage network development. BRACES project from Nov.21

**Edward Harvist Trust**
Chat café which included self-advocacy group for people with learning disability.

## 19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 374 | - | 374 |
| Current assets | 288,136 | 31,382 | 319,518 |
| Current liabilities | (29,952) | - | (29,952) |
| | £258,558 | £31,382 | £289,940 |

Comparative information for the analysis of net assets between funds is as follows:

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 303 | - | 303 |
| Current assets | 184,667 | 8,179 | 192,846 |
| Current liabilities | (26,633) | - | (26,633) |
| | £158,337 | £8,179 | £166,516 |

## 20. COMPANY STATUS

Brent Mencap is a registered charity (no. 1077038) and a private company (no. 03651245), limited by guarantee and registered in England and Wales. The registered office of the company is given in the Legal and Administrative information on page 1.

Every member is liable to pay an amount of up to £1 to meet the liabilities of the company in the event that it is wound up and it is insolvent.

## 21. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | Other | | Land and Buildings | |
|---|---|---|---|---|
| | 2022 | 2021 | 2022 | 2021 |
| | £ | £ | £ | £ |
| Operating leases payable within: | | | | |
| 1 year | £2,640 | £2,640 | £Nil | £Nil |
| 1-5 years | £8,748 | £11,388 | £Nil | £Nil |

## 22. RELATED PARTIES

There were no transactions with related parties other than those disclosed in Notes 11 and 12.

**BRENT MENCAP**

England & Wales - Charity number 1077038

# Accounts

# BRENT MENCAP
(A Company limited by guarantee)

# TRUSTEES' REPORT AND FINANCIAL STATEMENTS

# FOR THE YEAR ENDED 31 MARCH 2021

**Registered Number: 03651245**
**Charity Number: 1077038**

**BRENT MENCAP**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**BRENT MENCAP**

**LEGAL AND ADMINISTRATIVE INFORMATION**

**FOR THE YEAR ENDED 31 MARCH 2021**

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### Trustees

Pete Bickers, Vice Chair & Acting Treasurer
Shirley Bickers
Ray Frost
Noel Gibb, Chair
Charlotte Johnson
Patrick O'Shea
John Gribbon
Michael Odumosu

### Company Registered Number

03651245

### Charity Registered Number

1077038

### Registered Office

379-381 High Road, Willesden, London, NW10 2JR

### Independent Examiners

K C Fisher FCA
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

### Bankers

National Westminster Bank, 12 Station Parade, Willesden Green, London, NW2 4NN

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the financial statements of Brent Mencap (the company) for the year ended 31 March 2021.

**Governing Document and Charitable Objects**

Brent Mencap is registered as a Charity with the Charity Commission under registration number 1077038. It is constituted as a company limited by guarantee (registration number 03651245) and is therefore governed by its Memorandum and Articles of Association.

The objects of the charity are:

*"Primary object:*

*The relief of PWLD in particular by the provision of help and support for them and for their families, dependents, and carers, and to promote inclusion, independence and choice for PWLD and to challenge discrimination against PWLD*

*Secondary objects:*

*The promotion of the welfare of older people and adults and children with disabilities and their carers in any manner which now or hereafter may be deemed by law to be charitable within the London Borough of Brent and adjoining areas particularly by the provision of care, advocacy, support, treatment and education commensurate with their needs and potential ("Older people" are people over the age of 55).*

*To provide or assist in the provision of facilities for the recreation or other leisure time occupation for people who have need thereof by reason of their age or disability with the object of improving their conditions of life"*

**Organisational Structure**

Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees. A list of Trustees who served during the year is on page 1.

The Trustees met 7 times during the year, with the Executive Director present. The finance manager attends quarterly and reports to the Trustees about the financial position and options for the charity. The committee examine and discuss financial reports and projections using them to develop the financial and strategic future direction of the organisation

The day to day running of the charity is delegated to a part time Executive Director and a part-time finance manager. Our staff team increased from 15 FTE to 20.15 FTE staff during the year. This includes a full-time Social Prescribing /Care Navigation team manager and 2 part-time supervisors, 14 Social Prescribing Link Workers, 2 Care navigators, 2 Health Coaches, 2 part-time project workers, and 1 As and When admin/IT.

**Report on Recruitment, Appointment and Activities of Trustees**

The Board of Trustees has several duties in relation to Brent Mencap. We ensure that the charity continues to honour its Memorandum and Articles of Association. We provide advice and a critical friend approach to the activities of the organisation but do not get involved in its operational activities. Also, we provide a strategic steer and support the prudent use of Brent Mencap's limited financial resources.

The Chair of Trustees has several roles on behalf of the charity: to organise the Board meetings, send out notifications to Trustees, meet prospective trustees and take the lead in organising the trustees' fundraising activities. This year due to the pandemic no such events have taken place. However, some trustees have been busy making welfare calls and checks, assisting with recruitment interviews and financial checks, passing on information to members and providing support to staff.

At Trustee meetings we review current issues and plan forthcoming events i.e. meetings, training, and charity's direction. We discuss the strategic direction of the charity, the workload of the key officers and their priorities as well as the current financial health of the organisation.
Our meetings are bi -monthly. As a result of the pandemic the Trustee meetings have all been virtual using the Zoom Platform. This has proved extremely beneficial given the distance that trustees live away from the Brent Mencap Office and we had really good attendance. However, Zoom is not an inclusive process for all participants, and we will move to a schedule of both in person as well as virtual meetings in 2022.

This year, we have currently 8 Trustees. This is 4 below the maximum number of Trustees allowed by our Articles of Association. We continue to look to recruit trustees who will benefit the charity with their personal knowledge of learning disability, long term health conditions, the borough of Brent, the current health and social care agenda or other skills, knowledge, and experience to complement those of the present trustees. We generally use our personal networks, newsletters, and community events to publicise vacancies
We are particularly pleased we now have a couple of trustees who are younger than the majority who are more mature in years.
Trustees serve a term of three years after which they must resign but may and often do offer themselves for re-appointment.

At our last AGM in December 2020 Noel Gibb was re-elected as Chair of Trustees as well as Patrick O'Shea who was again confirmed as a trustee.
This year we will have a nomination for a new trustee, Marcus Bull and also Charlotte Johnson, Shirley Bickers, and Pete Bickers are due for re-election. I thank my colleague trustees, the staff and volunteers for their hard work, time, and commitment to Brent Mencap during this difficult and strange year and wish them well.

**Induction and Training of Trustees**

We maintain a friendly and person-centred approach to trustee induction and retention to make the best use of trustees' limited time, different skills, and knowledge. Prospective trustees are invited to meet with the Executive Director and Chair, observe meetings, ask questions, have access to key policies, reports and plans and meet staff and users before putting themselves up for election.
Again, virtual meetings are also helpful in giving prospective trustees a safe way to engage in the business meetings.
We also give them a copy of our Articles and related background material including the Charity Commission publication about being a Trustee *"CC-3 The Essential Trustee: What you need to know"*. Most of our trustees are experienced and knowledgeable and actively involved for at least 6 years.
We invite trustees and prospective trustees to in-house or external training courses, social activities, and pass on details of external development opportunities by email.

As we talked about last year we have recently reviewed and updated our induction information and checklist and identified online training and documentation from the Charity Commission around governance and the role of Trustees. The Trustees still need to

consider other training and support needs and participate in a skills audit [skills analysis] to record the talent, skills and interest they have so we can identify any missing skills we need.

**Report by the Chair of the Board, Noel Gibb, Brent Mencap December 2021**

As Chair of the Trustees, I report on the progress made by Trustees on our activities, and the key developments at Brent Mencap over this last year.

**a. Brent Mencap activities update**

This year has again been difficult in light of the pandemic, the National Lockdowns and the gradual lifting of restrictions as well as we move into the new working world living with Covid 19 with the vaccination programme These changes have not been easy for everyone.
Nevertheless, there has been a lot of activities and the Board of Trustees has maintained its responsibility to support Brent Mencap to regain its momentum, continue to attract new trustees and help assess the effect of the pandemic on the future direction of the organisation.

Ann and Linda continue to successfully lead the organisation. Staff are now back in the office on a part-time basis. Numbers are limited to maintain everyone's safety as well as their health and well-being. By the summer all but 3 of our nearly 40 staff had their double vaccinations either as key workers, or because of their age or health conditions.
Although there are clear concerns about non vaccinated staff in work, the trustees initially agreed not to implement a "no vaccination no employment" recruitment policy. However, considering the stance by the government with respect to NHS staff and care workers we may review our position in the future.

Building works and maintenance have been carried out on the premises throughout the year. We have been offered a 10-year lease with a 6-month break on Brent Mencap side. This meant we can give BIAS a longer license. We have asked the Council to sort out the boundary issues with our neighbours. We have leased a new photocopier which is more efficient and financially more economical with another company.
A new phone system has been installed and the door entry system has been replaced. We also make sure the building is health and safety compliant with regular fire and other safety checks.

It is vital to the finances of Brent Mencap that our offices are fully let and occupied, and we secure some additional income from renting those remaining rooms and spaces such as the garden. Our rental income was affected by the pandemic but having an empty building meant we could renovate it without disruption to services.

This year the Trustees have regularly received reports from the key projects overseen by Brent Mencap. Our Social Prescribing Link Workers and the Care Navigators have focussed on housing, mental health, and social care issues and with increasing work around domestic violence and safeguarding cases. They have worked with over 3,000 people in the last year. This report contains full details of the achievement of all our areas of work.
The Board always has a standing agenda item on Safeguarding where we are kept informed of any concerns or compliance issues.

## b. Trustee strategic development and future planning

A central focus of Board meetings continues to be the future direction of the charity and its financial viability. We have charted the considerable changes to the type of services Brent Mencap offered some 5 years ago to the more streamlined organisation it is now. This is due to the excellent stewardship of our Executive Director, Ann O'Neill, and the careful husbandry of our finances by our finance manager Linda James.
Despite the constraints of the pandemic the work of Brent Mencap has continued to flourish. The full accounts will be presented to the members, but it will show a small, healthy surplus.

