



making a difference



What makes unique?

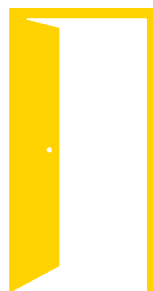
SLSW has been established for **19 years**



We are constantly working to evolve and grow our services

We support the widest range of people from 16 plus with learning disabilities, mental health problems, autism and illnesses relating to older age

We put people first, ensuring they are central to all of decision making



Our carers open their own family home and support people who use our services, so that they can live their lives and thrive



We offer long term placements and regular or one off short breaks



We are a charity; all our income goes into our services

We have contracts with five local authorities and work with many more on other work



We are rated 'Outstanding' by the Care Quality Commission

Largest Shared Lives provider in the South West and the only Shared Lives provider in the country with a funding and benefits team

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Foreword

from Chair of the Board of Trustees and Chief Executive Officer

Welcome to the Shared Lives South West Annual Report for 2022-23.

We are delighted to introduce this year's report together, reflecting how committed the Board of Trustees and Leadership Team are to working together on creating a prosperous future for Shared Lives South West.

As always, the Annual Report highlights the amazing real-life stories that could only happen in such a person-centred and community-based model of care like Shared Lives. You can read about Shannen's transition from fostering on page 10, Emma moving from supported living into Shared Lives and really thriving on page 12, Geoff living his best life on a farm on page 8, and Damion's larger than life role in his local community on page 14.

The Board of Trustees and Leadership Team are so convinced of the social good that Shared Lives delivers that this year we've launched a 'Growing Shared Lives' initiative to get Shared Lives back on the agenda for local authority commissioners. Our vision is of growing the service, improving the lives of people across the region, whilst also delivering savings to council budgets during a national financial crisis. You can read more about 'Growing Shared Lives' on pages 4 and 5.

As you will see in the final reports from page 30 onwards, this has been a challenging year for the organisation's finances however, the board and Leadership Team are committed to ensuring we see growth in the following year and achieve a balanced budget, ensuring the organisation is financially resilient for the future. A number of initiatives have been launched in support of this, such as reviewing our marketing and recruitment of Shared Lives



Carers, encouraging more referrals from adult social care, and improving how we assess new Shared Lives Carers. You can read more about our plans for the year ahead on page 29.

In support of a bold vision for the future of Shared Lives South West, this year we launched a new strategic plan for the next three years, with themes centred on 'Our People', 'The People We Support', 'Environment', 'Innovation' and 'Collaboration', and a clear understanding of our 'principles of growth'. You can read more about this on pages 26 and 27.

Finally, we're delighted to welcome some fantastic new trustees to the board this year following some very effective recruitment campaigns, and to have a year of stability within our Leadership Team. This highlights the success of the People and Culture Strategy we have adopted, which you can read more about on pages 18 and 19, plus you can learn more about the role of the trustees on page 20.

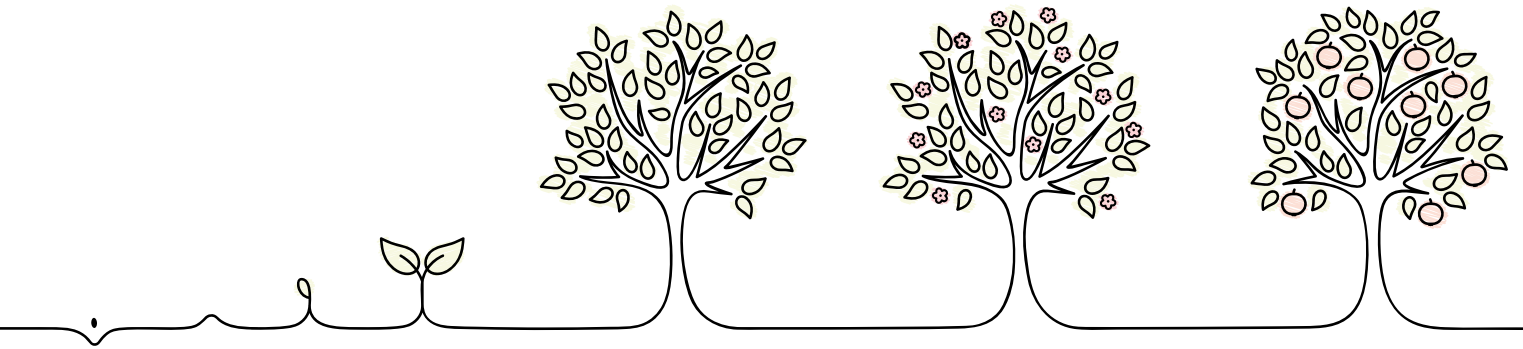
We'd like to close by thanking each and every Shared Lives Carer, employee, trustee and volunteer for the passion, commitment and energy they have shown over the year; you make Shared Lives South West what it is, and together we will continue to grow and improve this wonderful organisation.

A blue ink signature of Dominic Spayne, written in a cursive style.

Dominic Spayne
Chief Executive Officer

A blue ink signature of Christian Jenkins, written in a cursive style.

Christian Jenkins
Chair of the SLSW
Board of Trustees



Growing Shared Lives

This year, Shared Lives South West launched an optimistic vision for a future adult social care sector with a thriving Shared Lives service as its core offer.

With local authority budget deficits and the number of vulnerable people with unmet care needs increasing, and recruitment difficulties across the care sector, interest in promoting and growing Shared Lives has never been higher.

We have been working with all our local authorities to explore initiatives that increase the number of Shared Lives households, generate long term savings in adult social care, and ensure the most vulnerable people receive the support they need.