The Trustees have several strategic planning days over recent years with staff and senior leaders at Brent Mencap.
A key area for discussion has been succession planning, both Ann and Linda intend to retire in the near future but to our relief, they have postponed their decision. Trustees have met to discuss ways forward and we have drafted a discussion document as a basis for moving forward.

The Strategic planning and future direction of the charity are critical in helping to inform the type of new leaders we want for Brent Mencap. Ann has updated the Business plan. Amongst the revisions there needs to be an emphasis on more life planning for people and a requirement to engage with our members again as we acknowledge the adverse impact of the pandemic on many. A reconsideration of the plan has also reminded us of the many strengths of Brent Mencap and the amazing contributions Ann, Linda, staff and volunteers have made. We plan to review the Business plan in the new year so that trustees can revisit our aims, objectives and priorities with staff and help to set the charity on the next stage of its incredible journey.

Noel Gibb
Chair of Trustees
Brent Mencap
November 2021

### Related Parties

Brent Mencap is affiliated to Royal Mencap as a branded group and therefore approved to use the name Mencap and their logo. Brent Mencap is an autonomous local group and receives no funding from Royal Mencap.

### Objectives

Brent Mencap exists primarily to enable Brent residents of all ages with a learning disability to live as full and independent a life as possible. The services/activities we provide encourage and enable people with a learning disability (PWLD) and others with long term conditions to be more in control of their lives and positively included in their communities through focusing on:

- inclusive health and well-being services,
- specialist information, advice, and support.
- social inclusion and keeping safe activities:
- giving people a voice and the ability to influence through user involvement and engagement activities

- promoting equal rights, inclusive and accessible community services, gathering local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.

**Strategies for Achieving Objectives**

Our key strategies for achieving our objectives were reviewed and amended as the Covid pandemic developed throughout 2020-21. While we would normally analyse the external environment, likely future developments, possible funding streams and other factors affecting Brent Mencap in 2020 -21 our approach was more reactive to ensure we adapted swiftly and continued to provide support in different and sometimes new ways to our beneficiaries.

**How did we do on the strategic development areas identified in 2019-20?** [1]

- To expand our NHS related services such as social prescribing. **Yes, staff increased from 12.6 FTE to 19.6 FTE in this period**
- To address the needs of people who don't access digital services and increase their confidence and skills through digital activities and tailored support. **Yes, we supported over 25 PWLD to access Zoom classes, WhatsApp and campaigned for digital inclusion**
- To provide a mix of inclusive in person and digital wellbeing, artistic and health activities. **Yes, our Wellesden2 and Keep Moving projects provided wellbeing, cultural and art sessions.**
- To review and harmonise how we collect data and user experience evidence and need. **No, we collected comprehensive project data but no time to review data collection**
- To ensure our core staffing and staffing related policies are fit for a growing staff group that will be working remotely as well as in our offices or other locations. **Partly. We adapted our working practices and recruited new staff but no time to review policies**
- To develop bids that enhance the capacity of local people with a learning disability and other long-term conditions to play a fuller role in local service development and delivery and ensure their voices are listened to. **Yes- we submitted a successful NCIL funding bid to begin to address this**
- To work in partnership with local partners equally committed to social justice. **Yes, within all our projects and a new partnership to deliver the Brent Health Educator Programme**.
- To develop our building and garden as a recognised local community hub with inclusive services and activities. **Yes-the building and garden were transformed and use increased.**
- To build on our previous heritage project to record the history and experiences of Brent people with a learning disability and their family carers. **Partly- Wellesden 2 included a zoom local history group that developed a tour and developed ideas for future bid**
- To ensure that the information, advice, and community inclusion support service we provide through social prescribing or in other ways meets the needs of people with a learning disability and other long-term conditions. **Yes- we communicated in an accessible way and raised the need for accessible and non-digital communication**
- To develop our volunteer bank and volunteer offer. **Yes- number of volunteers and hours was higher this year**

[1] See page 20 in our 2019-20 report

- To develop a succession plan to ensure we recruit the right kinds of senior staff and trustees to take the organisation forward in the future. **Partly, this was discussed but not actioned.**
- To build up our free income, review our rent and increase room lettings. **Yes -through increased office rentals and expanded NHS income.**
- To seek development funding to enable this transition and future developments to take place. **No, there was no time, and we developed other strategies to achieve it.**

2020-21 was a busy, challenging, and successful year for Brent Mencap despite Covid. We enhanced our problem-solving skills, adapted projects successfully, developed new excellent local relationships, proved our organisational resilience, skills, and ability to adapt and move forward. We began to overcome previous financial pressures. We are determined to ensure Brent Mencap will adapt even more so we can support PWLD, carers and other people with long term health conditions to survive and thrive in an increasingly difficult environment likely to be increased by the ongoing effects of the Covid pandemic.

**Given this we are proud of our achievements during 2020-21 especially**

- Our swift response and adaptation to the Covid pandemic challenges including sourcing laptops and mobile phones rapidly. By early April 2020, all staff were working at home, providing covid related support, advice, and reassurance to patients. We even successfully started new staff remotely in late March/early April!
- Regular welfare and reassurance phone calls to many people with a learning disability and carers followed by moving to Zoom Chat Café sessions from early April onwards.
- New links established with food aid suppliers, Mutual Aid groups and small community groups
- Our positive contribution to a rapidly established Council led Covid Strategic Theme group set up to co-ordinate the Covid response in Brent
- Reviewing our organisation and project risk assessments to consider the dangers posed by Covid.
- Providing more support to more Brent people with different needs including more support to people with a learning disability.
- Increasing our income and making a surplus for the first time in several years. We did not need to touch our savings
- Delivering enjoyable wellbeing, exercise, arts, and gardening activities through Wellesden2 and Keep Moving
- Expanding the Social prescribing Link Worker Service during a pandemic in the 2 largest GP localities in Brent. We supported 3882 patients with benefits, housing, social and covid related issues to 31st March 2021
- Delivering excellent care navigation support to 144 patients with higher level health needs in 1 Locality. This is fewer than the last year as more people were referred to the Social Prescribing service instead.
- Completion of the capital part of the Wellesden2 project and a great start to the gardening and wellbeing activities aspects.
- Adapting the last month of the Chat Café for people with a learning disability and residents to provide telephone Covid welfare support in April and May 2020
- Setting up a Rights Impact-Brent (R.I.B) self-advocacy group which combined zoom and place-based meetings from May 2020
- Recruiting and settling in more new, diverse, and very talented staff during Covid
- Increasing the number of volunteers and hours volunteered both online and place based
- Renting out our remaining top floor office to BBS (Brent Bereavement Service) in July 2020

- Active participation in the Northwest London Mencap's Consortium
- Maintaining telephone contact with PWLD to offer emotional support and covid information, referring many of them for Social Prescribing support, enabling them to access zoom activities and use WhatsApp to keep in touch.
- Continued accreditation as a London Living Wage Employer
- Producing and distributing accessible paper and electronic newsletters to over 2800 members, contacts, day services, special schools and colleges and regular email, FB, and website updates to contacts

Full details of the achievements are included in the rest of this report.

**A Statistical Snapshot of Brent Mencap Beneficiaries and Activities in 2020-21** [2]

| | 2019-20 | **2020-21** | |
|---|---|---|---|
| Total support Sessions/ Activities/events offered all client groups | 9475 | **20994** | Increase due to social prescribing link worker service. We estimate 4% had a learning disability. |
| Total session attendances all client groups | 10740 | **22241** | See above |
| Total attendances PWLD | 1690 | **2331** | Increase due to more patients with LD being referred to social prescribing service and welfare checks. |
| Total clients worked with | 1800 | **4276** | Increase due to increase in social prescribing service support. |
| People with a learning disability | 330 | **403** | We saw new people as part of the social prescribing service and some new people joined RIB and Keep Moving sessions. |

| Event / Service 20-21 | Individuals involved or assisted | Support Sessions or events offered by service | Total Participations or support sessions per service/event | |
|---|---|---|---|---|
| AGM 2020 | 25 | 1 | 25 | |
| Gateway Club, Bonanza and DRAP welfare Apr-May 21 | 70 | 7 | 490 | |
| Care Navigation | 144 | 10 | 1440 | Average of 10 sessions per patient, 4% ld |
| Food parcel distribution (Morrison's Colindale) | 20 | 1 | 20 | |
| Keep Moving aerobics | 20 | 21 | 121 | |
| Keep Moving Gentle yoga | 25 | 29 | 161 | |
| Keep Moving Zumba | 12 | 10 | 59 | |

[2] We record the majority of our interactions with our beneficiaries but as a person-centred organisation we cannot record everything e.g., conversations giving advice at events, phone calls, etc. Totals reported differ with each service. Not every individual registered with a group participates each time. These numbers are based on register details or case notes

| | | | | |
|---|---|---|---|---|
| Rights Impact Brent (RIB) May20 March 21 | 19 | 34 | 265 | |
| Social Prescribing Link Workers | 3882 | 6 (average per patient | 19410 | 4% with a learning disability |
| Wellesden 2 | 37 | 40 | 201 | |
| Wellesden2 Open House event | 22 | 1 | 22 | |
| Totals | 4276 | 20994 | 22241 | |

Brent Mencap undertakes a wide range of activities to achieve its aims and objectives. Our main activity strands are to

- Improve the health, wellbeing, and safety of PWLD and others
- Provide equality, inclusion, and engagement opportunities for PWLD and people with other disabilities or long-term conditions, gather local evidence of people's lived experiences and using this to inform and influence local decision makers and service providers.
- Maximise accessible and up to date information and advice for PWLD, their carers and others local stakeholders

**Health and Wellbeing Activities** included Care Navigation, Covid Welfare Support, Rights Impact-Brent (RIB) Social Prescribing Link Worker Service, Keep Moving sessions funded by Sport England and Wellesden2 Wellbeing Activities.