The message is clear; Shared Lives is a high-quality,

person-centred and community-based model of care, which has not only remained cost-effective compared to alternative care offers, but can be expanded quickly without needing investment in infrastructure.

How do you grow Shared Lives?

Despite all of the complex challenges facing adult social care, growing Shared Lives is remarkably simple, and it starts with a genuine strategic commitment from senior figures in the local authority, cascading that support and understanding through all levels of the council.

Outcomes achieved in Shared Lives

Shared Lives provide amazing outcomes for the people supported:

97% felt part of a friendship group or family most or all of the time

91% felt involved in their local community

79% felt their Shared Lives Carer's support improved their physical health

81% felt their Shared Lives Carer's support made their emotional health better

83% felt that their Shared Lives Carer's support improved their social life

81% felt their Shared Lives Carer's support helped them have more choice in their daily life



Meaningful growth is underpinned by the scheme recruiting and retaining more Shared Lives Carers. The first step is a review of carer fees and paid breaks, ensuring the offer is reflective of the amazing support provided, and sufficient to encourage more applicants. There then needs to be a significant investment in marketing and recruitment initiatives, ensuring the scheme can deliver innovative and engaging campaigns across social media and regional TV.

Once recruitment is working and an increase in capacity is established, the responsibility is on local authorities to ensure their adult social care staff refer people into the scheme. Each local authority works differently and will have a different relationship with their Shared Lives service, so collaborative work is needed to ensure the service is understood and supported by all adult social care teams, that referral pathways are improved, that strong links are made with transition teams, and that Shared Lives is considered first for all people needing a service.



'Growing Shared Lives' is focused on a return to using the Shared Lives model as it was always intended, focusing on providing support to working age adults with lower support needs, older people with issues of loneliness or early signs of dementia, and young adults transitioning from fostering. Clear internal communication from the local authority will be needed to ensure that adult social care staff are aware of this intent, and that Shared Lives is placed correctly within their social care offer.

We are also working alongside Shared Lives Plus, ensuring the local authority can access their strategic support, and that collectively we build the case for national investment in Shared Lives.

What is the benefit?

By growing Shared Lives, more people with support needs will have access to an amazing model of community-based care and support that delivers outstanding outcomes, and that more people are able to experience a rewarding and fulfilling career as a Shared Lives Carer, whilst working from their family home.

For the local authority the benefit is clear; due to the cost-effective nature of Shared Lives, there are many people currently being supported in other care settings that could have their support needs better met in Shared Lives, whilst at the same time saving the local authority an average of £20k per year per person.

The local authority can support the initiative with confidence, knowing they are working with a provider that is rated 'Outstanding' by the Care Quality Commission (CQC), is a registered charity based in the West Country, and is solely focused on delivering Shared Lives service.



Why become a Shared Lives Carer?

It is so much more than a job, it becomes a way of life and there are so many big benefits:

- **You can help someone to thrive.** You will help someone to maintain and grow their independence.
- **It's a rewarding role.** You will see the person you support live their fullest life.
- **You get to work from home.** There is no commute.
- **Paid Respite.** As a Shared Lives Carer you are entitled to paid respite.
- **Contribute to the community.** You will be giving something back to the local community.
- **Friendships and bonds formed.** Form friendships and bonds with the people you support and other SLSW households.
- **Tax breaks are available.** Shared Lives Carers get a generous tax break.

To become a Shared Lives Carer an assessment process is completed, which takes between six to eight weeks. Applicants will have to be willing and committed to the assessment process and have basic ICT knowledge, access and equipment.

In our latest Shared Lives Carer Survey ...

77.2%

said they were satisfied or extremely satisfied in their role as a Shared Lives Carer.

93.7%

said they were happy to contact a Team Leader if they had a concern

83%

said they had regular and constructive contact with their Shared Lives Coordinator

Application and assessment process

The process starts with an applicant completing and submitting an application form.

After this, they receive a visit from a Shared Lives Coordinator (SLC) to ensure that they and the house are suitable.

A SLC will chat to the applicant and find out more about them and ask questions about the role.

SLSW is looking at getting a very clear picture of who the applicant and members of their household are and what they would bring to the role.

Following the visit, if it is successful, the applicant will be taken through the full assessment process. This

involves the applicant completing an assessment workbook, providing references and DBS checks.

As part of the assessment applicants will need to complete mandatory training which is supplemented by professional discussions by the Assessing Shared Lives Coordinator.

Using this information and meetings/discussions, an Assessing SLC will create an Assessment Report.

This is then audited by a registered manager and signed off by another registered manager.

The assessment report is then shared with the applicant and panel members.

The applicant and Assessing SLC will attend a virtual 'Panel meeting' (over video call) with up to three panel members.

At this meeting, the panel does quality assurance and gives a final sign off to the recommendation of the registered managers.

Once approved

SLSW match the Shared Lives Carer with someone who is looking to use our services. Carers can support up to three people in their home dependent on having enough spare rooms available.

Carers are supported by a SLC, they carry out a variety of tasks including:

- Working with the Shared Lives Carer and the person they are supporting to write a person-centred plan.
- SLCs are there to monitor, support, give advice and offer guidance.
- Help with training, social events and carer meetings.
- Keeping in touch with social care teams to let them know how the placements are going.

Carer Pay

Shared Lives Carers, who are self-employed, are paid a weekly fee to support someone living with them long term, as well as a contribution toward rent and household costs, such as food, electricity, gas and water.

The fees vary depending on:

- What sort of service the carer offers
- How many people the carer supports
- What sort of support needs each person has.