**Equality, Influencing, Inclusion and Engagement activities**

Covid Strategic Theme Group Work, Self Advocacy through Rights Impact-Brent

**Accessible Information and Advice** includes our informal telephone advice, newsletters, website, and social media

A commitment to partnership, equality, volunteer inclusion and keeping people safe underpins all our work. The activity, achievements and performance of each core strand are reviewed below

## Health and Wellbeing Activities

### Social Prescribing and Care Navigation Support

Social Prescribing and Care Navigation support is part of the wider NHS agenda to reduce reliance on GPs for advice and support for non-medical related issues and to increase patients' ability to care for themselves, Brent Mencap is the main provider of these services to Brent GPs. For more information see https://www.healthylondon.org/resource/what-is-social-prescribing/

To be eligible for our social prescribing support, patients must be registered with one of these Brent practices. Some of the patients we support live outside of Brent e.g. in Barnet or Harrow. (SPLW is not a borough based geographic service, so patients registered with GPs outside Brent get their SP support from their GP practices.)

Referrals come from GP staff, voluntary sector partners via the Brent Mencap office or to the Social Prescribing generic email Breccg.brentsocialprescribing@nhs.net If we can support the person, we will refer them to the relevant worker in the locality , and they get

allocated an appointment when one is available, usually within a week. Every referral is logged, discussed with senior and wider staff group

SP/CN provides a person centred, non-clinical, short-term telephone support service to patients. We focus on the patients' main issue/priority, draw up a person-centred plan with agreed actions, information, signposting. We work with the patient, follow up actions, deal with other priorities and then evaluate through the Patient Activation Motivation questionnaires

Our two main aims are:

- To support patients with social matters impacting on their health and well-being and to provide them with Information and advice, referral to the right services, and hands on support.
- To reduce pressure on GP practices by directing patients to more appropriate support services and working alongside GPs and other health professionals to support patients who have non-medical needs.

From mid-March 2020 we very quicky expanded and adapted our service and provided telephone assessments and support. Due to lockdown many vulnerable patients were left without essentials, such as food and medication so our focus was on getting patients what they needed. Elderly patients, those living alone, patients with mental health issues all had increased levels of anxiety. We did regular welfare checks to ensure they were keeping well and provided practical support when needed. From July 2020, we began to return to dealing with the issues listed below.

By March 2021 we had 2/3 SPLWs in each Primary Care Network (a group of GP practices who work together). The SPLWs worked remotely during March 20-March 21 but will be returning into the practices in April 21 One week they will be in to rebuild links with practice staff, the other remote working so an increased number of patients can still be supported and practices don't have to worry about limited space/ room availability.

From April 2020- March 2021 we supported 3882 patients with an average of 5-6 support calls totalling 19410 support sessions.

Key themes in the last year have been:

1. Health and Wellbeing. This includes welfare checks, depression/anxiety, social isolation, and mental health. Support provided by SPLW includes providing emotional support, referring to support services and following up with patients to ensure they are keeping well. Since the Covid pandemic started we have dealt with a higher number of patients with suicidal thoughts, some with history of suicide attempts. We have had more safeguarding concerns (we always inform practices, and, in most cases, we do the safeguarding referrals and keep the practice informed of the outcome).

2. Housing: Many patients needed support with their housing. This included homelessness, living in unsuitable accommodation and rehousing. Patients living in poor conditions their health and wellbeing affected. We have supported patients to make adjustments to their homes (arranging for OT assessments to be done, support in applying for grants, liaising with housing associations and the Council).

3. Welfare Benefits: Patients are often referred to us for welfare benefit reasons, this includes doing eligibility checks, making claims, completing application forms, checking

progress, supporting with Mandatory Reconsiderations and appeals.

The SPLWs have been trained to provide the correct support and advice directly. In some situations, they refer patients to specialist local organisations such as Advice for Renters, Brent CAB, Food aid agencies e.g. Sufra and other organisations offering wellbeing and social activities.

Key findings

- Generally, more women are referred than men. This reflects the fact that men are less likely to seek help with health and other issues.
- Referral rates varied from practice to practice. Some only referred 1% of their patients, others 3.6%.
- The main age groups referred differ according to the age demographic in the area covered. E.g. in one area the biggest referral group was between 46-55 (20.52%) followed by 26-35 (19.03%) and 56- 65 (17.54%). In a different area the main age groups referred were 76-85 (23.64%) followed by 66-75 (16.28%).
- Main ethnicity groups referred are Asian or Asian British (Indian) followed by White or White British.

We provide individual reports to each PCN and have set targets with each area to increase referral rates for gender, ages and ethnicity and total referrals if the area or practice rate is lower than others.

Case study 1

46-year-old man with physical and mental health problems. The patient was referred as he was contacting his GP Practice regularly regarding his housing situation. His accommodation had stairs and he had difficulty with this due to mobility issues and had a history of falls. The SPLW supported the patient to make an application to Brent Council's Housing Needs and currently keeping an eye on the progress (this process can be very long). The patient also talked to the SPLW about his bereavement. He had lost his wife two years ago and feels he is still struggling with the loss. He was encouraged to get counselling. At first, he was not keen however, on the third contact he agreed, and a referral was made to IAPT talking therapy. Since the patient stopped working last year, due to his health, he was struggling financially. He was supported in making a claim for Personal Independence Payment and now in receipt of this. The patient also talked about wanting to get back into work but concerned he won't be able to manage and would need to find a different type of work. He was referred to Employment Support Service that specifically support those with mental / physical health problems. Four contacts have been made with this patient so far and he will require a few more follow-ups to check progress.

Case Study 2

A 70-year-old patient diagnosed with Prostate cancer. The patient has been evicted and needed support with housing. He found it very overwhelming dealing with his current health condition and social issues. We supported the patient to apply for housing and we are currently liaising with his housing officer to provide supporting information for him to be placed in suitable accommodation. We have been communicating with other professionals in his care (GP, Psychologist, Oncologists) to make it easier for the patient to just focus on his treatment. The patient also suffers from anxiety so worker recommended apps using ORCHA, a health and well-being app recommended by NHS NWL, that may help him with his anxiety. Patient needed support with incontinence pads as he was spending all his money buying these. We asked his GP to make a referral to the bladder and incontinence

team then called to ask if he can receive some while he is waiting, which they approved. We also supported the patient by referring for a food parcel delivery. We will remain in contact to check how he is doing and assist with emotional and practical support.

Case study 3

A 47-year-old patient was referred for advice and support. He was not able to work due to ill health. The patient was not eligible to claim benefits as he had no recourse to public funds as a condition on his residence permit. The patient also needed support with housing as he had no money coming in and his landlord had given him notice to leave. He was referred to Brent Citizens Advice who put him in touch with a solicitor. The Solicitor supported him to get recourse to public funds but during this time he still had no money and limited support. We arranged food parcels and found a charity called Fund for Human Need who have grants for people with no recourse to public funds. We applied on behalf of the patient, and he was rewarded the grant. The patient's appeal to allow him recourse to public funds was also successful and he is now trying to get support from the local council. We have supported him to make an application for housing assistance and waiting for the outcome.

Case Study 4

The patient (aged 39) was referred to us for emotional support and advice. The patient's husband died recently, and she was struggling with her loss. We supported her with Universal Credit application, Child benefit, bereavement support payment and advice on her husband's private pension. She was put in touch with the Pension Service Helpline, supported to apply for Bereavement Payment and Universal Credits. She was also supported to sort out her child benefit. The patient was very emotional and depressed, so we checked on her regularly to ensure she and her child are keeping well.

Case study 5

Elderly patient aged 82, required support at home and was very lonely and isolated. She was struggling with her daily living and unable to care for herself. She lives alone, no family support, one daughter who lives abroad. The only support she has is from a neighbour who is also elderly. The patient did not have a care package in place, and she was refusing to have any carers as she wanted to stay independent as much as possible. There were concerns about self-neglect. When the SPLW first contacted her, she was reluctant to engage. The SPLW just gave the patient time to focus on what matters to her and listened to what she had to say. On the second appointment the SPLW asked the patient how she feels about a referral to Social Services for a care assessment, the patient explained her concerns, nervous about not knowing who will be coming to care for her. The SPLW advised her about Direct payments, which can give her more choice and control over the support she receives. On the third contact patient agreed for a referral to Social Services for an assessment of her needs. We also made an OT referral so that was made by the SPLW. She was put in touch with Elders Voice for befriending service and supported to apply for Attendance Allowance (which is extra money to help elderly disabled individual with personal care). We have also been supporting this patient with food delivery.

**Care Navigation Service**

Brent Mencap has been involved in Care Navigation (CN) since October 16. Brent Mencap operates CN services only in Kingsbury and Willesden locality (K and W). These changes explain why the CN figures have decreased since 2018-19 from 260 to 144. This is due to the increase in social prescribing link workers.

CNs was/is funded through WSIC local funding through Brent CCG. Patients from the list of the 3% of patients most at risk are referred by Complex Patients Management Group (CPMG) or more recently the ICO in each locality.

Our team support patients with complex or long-term conditions They work alongside GPs, social care, and other community services to advise and support patients in a very patient-focused way. They generally visit patients at least twice to offer this person-centred service and follow up with phone-calls.

144 patients were supported by our workers in Brent to

- Understand and manage their health and care needs better
- Reduce their social isolation
- Access local community services
- Resolve housing or welfare benefits issues, helping them fill in forms and make new claims
- Get their needs assessed (and met if eligible) by Adult Social Care.
- Assess their motivation levels using the Patient Activation Measurement (PAM) tool.

## "KEEP MOVING" EXERCISE SESSIONS

Background

At a socially distanced Open day on 5th August 2020 17 PWLD told us they wanted new activities e.g. exercise, talking groups, dance, movement, Fit Fridays, walking groups, gardening activities, yoga, Zumba, visits to open air gyms, and Wii-Fit. One said he had been scared to come out and see people again: he needed to come out more, so it wasn't scary. Others rang asking when we would be open again.