Long term: The amount varies from £352.00 to £624.00 per week per person.

Short break: £78.00 to £115.00 per 24 hours.



Brandon 😊

Brandon transitioned to Shared Lives South West this year after being fostered by Nicky and Mark Johnson in Cornwall for nine years.

At the same time Nicky and Mark became Shared Lives Carers. “SLSW gave Brandon the opportunity to continue to live with us as part of our family,” said Nicky.

“We have come to love Brandon and are delighted to have the chance to continue to nurture his increasing independence and maturity. Brandon is a charming, caring young man who is full of fun. I cannot begin to count the ways in which he has enriched our family.”

He transitioned to SLSW on his 18th birthday and thanks to his support not changing he has continued to have the stability he knows and loves.

“He still had the security of living with us in his own bedroom and continued going to college in Truro. However, he found the whole idea of becoming an adult, and no longer being in foster care, quite worrying and was very anxious about the changes that could happen.

“I believe that he has been reassured that in reality very little has changed for him. He is a little confused about the amount of paperwork that comes through for him, and we support him to understand how he contributes towards his board and lodgings.”

Having had many years doing various training courses as foster parents, which can be similar to SLSW, they admittedly found training at SLSW quite ‘onerous’, but have found some of it extremely useful.

“The training on the Mental Capacity Act certainly made us think about the differences involved with being carers for an adult, rather than a child,” said Nicky.

“While we continue to be Brandon’s parents, we recognise that he must be given a lot more autonomy, and we try to support him to develop his



independence and to make decisions for himself.

“The SLSW staff team have been available and supportive throughout the whole assessment period, although we have not needed to call on their help very often.”

Brandon is involved in family life with Nicky and Mark and is pictured at a family wedding in France.

“He has become part of a large extended family since he came to live with us,” said Nicky.

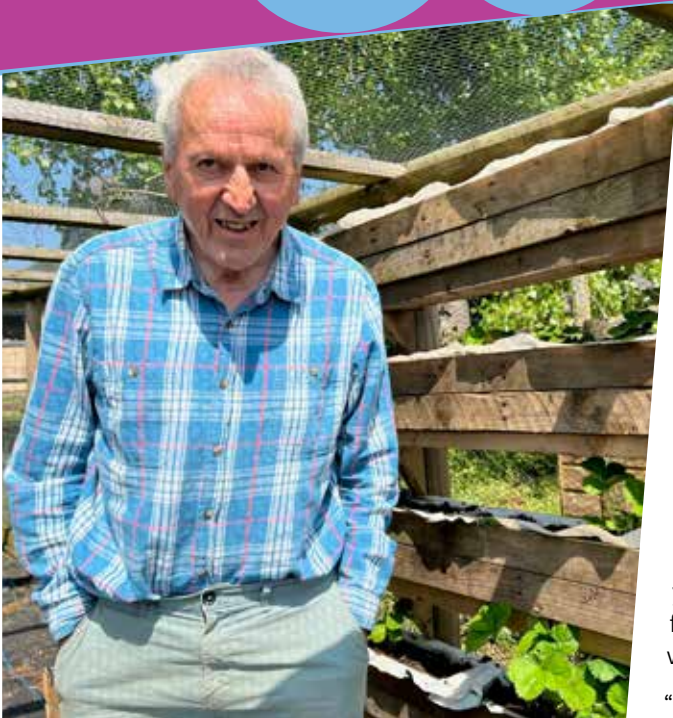
“He loves helping my elderly parents who live downstairs, and regularly spends time with them chatting and eating biscuits!

“He also loves being an uncle to our four grandchildren and gets a great deal of pleasure from playing with the babies. Brandon has always been involved in all aspects of our family life and has particularly enjoyed holidays abroad to France and Greece.

“We also support Brandon to spread his wings beyond the family and to develop his social life. We have also recently supported him to get a part-time job and he is loving earning his own money.”

case
study

Geoff



At 73 years young, you may think Geoff may well be thinking about slowing down ... but you would be wrong.

Geoff, who is supported by Ian and Gill Richardson, in Devon loves nothing better than tending to the land and looking after the animals on the smallholding where they all live.

Having been brought up in farming, it is his passion and thanks to the support of his carers he is able to really flourish and live his life, his way on the farm. He has meticulously crafted and built large fruit cages to grow a variety of berries, fruit and herbs and tends to the two new lambs and pigs he has.

He also enjoys feeding his three goats Dolly, Pappy and Pavlov who graze on the grass just outside the main house. All the animals on farm belong to Geoff and he tends to their every need.

“Geoff loves being outside and is out in all weathers, as that is what he loves,” said Sarah Casey, his Shared Lives Coordinator.

“He’s out there all day, every day, seasonally by the sun and he’s busier than ever,” said Ian.

“It’s what he loves and there are always projects on the go, whether it’s building raised beds or cutting down stinging nettles or digging the foundations for fencing posts. He’s so fit and healthy and the doctor recently said he has the blood pressure of a teenager!”

“Ian and Gill are there to remind him to take breaks, stay hydrated and eat, as he’d just keep on going. They also remind him to wash his hands when he’s finished outside,” said Sarah.

Sadly the family lost 80 birds due to Avian Flu last year, which hit Geoff hard. “I raised geese from eggs for the first time and they were doing so well, so it was so sad to see what happened,” he said.

“Ian and Gill supported Geoff emotionally through this as it was a hard time,” added Sarah.

The family is looking forward to keeping birds again this summer, a year after the episode and are already talking about incubating eggs, to Geoff’s delight.

Ian and Gill are there for him every step of the way to support Geoff to live his life, his way.

Gill usually supports Geoff with his trips to Mole Valley Farmers for any essential supplies and helping him to order larger items like wood or chicken wire for big projects, while Ian supports Geoff attending animal markets. Both carers also support Geoff at GP appointments and vaccinations.

Aside from tending to the animals and woodwork, as a household they are off on holiday to Turkey in the summer.

With the help of Gill and Ian, Geoff managed to conquer his fear of flying and is looking forward to going. “I’m staying behind, so the animals will be well looked after,” Ian said comfortingly to Geoff.

“He’s been to Spain and Portugal with us before.”



Gill and Ian became Shared Lives Carers after feeling disillusioned working in other care settings.

"I heard about Shared Lives from someone else in the village we knew who was a carer and decided to give it a go," said Gill. "We wanted to give people individual support and meet their needs personally. Shared Lives allows people to be who they are in a family setting and that's what we like about it. We'd both worked in residential care and supported living and felt the support wasn't consistent."

"I feel some people are let down in other forms of care. We want to give people the chance to live life

their way. To us this isn't a job, it's a lifestyle," added Ian.

Ian and Gill, who also support Sam and Fi through SLSW, haven't looked back since becoming Shared Lives Carers.

"We all have a genuine love and respect for one another," said Gill.

"It's like *'The Good Life'* here," added Sarah.

Ian and Gill say at times it can be challenging 'juggling' time for themselves, their relationship, family and SLSW household, but they seem to balance it.

"The biggest challenge is not being able to be spontaneous, like going to the beach to get fish and chips as we have to plan things," said Gill.

"Rosie, our daughter, is a support carer and has been able to give us some time off on a Sunday and it's much needed to recharge."





Shannen



“We live as a family,” says Shannen. “We won’t get separated, no one gets left behind in our family.”

Shared Lives Carer Diane Mascot, took on fostering Shannen nine years ago, while living in Luton.

The family made the move to Cornwall in 2018 and in the lead up to her turning 18 talks were afoot about Shannen’s future.

It was a time of uncertainty, but thanks to Shared Lives the ‘perfect match’ of Shannen and Diane could continue.

“At the time Shannen felt anxious and upset as she thought she may have to move out, but I kept saying to Shannen you are staying with us,” said Diane. “That’s when we came to Shared Lives.”

“Once you go to Shared Lives you won’t go back! Supporting someone to be independent is different to parenting a young person in foster care. It’s more about giving them the tools to live life themselves.”

Shannen, 18, is loving life with Diane and her husband Andy, who she affectionately calls ‘Grumpy’. “She is the only person in the world that would get away with calling him Grumpy,” said Diane.



“I’m the one who makes the rules and supports, Grumpy is the one Shannen has fun with,” added Diane.

“I love reading him the stories I’ve written and doing commentary and pretending to be an audience while he watches the football. “I feel 100 per cent safe living with them and I’m 100 per cent happy,” said Shannen.

“I get a lump in my throat when I hear that,” said Diane.

Diane also has support from her daughter Shannon, who is a formal support carer and lives close by.

“Having a Shannon and a Shannen can get confusing when we’re altogether,” joked Diana.

Shannon recently took Shannen to a Sky Bar, pop up bar, for the first time in Watergate Bay with Gok Wan as DJ and earlier this year they were due to go to Disneyland Paris, which was meant to be a dream holiday for Shannen. However, once checked in, they couldn’t go due to an air traffic strike and sadly they returned home.

“We weren’t going to be beaten, as Shannen said she still wanted to go away, so the next day they were on their way to Portugal,” said Diane, who supported Shannen to change her plans. “It was my first proper time away abroad and I tried mussels. Portugal reminded me of Cornwall on a sunny day,” said Shannen.

More fun times are planned as a family with a holiday to Spain, a trip to Ireland and Shannen has rebooked to go to Disneyland Paris in January.

Now an adult, Diane is supporting Shannen to be as independent as possible and to achieve her dreams of travelling. “Diane supports me by being there for

me. She practically does everything for me,” joked Shannen.

“But, Shannen helps and chips in. You are good at hoovering and keep your room tidy,” said Diane supportingly.

Every day Diane supports Shannen by reminding her to set her alarm which ensures she is up in time for the planned day ahead.

Day to day Shannen has a busy week, she goes to college and is doing a three-year course in employability. She is now in her second year and did a lot of outdoor learning in her first year.

“We did surfing and coasteering – jumping off cliffs. It was scary, but I jumped into the unknown,” said Shannen.

After completing her course she already knows she wants to work for a charity and do something positive.

“I’m passionate about racism, equality, gender equality, environment, black history and autism. Anyone with any differences I am an advocate for,” said Shannen. “We should treat everyone equally. Everyone has the right to be themselves.”

SLC Claire Young, the household coordinator added: “Diane is very thorough with her communication, feedback and Shannen is always is super friendly and passionate about things she wants to achieve in her life.

“I have enjoyed getting to know the whole family and see how they support Shannen. This family is a perfect match and it’s great to be able to support them to stay together now Shannen is an adult.”

case
study

Emma



“They have a motherly, brotherly relationship and that has evolved. There’s a real comradery amongst them and they are like siblings,” said Shared Lives Carer Mandi Brooks, when describing the relationship between Emma and Jason (who both use SLSW services) and her son Spencer, who all live as part of the household. “They wouldn’t want to be apart.”

Mandi and her husband Shaun became Shared Lives Carers almost 10 years ago starting with respite support. Within 12 months Jason had moved in and hasn’t looked back. Emma also started with short breaks before moving in permanently in 2017.