People had been isolated at home since the first lockdown. They'd not exercised other than walking: some PWLD were still not allowed out of supported housing. They had not seen friends at college, day services, our activities, or local Gateway Club. Family and carers were anxious, risk-averse and reported increasing stress. However, some PWLD had become Zoom wizzes during the first lockdown! We knew Day-services, college and disability sports sessions wouldn't be open soon. While our self-advocacy and other outdoor activities started on 22nd September 20 in a blended way, with small, socially distanced activities and Zoom sessions we had no idea how we would meet the need for exercise.

We were delighted to successfully apply for short term Sport England/ National Lottery "Tacking Inequalities" funding through Royal Mencap for zoom and face to face exercise sessions to meet some of this need.

Get Moving Exercise Sessions

The Get Moving project started in mid-November 2020 with 5-6 Gentle Aerobics, Gentle Yoga and Zumba style zoom sessions a week. Neither the tutors nor the participants were keen on sessions here, so all the sessions were by zoom. We had a few glitches with zoom, but from November 20- March 31st 2021, we delivered 60 sessions with 341 attendances, an average of 6 people per session. 10 of the people were people we knew with a learning disability, but the others were new to us and had other long-term conditions. Some people came to 2-3 sessions a week, others just 1 occasionally. Some of our sessions clashed with other providers' zoom sessions which explained low participation at times. People enjoyed

doing exercise in a new way and seeing their friends and pre-and post-session catch ups. Due to the delayed start we intend to continue the session till June/July 21 and will provide a fuller report then.

We had already included exercise sessions in a new Brent Council funded project due to start in 2021, so this project not only benefited our users but also provided us with experience of the ups and downs of running zoom activities!

**Wellesden2 – "Putting the Well in Willesden"**

**Background to Wellesden2**
In 2019 we asked Brent Council for NCiL (aka Planning Gain) funding to

- Make our building safer and more attractive through fire-door upgrades, door entry system replacement, roof and guttering repairs, tree and hedge trimming, garden safety improvements and external decoration
- Improve the garden and increase community access to green space with new planters, plants, gardening and wellbeing sessions, and volunteering opportunities
- Highlight local Heritage through building tours and artistic activities with a Borough of Culture bid, a new Heritage network and plan, Airbnb experiences leading to a larger HLF bid
- Benefit residents increase local pride and engagement and connect diverse communities by providing an important community space and garden.
- Increase access to new, education, cultural, physical and wellbeing activities, advice services, a low-cost safe community and cultural venue, an outdoor green space /a local garden which will eventually evolve into a community garden in future years.
- We also thought the project will lead to new funding.

We started recruiting for a project co-ordinator in February 20. Then the Covid pandemic really started and by March we realised there was no point in recruiting as the country locked down and people started working remotely. However, having a completely empty building and meeting a local contractor who decorated some top floor offices for our new tenants, WORC, gave us an ideal opportunity to renovate the building. Some of our targets needed to change due to Covid. We suspended the activities plan and concentrated on renovating the building till September 20

**Wellesden2 Achievements so far**

Wellesden Capital improvements (aka "The joys of working in a Victorian building!")

We got new, much more competitive quotes for fire doors, roof and guttering repairs and door entry system from the local builder. However, with the onset of Covid some building deliveries were delayed so we asked him to decorate the ground floor in March with Brent Mencap paying. He reported considerable water damage to upstairs ceilings and walls from the roof damage and considerable water damage from a concealed drainage pipe and broken sewage pipe in the ground floor office and toilet as well as other water damage in first floor offices. He also warned us that our water tank was unsupported on the joists and dead leg condensation was staining ceilings. As the building was closed due to Covid we asked him undertake repairs and decoration, believing that savings on the roof and fire safety works would cover the bulk of the cost of the water damage works and decorating

and that we would never get the opportunity again to undertake such work without major disruption to activities and partners.

So the roof, gutters, and water damage repairs throughout the building were completed making the building watertight and the inside and outside of the whole building repaired, decorated and updated as well as garden repairs, garden furniture painting and an outside tap installed. It looks like a new building! Our next-door neighbours were also inspired to paint their whole buildings too.

Fire safety related works such as fire doors, fire compartmentalization, improved emergency lighting, remedial electrical works, and a new fire panel were completed by other contractors. The delay in getting the door entry system meant it was eventually located outside our main gate, avoiding customers coming into close contact with one another near our entrance, improving covid related safety for staff and customers.

A large airy Covid-safe outdoors shelter to allow all weather use of the garden was erected with charitable donations from the Indigo Trust and Francis Holland School (the workplace of one of our previous volunteers) with lighting and power sockets.

**Wellesden3 Activities and Garden**

An experienced Wellesden Project Coordinator was appointed on 1st Sept 2020 and is committed to completing the project through till August 2021.
The well-being activities and garden project has gone very well despite Covid-19 restrictions and the winter period. Participants are very positive about the project as demonstrated by their feedback and their regular participation. This has been made possible by using Zoom with materials, including art packs and seed sowing kits being supplied to participants at home.
Volunteering levels have been better than expected. Attracting participants previously unknown to Brent Mencap remains a challenge to be resolved by greater publicity. The project budget has been supported by gifts of free expertise, plants, and tools. This has meant the project has only had to buy, for example, a very few tools as most have been gifted.

The garden has been improved by –

- Reducing the tree at the back by one third,
- Removal of old, tired shrubs,
- 15 planters have been used as raised beds containing 30 different vegetables,
- A long herbaceous bed is 50% planted up,
- The garden tap has been installed (on a low flow to prevent wastage) and a water butt is planned,
- A 5x2m hoarding has been erected (for our well-being art mural)

The local history part of the project – conducting local tours – has been most affected by Covid-19 restrictions. However, with volunteers we have identified the points of interest, written pieces for a new website, and delivered the first of a series of sessions about Meyrick Road and the Grunwick strike. From this we will form a group who are interested in learning more about our tour sites. In turn, we hope that when tours can commence (or self-guided tours) our participants will be able to be confident guides.

Achievements to end of March 2021(the project will finish in August 2021)

201 participant sessions have been delivered – 52% of target
24 of 30 garden sessions have taken place – 80% of target
11 well-being sessions delivered – 46% of target
3 visits to other community gardens – 100% of target
2 events have taken place – Open day in Aug 2020 and presentation to AGM on Dec 2020 – 100%
37 people attended those events – 92% of target
24 unique participants have been part of groups – 57% of target
25 volunteers have given 390 hours of their time – 83% and 51% of respective targets

Links have been established with –

- Willesden Green Town Team – we helped create sections of new local history website
- Good Gym
- Willesden History Society – now a member
- Brent Trades Council
- Theorem Music
- St Mary's church
- SUFRA and the Edible Garden

We will do a full report about the project after August 2021.

**Social Inclusion Activities/ Covid Welfare Checks**

Pre Covid 30% of people with a learning disability aged 18-35 spent less than 1 hour outside their homes on a Saturday. We expect this to have decreased further since Covid began as many day services, college courses and other support services were stopped and have still not resumed since.
We have not been able to restart activities such as Bonanza Club, the Going out Group nor our usual cinema trips and parties etc but trustees and staff have kept in touch with members through regular phone calls and some doorstep visits. One such visit in May 20 to a supported house in Neasden revealed that the whole house was infected with bedbugs, damp, none of the fridges worked and the electrical system was dangerous. We raised this urgent safeguarding concern with Brent Council and improvement works started rapidly.

**Information, Advice and Equality Activities**

During 2021 we provided information, advice and reassurance by telephone and email to callers and members about Covid. As we opened some activities, we did this in person. If they required specific information, advice and support we referred them to our social prescribing service.

**Covid Strategic Theme Group Work**

In March/ April 2020 Brent Council asked leading Brent voluntary sector organisations like Brent Mencap to work with them at a senior level to develop a Brent wide response to the problems being caused by the pandemic. It was a welcome opportunity to work jointly, inform and influence their thinking, develop joint solutions, and share learning. They provided funding to cover this work. Thematic leads (as we were referred to) were expected:

- to engage and build networks with smaller organisations in the Borough to gather intelligence on Covid-19 impacts on vulnerable individuals and groups
- provide assistance to vulnerable individuals and groups
- distribute information and updates to the people we support, from local, regional, and central government
- record and relay community concerns to the Council
- work with the Council and the CVS to develop a plan to direct joint work.

**What we did.**

a) Attendance at regular steering group meetings
We participated in 15 physical, Zoom and Teams meetings and email chats. As well as these meetings we took part in other discussions re financial inclusion, info sharing between hubs, shielding patients and list, Public Health recovery message and outbreak control plan, Voluntary sector working with Council and the Poverty Commission Launch. Lastly, we were interviewed by the DOH National Task force about effect of covid on people with self-directed payments/ direct budgets and disabilities.

b) provide intelligence about COVID-19's impact on vulnerable groups.
Based on what we were hearing from our social prescribers, welfare checks and phone calls, we:

- Stressed the need to find out what floating support services were doing and highlighted the lack of support to vulnerable people during Covid: for many support ceased at a time it was needed most.
- Provided weekly or fortnightly data about emerging themes such as food, medication, loneliness, anxiety, lack of funerals, grieving, boredom and not understanding reasons for lockdown etc
- Highlighted the needs of lots of patients with money but no experience of online shopping or banking, other concerns about scams/fraud, post offices being closed so people couldn't get out money, and launderettes being closed so people without washing machines were having problems
- Supported about 30 face to face (yes, some people still came to the office!) and email/phone referrals a week from vulnerable/shielding people who didn't get support or information from Council or did not understand it. We explained about lockdown, keeping safe and referred them on.
- Explained how to deal with overpayment of benefits, delayed sanctions, reduction in liability for council tax due to covid debt
- Offered to partner local Mutual aids asking for grants- no uptake though
- Challenged lack of transparency re ending of food parcels and some poor communication of key messages
- Highlighted effects of temporary pavement widening causing problems for people with mobility problems getting on and off buses
- Repeatedly asked for accessible versions of key information produced by council, offered to source guidelines and info, also asked if an accessible summary of Poverty report would be available.