Emma moved from a supported living placement to come and live with the Brooks family.

This placement really emphasises the cost effectiveness of Shared Lives Services. The cost of

Emma living in supported living was £740.03 per week. To live in SLSW the cost is £302.45 per week, a cost saving of £437.58 per week.

“Where I was before, I spent a lot of time in my room and on my phone and got myself in trouble being online,” she said.

“It didn’t give me the independence. I can sort money on my own and get my own clothes. I used to have someone with me doing all that. Now with Mandi and Shaun, I can live how I want to live.”

“She did get herself in hot water with internet usage, but now we support her with the internet. She can still use it but uses it where we are and asks to go on it, so we limit the risks,” said Mandi.

Since moving in with Mandi and Shaun, Emma has become so much more independent. She has



finished college and is now volunteering at a local café at least one day a week.

“She went through a little bit of a wobbly time at the end of college, but we were there to help her through what she wanted to do next,” said Mandi. “I started with an hour a day and built it up. We sell soup, teas and coffees,” said Emma.

“I like making the teas and coffees, and meeting people. I also like the tills and sorting people’s change if they have paid by cash.”

To support her with learning about money, Mandi has worked with Emma so she now uses money rather than her cash card to pay for things. She is doing so well, that she is now also doing a further education Maths course.

“By paying with cash it also helps Emma budget as she can see exactly what she is spending,” said Mandi.

The bubbly and fun household do a lot together, including looking after their five dogs and five horses.

Emma has her own horse, Lilly, who is her pride and joy. She was having riding lessons before moving in with the family, but now has Lilly on loan.

“This was much more cost effective for Emma and she has everything she needs for Lilly,” said Mandi.

“She has learnt so much by having her own horse. To start with she needed help, but she is doing well,” said Shaun. “I go and feed her every day,” said Emma.

Emma has blossomed since living with Shaun and Mandi, and right from the start they have offered her support to help her lead her best life.

Shortly after moving in Emma had to have two operations on her eyes. The first went well, but the second had complications, due to Emma’s complex airway.

“The first op lasted 45 minutes, the second I was called in to resus after 2 hours and then it all went crazy, and it was another five hours until she stabilised, so it was a scary time,” said Mandi.

“I held it together until I was on the way home and the dual carriageway was shut, then I called Shaun and broke down. Emma thankfully was fine.”

“After the operation I couldn’t wait to get home to see the lads in the house as they care about me and I care about them,” said Emma.

Six years on, Emma is really happy and settled and she likes knitting, puzzles, Lego making and enjoys cooking and mucking in as part of the household.

“Mandi tells me when she has a fashion crisis and what to wear on certain days,” said Emma. “Emma just needs a little bit of help to decide what to wear in terms of the weather,” added Mandi. “We just keep prompting you and make sure you are on par,” added Shaun.

As a household they love nothing more than a movie night, fun times playing on the Wii, going out on their horse, and splashing around in their swimming pool.

The pool was built in the shed during the pandemic. “It was the best thing ever and we’ve had the best times in there,” said Shaun.

Although Emma can’t swim, it has helped her with water confidence. “She used to get in and just stand there, and now she moves around happily,” said Mandi. “She is also going to an aqua-fit class weekly.”

Mandi and Shaun haven’t looked back since becoming Shared Lives Carers all those years ago.

“I spent 21 years in a sheet metal firm,” said Shaun. “If I look back now I should have done this earlier as it’s so fulfilling. It’s the best life as it fits in with what we want to do.”



Damion 😊



As you wander through Mevagissey, people stop to say ‘hello’ as Damion walks around the quay as he is well and truly part of the community.

“Everyone knows Damion around here,” said Heather Cocks his Shared Lives Carer.

He has lived with Heather since he was nine years old and then transitioned to SLSW when old enough. At the time Heather had paused fostering teenagers, but offered to take him in over a school holiday... and the rest is history.

“I got a call to say they were stuck for a placement,” said Heather. “He was tiny, he was a little dot, I remember him peeking over the window ledge and seeing him looking at me with his glasses on and waving frantically. All these years later, he’s still with us and is part of our family.

“My own children were younger than him, they think of him as their brother and it just works for us.”

“It’s good living here and I enjoy it, I’m 35 years old

now so have been with Heather a long time,” added Damion.

He goes everywhere with the family and has a busy social calendar. Damion has been invited to family weddings, goes to the theatre and the pub, and enjoys days out with Heather, Chris her husband and their son Harvey as well as extended family. He even went ON a family hot air balloon flight and loved it!

“He gets spoilt rotten and gets presents for birthdays and Christmas from the family, so never has to go out and buy clothes,” joked Heather.

The household loves to travel and have recently returned from Greece, where they went to see a volcano and went island hopping. They’ve also been to Spain, Portugal and Africa – where he would love to return. “We saw so many animals on safari and Damion was eagled eyed and saw them way before the guide,” said Heather. “We’re going to look into going back there as I really liked it,” said Damion.



It's also important for Heather and Chris to get regular breaks and they lean on their extended family to support Damion while they go away and take time out, including their daughter-in-law Lauren who is a support carer.

He's part of a busy household, as Heather also is a Short Break Carer for Joss. They also have a holiday flat that they let out next to their main home.

Heather, recently, also hosted a Ukrainian family in need.

"We all have things to do in the household to make it work well, don't we Damion?" questioned Heather.

"I do the recycling, sweep the steps outside and also peel the potatoes on a Sunday," said Damion.

He attends Boscowan Farm two days a week and loves tending to the animals. He also attends Coast Home Farm Trust support three days a week, which is where he met his girlfriend Vicky. "Damion and Vicky talk all the time and I mean all the time," said Heather.

"We have to sometimes say come on Damion, your dinner is ready and remind him to come and stop chatting for dinner."

Day-to-day, a lot of the support Heather offers is centred around encouragement and prompting. "He gets nagged," joked Heather. "We encourage Damion to do things like the cooking and prompt him to put his own washing away after I've ironed it.

"I won't go into his room as it's his responsibility and he cleans his own ensuite. Every now and again I remind him, as we know he can do it."

"Heather also helps with paperwork and sorting money," added Damion.

Heather has also worked with

Damion to ensure he stays on track with not drinking too much alcohol. "He has a four-pint limit now that we've put in place, as he doesn't know when to stop," said Heather. "He knows now that this is needed and is a good thing, and is onboard with it."

In the past Damion has also had issues with social media and the internet, so to limit risks Heather has worked with Damion so he is still able to contact people he needs to. He has a special watch linked with an app and only people who are inputted onto the app can be called by Damion.

"He can call me and other people he needs to including his girlfriend Vicky," said Heather. "We talked to Damion and he agreed, this was the best way for him."

Recently Heather has helped Damion reconnect with his sister. "He hadn't seen her for 20 years," she said. "We talked on social media and we realised we were both going to the theatre on the same night, so he got to see her."

"We are going to try and arrange to meet up again soon," said Damion.

Heather said she was grateful to the SLSW team for their support to help her in her role.

"They are brilliant and are available to help me with any queries I have," said Heather. "It's more than a job. People doing Shared Lives need to be prepared to share their home, if they haven't it's a big thing to adjust to. I always have shared my home as such since I first got my house, so it's always worked well for me.

"It's rewarding and I love being a Shared Lives Carer. For people who have young families it's a good education for them. My children have grown up to be so caring because of it."



Highlights

2022 ... 2023

June

An SLSW Team Day was held to discuss strategic planning and regroup following the pandemic and the country opening up.

We held the event in Okehampton and it was great to see everyone back together.

July



Gareth, who uses SLSW services, got to meet Prince Charles and Camilla – now King Charles III and the Queen – when they visited Torquay.

He got to meet them as a member of the Roc Samba Band when they stopped off in Cockington.

Marc Walpot, Gareth's Shared Lives Carer, is part of the Samba band and was let into the secret that the famous royals were visiting the area.

He was due to lead a walking group, but managed to pack their samba clothes too, and they walked to Cockington where Gareth met them.

Gareth kissed Camilla's hand and was thrilled, but desperately wanted to meet Charles!

Marc and Gareth left the group and Marc asked those who organised the trip if Gareth could meet him – and his wish was granted. He got to shake his hand!

It's not the first time Gareth has had a celebrity encounter, as he's also met his favourite actor Arnold Schwarzenegger in Los Angeles and in London before.

September



Shared Lives Carers Kim and Chad Chadfield were selected as finalists in the BBC Radio Cornwall *Make a Difference Awards* in the Carer category.

The awards are a chance to say "Thank You" and show recognition and appreciation for people who love to make life better for others.

Paul, who used SLSW services and lived with the Chadfields for many years before recently moving onto a more independent setting, wanted to nominate them to celebrate the great support they offered to him and to many other young people.

SLSW got involved and made the nomination.

Both Kim and Chad were thrilled to be announced as finalists, but were in shock when they received the news.

"At first I thought it was a wind up," said Kim.

"We are always playing practical jokes on each other, so I thought that's what this was. I got emotional when I found out the news.

They have supported Paul to deal with his bowel condition, worked with him to learn to read and write, assisted him to get a job, helped him learn to save and helped with arranging his finances. He's also learnt to cook.

Thanks to their incredible support Paul has now

moved into his own flat, which Kim and Chad helped decorate and overhaul.

“When we support people we say it’s like building a house. You have to build the foundations to get to the next level, else you get stuck and can’t learn more or move on,” said Kim.

“We were told Paul would never learn to read or write or make something of himself, and now look at him, he has done so well,” added Chad.

Kim and Chad went to Truro Cathedral for the awards ceremony on September 1st and were highly commended. “There are thousands of amazing carers out there that do great work and deserve this award, so to even be nominated is special,” said Kim.

October



Staff and SLSW households came together to celebrate Black History Month at the Somerset office by hosting a Caribbean event.

A steel pan drum player entertained everyone and some people even got to have a go!

Authentic Caribbean food was also a big part of the evening.

Some also got involved in the engaging wall quiz created by SLC Jean Harper.



She was joined by her daughter at the party, other Shared Lives households as well as people she has supported over the years.

Members of the staff team also attended, including CEO Dominic Spayne, who presented Pat with a gift to mark her service.

Team Leader Amanda Maggs also gave a speech and recalled meeting Pat for the first time in 2009.

“It was always a lovely experience going to meet Pat and Reg. She and Reg [Pat’s husband] offered a warm, cosy, supportive and loving environment to everyone that stayed,” she said.

“The garden was full of wildlife – chickens that were rescued from battery farms that she nursed back to health and at the bottom of the garden there were baby goats nudging for milk. I seem to remember an enormous rabbit too.”

Amanda praised Pat for her work throughout the years.

“Pat was always somebody that you could rely on to help out to an emergency,” she said.

“She would consider supporting anybody, and if she could help them she would. Thank you Pat for all that you have given to so many over the years, thank you for being such a great ambassador for the type of support Shared Lives offers people. We say thank you, goodbye and good luck in your next adventures.”