c) Brent Mencap shared resource information with Group partners, staff working remotely, key partners, contacts, and Facebook

We researched and publicised key info constantly e.g. the CAB UC helpline, Adviser helpline, Council's new Covid number, details of Mutual Aid groups, hot food suppliers, commercial food delivery solutions, volunteers egift cards, fact that IAPT referrals and services still operating and evidence about covid effects on BAME communities. We

also explained food parcel set up, how the shielding list was set up and problems shielding patients experienced to address people's confusion.

d) Brent Mencap promoted best practice in addressing Covid-19 and its impacts on individuals and communities with theme group members by

- Explaining how the shielding list had been compiled using our knowledge of the NHS, and how it was later added to by GPs and the mismatch between different shielding lists.
- Exploring ways of data sharing with Hub manager, e.g. where we knew patients had died etc or next of kin details
- Making a serious safeguarding referral after a welfare visit discovered vulnerable tenants had not received support, property was pest ridden and leaks had not been reported or fixed, resulting in repairs, fumigation and new support plans drawn up.
- Asking questions about how Brent was dealing with covid in care homes in borough
- Suggesting use of credit cards to buy shopping for people with funds later taken up by council scheme
- Learning about innovative approaches to Homelessness, DV, lack of IT equipment, Wi-Fi and data and effects on families and young people from partners
- Supporting staff dealing with bereaved next of kin
- Participating in financial inclusion discussion highlighting financial worries of PWLD, patients with long term health conditions and their carers.
- Explaining which patients social prescribing service can't support e.g. patients not registered with Brent GPs with Hub manager and Age UK to prioritise people with external GPs or no GP
- Identifying possible gaps in future and investigating how to avoid duplication of calls by Brent Council and NHS localities (which was not possible due to GDPR)
- Always promoting the need for any plans to promote independence and inclusion, not foster dependence as covid likely to last a good while
- Publicising good practice in Brent when interviewed by DOH National Task force about effect of covid on people with self-directed payments/ direct budgets and disabilities. We discussed Brent's proactive response and compared it to others e.g. Camden. We highlighted the involvement of Brent VCSE from beginning and innovations such as council paying for food.
- Providing detailed feedback on way forward proposal about theme groups

Brent Mencap provided a channel for the Council to engage with harder to reach patients, people with disabilities and long-term health conditions. Mental Health organisations quickly set up a MH subgroup to co-ordinate a MH workplan. The issues facing people with disability and long-term health conditions issues are not so well understood. Community groups are not well funded or organised compared to other sections of the community in Brent. We shared what we knew of their lived experience and the challenges faced by them using feedback from patients, phone calls or FB comments.

As a result of our involvement, we decided to ask for funding to support a network of long-term conditions groups and accessible information training courses for partners in our successful Brent Council NCIL bid "BRACES" due to start in mid/late 21.

**Rights Impact Brent (RIB)**

Rights Impact Brent is the new name for our self-advocacy group. It followed on from the Chat Café in May 2020. By that point in the pandemic, some of the people we support had got used to using WhatsApp and Zoom more. Some required step by step support, or their family members helped them set up. The groups began meeting weekly on Zoom. In September 20 smaller groups began to meet at Brent Mencap, while zoom meetings

continued. Members decided to focus on exploring issues important to them: Advocacy, Health, Transport, Hate Crime, Housing, Jobs, Legal advice, Benefits advice, relationships, and friendships. They also decided who they wanted to speak to and which meetings to participate in. They also shared what they had found out with other PWLD and disability groups.

From May 20-March 21 our 19 members met 34 times for 2-3 hours. They covered many topics, asked questions, and gave their views clearly. During the pandemic the role of zoom took on a whole new role and enabled us to run weekly group sessions. At its height we had 12 of our group members (roughly half the group membership) online. We met weekly and this helped people's sense of connection to our organisation and that they still had a sense of purpose and weren't on their own.
Some of the quotes from group members are as follows:

*"I have had to stay with my mum, and this is hard, I have lost my confidence"*

*"I felt distanced from people. I want to go out in my area but don't feel safe being there."*

*"When Michelle got us using zoom, I was so pleased to see everyone, it really was good!"*

*"Not all our friends can use zoom and computers, I worry about them missing important information that we talk about"*

We also gathered people's contact details and the group took turns to call and keep in touch with group members who were not digitally included. Without a doubt they feel they made a difference. They are proud of how they:

- Put together an info sheet about how to stay safe online with a list of safety concerns pwld need to be aware of, highlighting the positives of being digital and what problems they overcome. They also sent a report and video on their Digital inclusion work to HEAR.
- Talked a lot about Covid and keeping safe. Asked why PWLD in hospital had "do not resuscitate (DNR) orders on them. Produced a Covid newsletter for pwld with information to include on hospital notes to avoid a DNR and a YouTube video of their thoughts on the negatives/positives about Covid for Brent Thrives
- Found out about the Learning Disability Early mortality review group (LeDr) and asked questions about its work.
- Explained what PWLD need from Healthwatch to the commissioner. Key for them was Easy Read health information and more social support services in Brent.
- Spoke at a Healthwatch Brent event about Covid about the lack of Easy Read information.
- Highlighted the value of their Freedom Passes and researched the TFL card about face mask exemption
- Invited TFL bus managers from Park Royal Bus garage to talk about being safer on the buses in Brent
- Developed and completed a mystery shop about how safe it is around some town centres in Brent. They looked at where bus stops are, checked the local tube station's accessibility, whether shops are Covid secure and disability friendly, whether local buses were crowded. They gave Brent Council their views for the Brent Safer Areas consultation.
- Prepared for and spoke at Disability Forums on topics like Poverty in Brent, their experience of Covid and what advocacy service are needed. They looked at the Brent Poverty report and let pwld know about it.

- Spoke up about Covid 19 and poverty at HEAR Hate Crime Network highlighting many pwld are not online and are not getting community support due to this or being too poor to afford Wi-Fi or smartphone/laptop.
- Found out Hate Crime has increased during lockdown, and want to find out the numbers for Disability Hate Crime in Brent
- Talked about Domestic violence. They want to know what Domestic Violence organisations are in Brent. They want to find out what they know about know about Learning Disability and DV
- Met with Dawn Butler MP and told her about how pwld have felt during Covid 19, the lack of employment opportunities pre Covid/post Covid for pwld, care and support services in the borough and how pwld are getting let down by service providers
- Welcomed and included new members– introduced themselves and shared why they come to Brent Mencap
- Helped with Brent Mencap funding bids and AGM planning – Some wrote a letter of support for a Brent Council NCIL Bid. Others did video clips with the Social Work student about what they like that was shown at the AGM in December.
- Found out about Brent Parks Forum and the work they are doing. They want to find out more about green issues
- They met and talked to Chloe Donovan (LD nurse for Brent hospitals) Daniel Morris-Safeguarding lead Brent Council, John Hersov from the TFL Network, PCSO Michelle Davies (Safer Transport Police) Dawn Butler MP, Brent Council Commissioner, Julia Mlambo, Gabrielle, Social Work Student, Suzanne from Brent Parks and had a joint meeting with Harrow Mencap members

The group will carry on until August 22 as the funder extended completion date due to Covid. A full report will be completed then.

**Accessible Information /Digital Exclusion**

Many older and disabled people are not as digitally aware as other sections of the population as was shown by our report in 2018-9 on Social Contact. Many still prefer information in non-digital, accessible paper formats and face-to-face contact. For this reason, we publish paper-based newsletters, leaflets, and information. This digital exclusion was highlighted at the beginning of the Covid pandemic. It soon became obvious that that many families in Brent lacked devices and data to be able to home school children and many older people could not access online food deliveries or information.

We raised the need for accessible information continuously at the regular Covid strategic meetings with Brent Council throughout 2020-21 when discussions took place about how to reach out to marginalised, hard to reach groups. We stressed the need for simple, easy to read paper resources as well as digital resources. In September 2020 we included accessible information awareness training sessions for Council, NHS, and other partners in a new successful NCIL funded project due to start in 2021.

In 2020-21 Brent Mencap provided specialist Covid related information through 2 accessible newsletters posted out and distributed by email. We also circulated the weekly Covid updates to our contacts, and kept people updated by phone.

We regularly sent out email updates to our contacts to alert them of new projects, events, issues, or campaign information. We ask them to print event details off for their notice boards or to give to their users. We regularly updated our 2 Brent Mencap Facebook pages

with our events, achievements, views and relevant links and information from key local and national partners.

**Use of Volunteers and Students**

In 2020-21 25 volunteers gave 390 hours of their time to Brent Mencap. This is a surprising increase given the Covid pandemic. Some volunteers worked online or assisted Wellesden2 groups remotely to begin with and volunteered on site in between lockdowns. Volunteers tell us they really enjoy coming to Brent Mencap or being involved remotely. They feel really valued and have learnt a great deal about small charities such as Brent Mencap as well as the challenges faced by people with a learning disability and other long-term health conditions

In late 2020-21 we accepted 3 Middlesex M.A Social Work Students on placement with Brent Mencap for 70 days, about 500 hours each, primarily to support the University with their increased student numbers and believing we could increase the amount of welfare calls with their help. One started with us before the 2nd lockdown and worked from the office 2-3 days a week. She produced a video for our December AGM with Wellesden participants, answered the phones and buzzer, dealt with callers, gave information and advice, did research and telephone consultations especially for Wellesden2. She also co-ordinated the Keep Moving sessions during that time. She completed her placement in March 21.

In early 2020 it became increasingly difficult to manage hybrid or remote placements due to unclear guidance given to us and students during the lockdown by the university. The other 2 students didn't start their placements properly during Spring 2021. One did begin later, the other one never did, so we will be analysing the cost/benefits of such placements in 2021-22 before accepting future students.