December



SLSW has been involved in the Charity Christmas Tree Festival at Princesshay, Exeter for the last few years and was excited to be selected to have a tree this year.

We hosted workshops for SLSW families to create decorations for the tree in all three counties and sent out decorations to those who couldn’t make it.

January

We organised an afternoon to remember for Shared Lives Carer Pat Riglar who retired after 20 years.

A tea party was organised at the Somerset office for Pat to thank her for her commitment and dedication to the role.

Over the years she looked after three people long-term and has had countless short break placements, where she has made a difference to so many people’s lives.

March

We had a Shared Lives Carer get together in Torbay and had a great turn out. It was wonderful to see so many households enjoy tea and cake together.

They chatted, offered support and met up with the SLSW staff team. The event took place at Occombe Farm, Paignton.

The aim going forward will be to host more face to face carer meet ups across the counties.

Working with Us

At SLSW we recognise that creating a great place to work which attracts and employs people with the right values, skills and experience is not just the right thing to do, but crucial to meeting the organisation's vision and purpose.

From listening and learning about why people choose to work at SLSW we understand the benefits of a total reward approach and are proud to currently offer the following employee value proposition.

Pay

- Competitive salaries
- Transparent system
- Annual progression
- Regular benchmarking

Benefits

- 25 days annual leave
- Weekly wellbeing hour
- Death in Service cover
- Support with family and health

Learning and Development

- Individual development plans
- Comprehensive training
- Career progression opportunities
- Regular feedback

Culture

- Kindness, compassion and belonging
- Put our values into action every day
- Transparency and communication
- Fun and happy workplace



People and Culture Strategy

We consider ourselves different to most employers as we put people and culture at the heart of all our decision making. Everything about our people and how we work is governed by our People and Culture Strategy. Our strategy has four themes:

Resilience

Recruiting the right people, and supporting and developing employees to create a robust and agile workforce.

Wellbeing

Creating a psychologically safe and supportive work environment, and taking a proactive and preventative approach to all forms of illness.

Inclusion

Embracing, promoting and celebrating diversity and inclusion.

Leadership

Creating emotionally intelligent Leaders who champion our culture and values.

Updated our onboarding process based on the 6 C model (compliance, clarification, confidence, connection, culture, checkback), which has led to a more robust successful welcome to new employees.

Employee comment: "The whole induction process was achievable and manageable and I thought it was an excellent way to support new staff into SLSW."

Staff Survey September 2022: Do you feel supported in your role? **92.5%** strongly agreed or agreed.

As a whole staff team, we created values in action statements with an aim to thread our values throughout all that we do.

Employee comment: "I'm very proud to work for an organisation that works hard to model its values in all it does."

Staff Survey September 2022: Do you feel listened to? **87.5%** strongly agreed or agreed.

Implemented a hybrid working policy to increase flexibility, autonomy and recognise trust.

Employee comment: "I love the autonomy and trust in letting me get on with my job as best I can."

Staff Survey September 2022: Would you recommend SLSW as an employer? **87.5%** strongly agreed or agreed.

Created a team of Equality, Diversity and Inclusion learning advocates who raise awareness and create learning opportunities for the staff team.

Employee comment: "I've found SLSW to be a very welcoming place to be, and there is a clear emphasis on creating a positive atmosphere where we can express ourselves."

Staff Survey September 2022: Do you feel a sense of belonging and inclusion at SLSW? **87.5%** agreed or strongly agreed.

Reviewed and renewed the strategic plan, inclusive of organisational values, and shared this with the whole staff team.

Employee comment: "The strategic plan makes more sense, I can fully understand my role within it now."

Staff Survey September 2022: Do you feel properly informed of the organisations' strategic plans? **87.5%** strongly agreed or agreed.

Increased our wellbeing support to include supporting employees to attend appointments.

Employee comment: "For the first time in my career, I have never felt more valued and for my wellbeing to also be a priority."

Staff Survey September 2022: Do you feel SLSW supports your wellbeing in work? **95%** strongly agreed or agreed.

Working with Us Trustees

The SLSW Board of Trustees supports the organisation in its governance role, through strategic planning support and as 'critical friends' to the Leadership Team.

Trustees are offered an opportunity to have a real and meaningful involvement in what the organisation does.

What we ask for

- A commitment to upholding our values, vision and purpose
- Contribution through professional experience
- Involvement in strategic planning and governance
- Attendance at meetings every two months

How Shared Lives South West supports Trustees

- Comprehensive induction and training
- Opportunities to attend events and to meet stakeholders
- High quality Board papers and governance data
- Weekly update email on organisation progress

Trustees pictured left-tight: Christian Jenkins, Michael Knight, Lesley Stacey-Marks, Maureen Read, Dominic Myers and Tim Southern.

Trustees who joined in the year



Karen Martin

"It's been an absolute delight to join the board of Trustees for Shared Lives. It's such a professionally run charity with committed staff and a brilliant ethos. I'm very excited about the future and being able to offer more people in the South West the opportunity to benefit from a real family home life, it's such a win-win for everyone involved."

Michael Knight

"The organisation and service is so desperately needed. I have felt welcome, taken care of, had a great induction and the staff team are energetic and motivated."



Nick Jones

"SLSW is an incredibly worthwhile organisation to be part of, it provides a superb service which has made a huge difference to so many lives. The Leadership Team has built a great culture within the organisation and are very open to ideas and constructive challenge."



To find out more about these roles, the recruitment process and how to join us as a volunteer visit our website www.sharedlivesw.org.uk and download an information pack.