**Partnership Work**

Brent Mencap has always worked in informal and formal partnerships to improve the lives of PWLD. There is a wealth of excellent statutory, community and voluntary sector organisations in Brent that provide different types of services and support. This report refers to a small number of organisations, but our network is much wider. There is more detail about how our projects involve partners to improve people's lives. Our aim is always to deliver or find the right service or support for the people we support.

We are less inclined to enter formal working partnerships after experience has taught us that commissioners, funders and partners underestimate the time needed to set up and manage partnership projects, funding pressures, different working cultures, risks, and the time needed to "gel". So, we are always careful in assessing risks and benefits to our organisation and our beneficiaries before committing ourselves.

In 2020-21 we were delighted to work with:

1. A new partnership with Brent Carers Centre, Plias, Saafi and Community Barnet to successfully bid for and set up a new Brent Health Educators Programme for Brent Council, with National Covid Recovery funding. Brent Mencap is leading on the Willesden Neasden and Dollis Hill Locality
2. Harness and Kingsbury and Willesden NHS localities on Social Prescribing, Health Coaching and Care Navigation
3. Our tenants the Work Rights Centre, Brent Bereavement Service, Brent Irish Advisory Service, the Shaw Trust and One Voice

4. Brent Council and voluntary sector partners on the Brent Covid Strategic Theme Group set up in March 2020
5. Local organisations such as Advice for Renters, Sufra, Brent CAB, Brent Council Hubs and the fantastic Mutual Aid and food aid groups that sprang up in March 2020 to provide Covid related support to Brent people.
6. Northwest London Mencaps Consortium

**Financial Review**

As stated in the Statement of Financial Activity (SOFA), income for the year totalled £661,360 (£382,572 2019-20). This increase was mostly due to expansion of the Social Prescribing Link worker service, the Care Navigator Project continuation, Wellesden2 funding for capital works and wellbeing activities from Brent NCIL, Sport England funding for exercise classes and Health Lottery Funding for RIB as well as new office rentals.

During the year the principal sources of funding were:

| **Source of Income** | **£** | **%** |
|---|---|---|
| Service Level Agreements | 495,669 | 75% |
| Statutory Sources | 86,468 | 13% |
| Charitable Trusts | 5,808 | 1% |
| Investments, Donations & Other Income | 73,415 | 11% |

We are grateful to all our funders for their financial support. This has enabled Brent Mencap to achieve its aims of supporting PWLD throughout the year.

Donations and Other income totalled £34,533 (2019-20: £5,731) largely achieved by bringing our Deferred Income of £24,392 back into the accounts and payments for the Salary Furlough Scheme £5,808. Trustees and users were unable to work together on street collections, selling tickets for our Cinema event. This figure includes donations from the Francis Holland school totalling £2,718 and a Legacy of £500. Income from other trading activities totalled £44,167 (2019-20: £41,360). This income originates from clients, club and event fees, room hire charges and income generated from training courses. The figure is higher because we have been able to rent out 100% of available office space.

Investment income is received primarily from bank interest and the dividend paid on a small number of shares. Investment income totalled £523 for the year (2019-20: £585). The amount of investment income we currently receive has been significantly affected by the low interest rates currently being offered by banks.

Income for charitable activities totalled £582,137 (2019-20: £332,796) and is generated from two areas of work – Information, Advice and Equality and Health and Wellbeing.

There are several different projects that fall under these headings. These were funded by 4 different funders throughout the year.

Expenditure totalled £621,078 (2019-20: £371,571) during the financial year. All Expenses in 2021 and 2020 were incurred in pursuit of the charity's activities.

These costs were split between direct costs of £475,074 (2019-20: £274,470) on Information, Advice & Equality and Health & Wellbeing activities; support costs totalled £146,004 (2019-20: £97,101).

Support costs are allocated to all projects and are apportioned on a basis calculated by the total staff time spent working on each project. Governance costs were £3,093 (2019-20 £3,138)
The revaluation of our investments (121 Santander shares originating from when the Abbey National Building Society demutualised in 1989), showed an increase in their value to £303 (2020: £237) at the end of the year.

Unrestricted Funds have increased by £40,958 to £158,337.

No funds at the end of the financial year were in material deficit. The total funds of the charity at 31 March 2021 totalled £166,516, (2021-20: £126,168) comprising restricted funds totalling £8,179 (2019-20: £8,789) and unrestricted funds of £158,337 (2019-20: £117,379).

Unrestricted funds include designated funds of £144,900 (2020: £144,900).

Going forward, Brent Mencap will continue to build on its successful work with the local NHS and Brent Council. We will also consider in our funding bids and strategic planning how to mitigate the ongoing effects of Covid and likely further public sector cuts on people with a learning disability and long-term health conditions. We will get better at collecting more evidence of need, so we are better placed to develop other larger charitable bids, stabilise the income from our premises and explore other ways to generate income. This as well as our selective and strategic approach to consortium working will ensure Brent Mencap has a firm foundation to enable it to continue to develop and deliver support to PWLD and others with long term needs into the future.

**Reserves Policy**

The Trustees of Brent Mencap have assessed the organisation needs to hold reserves to ensure the continuity of its charitable activities by protecting itself from fluctuations in income, providing a level of working capital, maintaining its fixed assets and covering all liabilities including the pension deficit. The levels of reserves the Trustees have calculated are needed are £125,993, equivalent to three months 2020-2021 salary costs and Office Rent Liability.

**Investment Policy**

Brent Mencap's funds are split between 2 British banks, so they are covered by the Financial Services Compensation Scheme. The Trustees decided that the funds would be put into banks with an ethical ethos. The trustees intend to review this in 2021-22.

**Risk Management**

Brent Mencap Trustees and staff regularly review the risks the charity is exposed to. We undertake regular risk assessments on our activities and on the participants of our services.

All identifiable risks have been examined and the appropriate plans, systems, procedures, and training have been established to minimise these risks and their impact on the charity should the risk materialise.

Nobody could have predicted the Covid pandemic, but our proactive management and rapid planning from March 2020 onwards ensured we were able to ensure our staff could work at home with new equipment, keep safe and continue to support vulnerable people

during the different stages of the pandemic. We adapted continuously during this time, expanded our staff group, and encouraged our customers to adapt too to WhatsApp and Zoom, online shopping and worked with local Mutual Aids to ensure people did not go hungry or lack medication.

We assess the chances of any risks materialising by constantly reviewing our project plans, budgets, core costs, project outcomes, procedures, training our staff and investing money in our systems, building and projects. We have a specialist support organisation to advise us on our responsibilities about health and safety and employment issues. They provide ongoing support/advice and indemnify us against legal action, provided we follow their advice.

Due to covid, we were unable to undertake a full, systematic review of our systems and processes as our staff group increased. We did begin to review our cleaning and building health and safety as building use increased and have started to identify and undertake new areas of work, income generation and project development while using our free reserves wisely to protect key services that benefit people with a learning disability. We have become experts at repositioning the charity so it can operate effectively at a time of Covid, continual, reduced public funding and changes to areas of service delivery. These areas of work will be a priority in 2021-22

**Review of fundraising**

In 2020-21 we concentrated on expanding the new Social Prescribing Link Worker service which provided the bulk of our new income, responding to the Covid crisis, managing the Care Navigation contract, developing more free income from office rentals, setting up the new Rights in Brent (RIB) group on Zoom, recruiting staff, finishing the capital improvements and belatedly starting the Wellbeing activities of the Wellesden2 project

We are proud of our expansion and new funding streams, achieved during a very difficult time. As a result of Covid, there has been an upsurge in local and national charitable funding locally and nationally, but we felt we needed to focus on delivering well on existing, expanding contracts and already agreed grants rather than chasing the funding.

We submitted a further successful bid for NCIL funding for health and user engagement, as well as the short-term Sport England exercise project. This aligns with our objective to develop inclusive projects that benefit the wider community as well as PWLD. We expect to be in a good position to plan some larger bids in 2021-22

**Plans for the Future**

Brent Mencap has done well to emerge from the pandemic while expanding core services, its local presence and developing new inclusive projects. We have begun to build up our free income stream, recruited a new talented staff team and volunteers and delivered some very much needed services. Brent Mencap will complete a 3-year business plan by March 2022.

In 2021-22 we plan to focus on

- Building on the successful expansion of our social prescribing link worker service to include health coaching.
- Developing a SPLW strategic development plan and targets with our NHS partners, reviewing our Service level agreement with them to include gaps identified and reporting our learning from the first 18 months.
- Delivering enjoyable wellbeing, exercise, arts, and gardening activities through Wellesden2 and Keep Moving.

- Ensuring the new BRACES project builds on their success and user feedback and increases involvement with people with long term conditions and increase their involvement in engagement activities.
- Increasing awareness of hate crime and the need for accessible information with partners staff and users through BRACES
- Review and restart social activities such as Going Out Group and Bonanza Club
- Building users' and carers' confidence to return to place-based activities while offering a few zoom activities.
- Making the new Health Educators Programme a success with partners and support residents of Willesden, Dollis Hill and Neasden with health information delivered locally.
- Increasing our involvement in the regeneration of Church End, the area we are based in and increasing our focus on working with our local community in this area
- Increasing the amount of self-advocacy support to existing and new members.
- Recording the experiences of PWLD before and during Covid as statutory support has decreased, using this to develop a longer-term charitable bid to support them to live the lives they wish to.
- Beginning to gather the memories and past experiences of services, housing, lived experiences of Brent PWLD and auditing Brent Mencap historical documents and photos to form the basis of a new Heritage lottery bid to involve people in local history so these this important local history is recorded and digitised and available for future generations .
- Ensuring we can continue to support our users now and in the future by managing our projects and building efficiently to maintain an annual surplus and increase our reserves.
- Formalising our current hybrid working model to support our staff with their work life balance and support more users at the same time. Developing other new policies and plans e.g. a Digital policy, Volunteering plan and a more detailed marketing plan as well as updating existing policies, systems, and plans.
- Beginning our succession planning by recruiting an executive assistant/office manager to assist our Executive Director and Finance manager, who will lead on improving (or installing new) systems and processes.
- Review and harmonise data collection and user experience data.
- Investigating how our newly renovated building can be greener and more sustainable maintaining good relations with renters and hirers and improving the cleaning.

**Statement on Public Benefit**

The objects of the charity are: *"the relief of learning disabled children and adults and their carers within the London Borough of Brent and adjoining areas by the provision of care, advocacy, support, treatment and education consummate with their needs and potential."*

Our activities provide public benefit by enabling people of all ages with a learning disability and people with long term health conditions to live as full and independent a life as possible. The services we provide encourage PWLD and other long-term conditions to be in control of their lives and make informed choices. We do this in various ways by providing activities such as information, advice, casework, anti-discriminatory support, advocacy, wellbeing and social activities, engagement and consultation opportunities, research and by campaigning for better rights and services. Our activities provide public benefit by

Enabling PWLD and other people with long term conditions to make informed choices about their housing, health, income, education, employment, leisure and give them the appropriate information and support to live as independently as they can.

- Enabling PWLD and other people with long term conditions to be active citizens, engaged in their local communities and influencing local services
- Supporting PWLD and other people with long term conditions to maximise their income and avoid debt through specialist advice
- Ensuring universal service providers make reasonable adjustments to their services so PWLD and other people with long term conditions can access them in the same way as other people
- Promoting health and wellbeing and reduce social isolation, through our free or low-cost wellbeing and social activities for people with long term conditions and encouraging access to community events and groups.
- Ensuring that any activity costs are reasonable and affordable by PWLD and other people with long term conditions
- Promoting better health services and more inclusion of PWLD and other people with long term conditions in consultations on health and social care and other community issues such as transport, information, civic engagement.
- Working in partnership with other agencies in the borough and in West London to improve service delivery for all vulnerable people.
- Enabling a strong consumer voice through increased user engagement projects and activities.

The objectives, activities, achievements, and performance for the past year addressed throughout this report clearly set out the activities which the charity undertakes for the public benefit. The trustees, in setting our aims, objectives and planning our activities, have considered the Charity Commission's general guidance on public benefit.

**Trustees Responsibilities**

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

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

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Audit exemption**

The Directors have decided to take advantage of the audit exemption provisions of the Companies Act 2006. However, under the provisions of section 145 of the Charities Act 2011, Kevin Fisher, Chartered Accountant, has been appointed as Independent Examiner. His report is shown on page 28.

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities issued by the Charity Commission in October 2019 and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

**Approval**

This report was approved by the Trustees on 10 November 2021 and signed on its behalf, by:



Noel Gibb, Chair

## BRENT MENCAP

## INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF BRENT MENCAP

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2021 which are set out on pages 29 to 41.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



K C Fisher FCA
c/o Myrus Smith
Chartered Accountants
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

Date: 10 November 2021

## BRENT MENCAP

## STATEMENT OF FINANCIAL ACTIVITIES
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2021

| | Notes | Total Unrestricted Funds £ | Total Restricted Funds £ | Total Funds 2021 £ | Total Funds 2020 £ |
|---|---|---|---|---|---|
| **Income** | | | | | |
| Donations | 2 | 28,536 | - | 28,536 | 5,731 |
| Charitable activities | 3 | 500,899 | 81,238 | 582,137 | 332,796 |
| Other trading activities | 4 | 44,167 | - | 44,167 | 43,460 |
| Investments | 5 | 523 | - | 523 | 585 |
| Other | | 2,798 | 3,199 | 5,997 | - |
| **Total** | | 576,923 | 84,437 | 661,360 | 382,572 |
| **Expenditure** | | | | | |
| Charitable activities | 6 | 536,031 | 85,047 | 621,078 | 371,571 |
| **Total** | | 536,031 | 85,047 | 621,078 | 371,571 |
| **Net income/(expenditure)** | 10 | 40,892 | (610) | 40,282 | 11,001 |
| Transfers between funds | | - | - | - | - |
| | | 40,892 | (610) | 40,282 | 11,001 |
| **Other recognised gains/(losses)** | | | | | |
| Gain / (loss) on investment assets | 14 | 66 | - | 66 | (191) |
| **Net movement in funds** | | 40,958 | (610) | 40,348 | 10,810 |
| **Reconciliation of funds** | | | | | |
| Fund balances brought forward | 18 | 117,379 | 8,789 | 126,168 | 115,358 |
| Fund balances carried forward | 18 | £158,337 | £8,179 | £166,516 | £126,168 |

The Charity's income and expenditure all relate to continuing activities.

Movements in reserves and all recognised gains and losses are shown above.

The notes on pages 32 to 41 form part of these financial statements.

**BRENT MENCAP** **Company Number: 03651245**

## BALANCE SHEET

## AS AT 31 MARCH 2021

| | Note | 2021 | | 2020 | |
|---|---|---|---|---|---|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible fixed assets | 13 | | - | | - |
| Investments | 14 | | 303 | | 237 |
| CURRENT ASSETS | | | | | |
| Debtors | 16 | 92,066 | | 67,106 | |
| Cash at bank and in hand | | 100,780 | | 105,425 | |
| | | 192,846 | | 172,531 | |
| CREDITORS: Amounts falling due within one year | 17 | 26,633 | | 46,600 | |
| **NET CURRENT ASSETS** | | | 166,213 | | 125,931 |
| **NET ASSETS** | 19 | | £166,516 | | £126,168 |
| CAPITAL AND RESERVES | | | £ | | £ |
| Restricted funds | 18 | | 8,179 | | 8,789 |
| Unrestricted funds | | | | | |
| General funds | 18 | | 13,437 | | (27,521) |
| Designated funds | 18 | | 144,900 | | 144,900 |
| TOTAL FUNDS | | | £166,516 | | £126,168 |

For the year ending 31 March 2021 the charitable company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

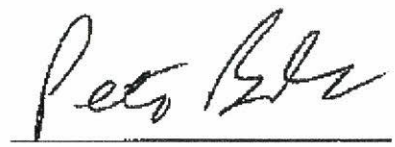
The members have not required the charitable company to obtain an audit in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees on 10 November 2021 and signed on its behalf by:





..... .....

Noel Gibb Pete Bickers

Chair Vice Chair

The notes on pages 32 to 41 form part of these financial statements.

## BRENT MENCAP

## CASH FLOW STATEMENT
## (Incorporating Income and Expenditure account)

## FOR THE YEAR ENDED 31 MARCH 2021

| | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **Net cash used in operating activities** (see below) | (5,168) | (19,005) |
| **Cash flow from investing activities** | | |
| Interest received | 523 | 585 |
| **(Decrease) in cash in the year** | (4,645) | (18,420) |
| **Cash brought forward** | 105,425 | 123,845 |
| **Cash carried forward** | £100,780 | £105,425 |
| **Analysis of cash** | | |
| **Cash at bank** | £100,780 | £105,425 |

| **Reconciliation of net income to net cash flow from operating activities** | 2021<br>£ | 2020<br>£ |
|---|---|---|
| **Operating surplus on ordinary activities** | 40,348 | 10,810 |
| **Adjustments for non-cash items:** | | |
| **Unrealised (gain) /loss on investment asset** | (66) | 191 |
| **(Increase) in debtors** | (24,960) | (44,381) |
| **(Decrease) / increase in creditors** | (19,967) | 14,960 |
| | (4,645) | (18,420) |
| **Adjustment for investing activities** | | |
| **Interest receivable** | (523) | (585) |
| **Net cash used in operating activities** | £(5,168) | £(19,005) |

## 1. ACCOUNTING POLICIES

**Basis of preparation and assessment of going concern**

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are presented in sterling which is the functional currency of the charity.

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

**Income recognition**

Items of income are recognised in the financial statements when all of the following criteria are met:
- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Contract income is recognised as the charity earns the right to consideration through the performance of its services.

The company received government support through the Coronavirus Job Retention Scheme (CJRS) which is accounted for on the accrual basis, and is included under other income on statement of financial activities.

**Expenditure recognition**

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount can be measured reliably.

Expenditure on charitable activities which comprises the costs of running the various activities and services for the charity's beneficiaries.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support them. Support costs are apportioned to each activity on the basis of staff time.

**Financial instruments**

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the profit and loss account in other administrative expenses.

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

## 1. ACCOUNTING POLICIES/contd...

### Fund accounting

Unrestricted general funds are those funds which are freely available for use in furtherance of the objects of the charity and which have not been designated for specific purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

### Depreciation

Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives at the following rates:

| | |
|---|---|
| Motor vehicles, furniture and fixtures | 25% straight line |
| Computer equipment | 25% straight line |

### Pension Scheme

The charity operates a defined contribution scheme. Contributions payable to the scheme are charged to the Statement of Financial Activities in the period to which they relate.

## 2. DONATIONS

| | Unrestricted Funds | Restricted Funds | Total Funds 2021 | Total Funds 2020 |
|---|---|---|---|---|
| Donations | £28,536 | £- | £28,536 | £5,731 |

All of the £5,731 recognised in 2020 related to unrestricted funds.

## 3. INCOME FROM CHARITABLE ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2021 | Total Funds 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| INFORMATION, ADVICE AND EQUALITY | | | | |
| Community Network Fund | 5,000 | - | 5,000 | - |
| Q & H Accreditation | - | 831 | 831 | - |
| Other Income | 230 | - | 230 | - |
| | 5,230 | 831 | 6,061 | - |
| HEALTH AND WELLBEING | | | | |
| Brent NCIL Building Capital | - | 72,754 | 72,754 | 14,115 |
| Edward Harvist Trust (Chat café till May 20) | - | 526 | 526 | 1,472 |
| Social Prescribing/Care Navigators | 494,669 | - | 494,669 | 307,278 |
| Peoples Postcode Lottery | - | - | - | 8,726 |
| Awards For All | - | - | - | 55 |
| Brent Healthwatch | 1,000 | - | 1,000 | 1,150 |
| Sport England | - | 7,127 | 7,127 | - |
| | 495,669 | 80,407 | 576,076 | 332,796 |
| TOTAL | £500,899 | £81,238 | £582,137 | £332,796 |

Of the £332,796 recognised in 2020, £308,428 related to unrestricted funds and £24,368 to restricted funds.

## 4. INCOME FROM OTHER TRADING ACTIVITIES

| | Unrestricted Funds | Restricted Funds | Total Funds 2021 | Total Funds 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Student placements | - | - | - | 2,100 |
| Room hire | 44,167 | - | 44,167 | 36,518 |
| Training fees | - | - | - | 160 |
| Club fees | - | - | - | 3,725 |
| Other fundraising | - | - | - | 957 |
| | £44,167 | £- | £44,167 | £43,460 |

All of the £43,460 recognised in 2020 related to unrestricted funds.

## 5. INVESTMENT INCOME

| | Unrestricted Funds | Restricted Funds | Total 2021 | Total 2020 |
|---|---|---|---|---|
| Bank interest | £523 | £- | £523 | £585 |

All of the £585 recognised in 2020 related to unrestricted funds.

## 6. EXPENDITURE ON CHARITABLE ACTIVITIES

| | Direct costs £ | Support costs £ | Total 2021 £ | Total 2020 £ |
|---|---|---|---|---|
| Information, advice and equality | 5,621 | - | 5,621 | 2,107 |
| Health and wellbeing | 469,453 | 146,004 | 615,457 | 369,464 |
| | £475,074 | £146,004 | £621,078 | £371,571 |

Of the £371,571 expenditure recognised in 2020, £352,409 was charged to unrestricted funds and £19,162 was charged to restricted funds.

## 7. ANALYSIS OF DIRECT COSTS

| | Total 2021 £ | Total 2020 £ |
|---|---|---|
| Staff costs | 459,505 | 268,143 |
| Travel and subsistence | 418 | 3,057 |
| Venue hire | 2,400 | 428 |
| Contractor costs | 2,992 | 1,850 |
| Equipment costs | 9,631 | - |
| Other direct costs | 128 | 992 |
| | £475,074 | £274,470 |

## 8. ANALYSIS OF SUPPORT COSTS

| | 2021 £ | 2020 £ |
|---|---|---|
| Staff Costs | 16,536 | 16,265 |
| Bank charges | 70 | 12 |
| Sundry | 5,426 | 3,482 |
| IT support | 5,685 | 4,133 |
| Office rent | 27,000 | 27,000 |
| Other office costs | 69,761 | 30,910 |
| Subscriptions and publications | 682 | 412 |
| Printing, postage and stationery | 4,059 | 4,878 |
| Telephone and broadband | 4,730 | 4,717 |
| Insurance | 1,847 | 1,804 |
| Staff training | - | 350 |
| Legal and professional fees | 7,115 | - |
| Governance costs (note 9) | 3,093 | 3,138 |
| | £146,004 | £97,101 |

## 9. GOVERNANCE COSTS

| | 2021 | 2020 |
|---|---|---|
| Independent examiner's fee | 2,400 | 2,400 |
| AGM and Executive Meetings | - | 738 |
| Legal and professional fees | 693 | |
| | £3,093 | £3,138 |

## 10. NET INCOME/(EXPENDITURE)

| | 2021 | 2020 |
|---|---|---|
| Net income/(expenditure) for the year is stated after charging: | | |
| Independent Examiner's fee | £2,400 | £2,400 |
| Pension costs | £6,947 | £3,254 |
| Operating lease rentals | £3,334 | £3,075 |

## 11. TRUSTEES REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2020: £Nil). Travel expenses of £Nil were reimbursed to trustees during the year (2020 - £240 to 2 trustees).

## 12. STAFF COSTS

| | 2021 £ | 2020 £ |
|---|---|---|
| Salaries and wages | 438,975 | 265,355 |
| Social security costs | 30,119 | 15,799 |
| Pension costs | 6,947 | 3,254 |
| | £476,041 | £284,408 |

There was no employee who received total employee benefits (excluding employer pension costs) of more than £60,000 in either year.

The average number of employees analysed by function was:

| | 2021 Number | 2020 Number |
|---|---|---|
| Direct charitable activities | 19.0 | 13.5 |
| Management and administration | 1.15 | 1.5 |
| | 20.15 | 15.0 |

Total employee benefits received by key management amounted to £31,970 (2020 - £28,648)

## 13. TANGIBLE FIXED ASSETS

| | Office equipment and furniture Total £ |
|---|---|
| COST | |
| At 1 April 2020 and 31 March 2021 | 3,437 |
| DEPRECIATION | |
| At 1 April 2020 and 31 March 2021 | 3,437 |
| Net Book Value 31 March 2021 | £Nil |
| Net Book Value 31 March 2020 | £Nil |

## 14. INVESTMENTS

| All investments are quoted and dealt on a recognised stock exchange | 2021 £ | 2020 £ |
|---|---|---|
| Market value brought forward | 237 | 428 |
| Net unrealised (loss) on revaluation | 66 | (191) |
| Market value carried foward | £303 | £237 |

## 15. TAXATION

The charitable company is exempt from corporation tax on its charitable activities carried out during the year.

## 16. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 £ | 2020 £ |
|---|---|---|
| Debtors | 85,316 | 46,778 |
| Prepayments | 6,750 | 20,328 |
| | £92,066 | £67,106 |

## 17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2021 £ | 2020 £ |
|---|---|---|
| Accruals | 2,400 | 15,900 |
| Other creditors | 24,233 | 30,700 |
| | £26,633 | £46,600 |

18. STATEMENT OF FUNDS

| 2021 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| GENERAL FUNDS | | | | | | |
| General funds | (27,521) | 576,923 | 536,031 | 66 | - | 13,437 |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 117,379 | 576,923 | 536,031 | 66 | - | 158,337 |
| RESTRICTED FUNDS | | | | | | |
| Quality & Health Accreditation | 63 | 831 | 894 | - | - | - |
| Peoples Postcode Lottery | 8,726 | - | 6,788 | - | - | 1,938 |
| Brent NCIL | - | 75,953 | 75,032 | - | - | 921 |
| Sport England via Royal Mencap | - | 7,127 | 1,807 | - | - | 5,320 |
| Edward Harvist Trust | - | 526 | 526 | - | - | - |
| Total Restricted Funds | 8,789 | 84,437 | 85,047 | - | - | 8,179 |
| **Total Funds** | £126,168 | £661,360 | £621,078 | £66 | £- | £166,516 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

## 18. STATEMENT OF FUNDS cont

Comparative information for the statement of funds is as follows:

| 2020 | Brought Forward £ | Income £ | Expenditure £ | Gains/ (loss) £ | Transfers In/(out) £ | Carried Forward £ |
|---|---|---|---|---|---|---|
| GENERAL FUNDS | | | | | | |
| General funds | (33,125) | 358,204 | 352,409 | (191) | - | (27,521) |
| Designated funds | 144,900 | - | - | - | - | 144,900 |
| Total unrestricted funds | 111,775 | 358,204 | 352,409 | (191) | - | 117,379 |
| RESTRICTED FUNDS | | | | | | |
| Quality & Health Accreditation | 63 | - | - | - | - | 63 |
| Peoples Postcode Lottery | - | 8,726 | - | - | - | 8,726 |
| Brent NCIL | - | 14,115 | 14,115 | - | - | - |
| Sport England via Royal Mencap | 3,520 | 55 | 3,575 | - | - | - |
| Edward Harvist Trust | - | 1,472 | 1,472 | - | - | - |
| Total Restricted Funds | 3,583 | 24,368 | 19,162 | - | - | 8,789 |
| **Total Funds** | £115,358 | £382,572 | £371,571 | £(191) | £Nil | £126,168 |

| **Designated Funds** | £ |
|---|---|
| Staffing contingency | 30,000 |
| Building fund | 50,000 |
| Capacity building | 64,900 |
| | £144,900 |

18. **STATEMENT OF FUNDS** (continued)

**Brent Council Community Network Fund**
Funding for strategical support for Brent Councils Covid response planning including community engagement and feedback re emerging themes

**Peoples Postcode Lottery**
Funding for Rights Impact Brent, a self-advocacy group.

**Sport England**
Funding for Keep Moving: exercise and movement sessions for people with a learning disability and long-term conditions

**Brent NCIL**
Building capital repairs, wellbeing activities, community garden and Heritage network development.

**Edward Harvist Trust**
Chat café which included self-advocacy group for people with learning disability.

**Quality and Health Accreditation**
To work towards quality accreditation.

## 19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 303 | - | 303 |
| Current assets | 184,667 | 8,179 | 192,846 |
| Current liabilities | (26,633) | - | (26,633) |
| | £158,337 | £8,179 | £166,516 |

Comparative information for the analysis of net assets between funds is as follows:

| | Unrestricted | Restricted | Total Funds |
|---|---|---|---|
| | £ | £ | £ |
| Investments | 237 | - | 237 |
| Current assets | 163,742 | 8,789 | 172,531 |
| Current liabilities | (46,600) | - | (46,600) |
| | £117,379 | £8,789 | £126,168 |

## 20. COMPANY STATUS

Brent Mencap is a registered charity (no. 1077038) and a private company (no. 03651245), limited by guarantee and registered in England and Wales. The registered office of the company is given in the Legal and Administrative information on page 1.

Every member is liable to pay an amount of up to £1 to meet the liabilities of the company in the event that it is wound up and it is insolvent.

## 21. OPERATING LEASE COMMITMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

| | Other | | Land and Buildings | |
|---|---|---|---|---|
| | 2021 | 2020 | 2021 | 2020 |
| | £ | £ | £ | £ |
| Operating leases payable within: | | | | |
| 1 year | £2,604 | £2,604 | £Nil | £Nil |
| 1-5 years | £3,255 | £3,255 | £Nil | £Nil |

## 22. RELATED PARTIES

There were no transactions with related parties other than those disclosed in Notes 11 and 12.