Working with Us Approval Panel

To support best practice SLSW recruits a panel of volunteers who act as a quality assurance process to support the approval and de-approval of Shared Lives Carers.

Over the years we have had the privilege of welcoming panel members with a variety of different backgrounds including family carers, health and social care practitioners, people who have lived experience of receiving support and finance professionals.

All sharing one purpose to support SLSW in making a positive impact on the lives of people.

What we ask for

- Attendance at one virtual meeting a month, plus time to read reports
- Attention to detail and confidence to challenge
- Objectivity and evidence-based approach
- A willingness to undertake any training that supports the role

How Shared Lives South West supports panel members

- Provides guidance and training opportunities
- Sharing good news stories to highlight positive outcomes
- Providing all documentation required for the audit

Meet some of the Approval Panel



Cheryl Lewis

"I enjoy working with SLSW staff to make sure we recruit excellent carers who are able to support people in a family environment."



Louise Julyan

"As a mother of a severely disabled son, I know how important it is to select the right support for an individual."



Linda Mogford

"After working as a coordinator for Shared Lives for 16 years it was a natural progression to become a panel member after retirement."

"I am a firm believer in this model of care with individuals living as part of a family group and I enjoy continuing to be part of the carer approval process."



Helen Dagley

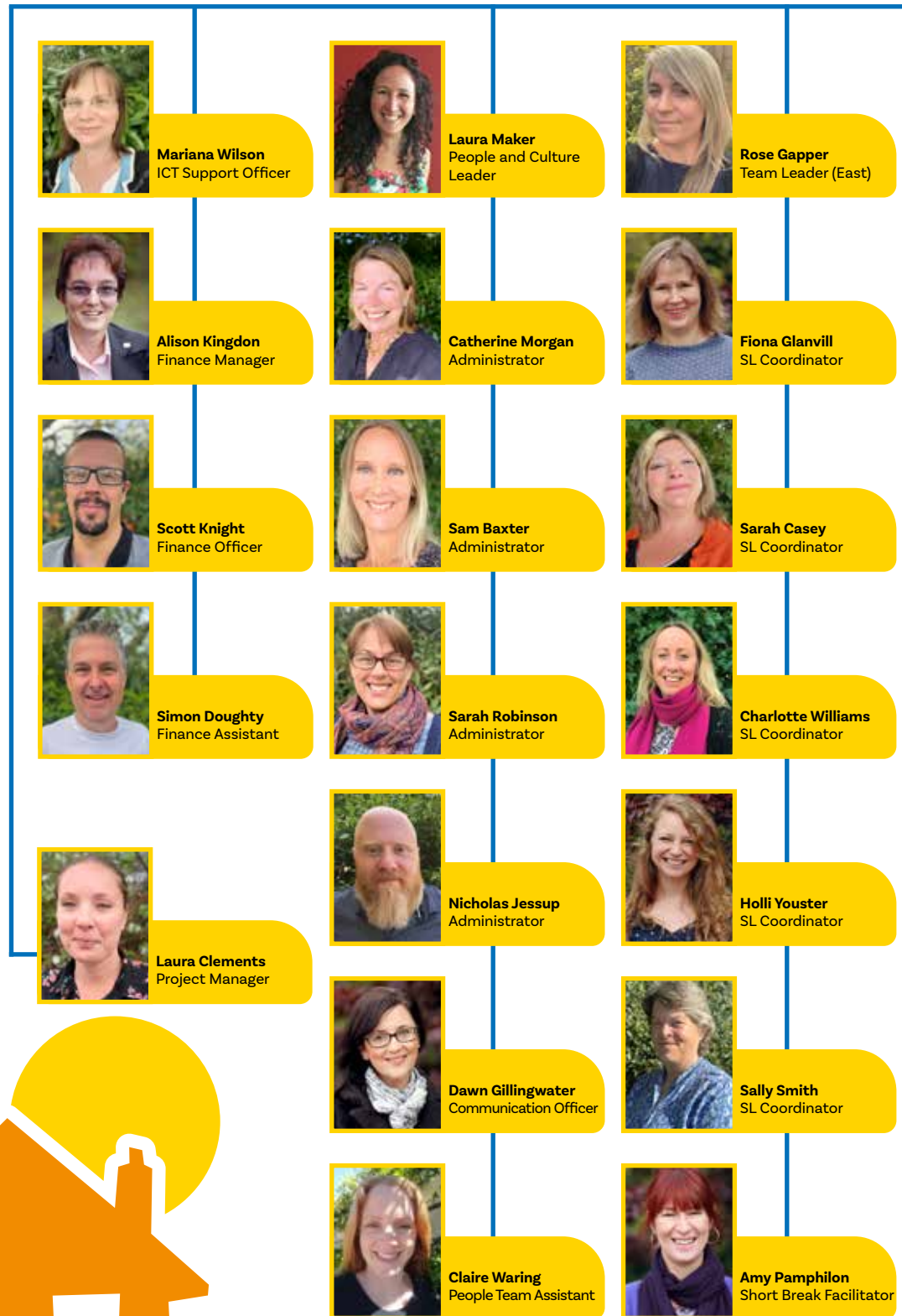
"I was inspired by the testimonials of the individuals who are supported by Shared Lives Carers, sharing their experiences of the support their carer provides to help them in their personal development and their enjoyment of their chosen communities. I am proud to make my small contribution in supporting SLSW as a member of the Approval Panel."

Alternatively contact our team on **01626 360170**
or email people@sharedlivessw.org.uk

Meet the SLSW Team

These are the key personnel at Shared Lives South West, those individuals you are most likely to correspond with day-to-day.

Information correct at time of going to press (September 2023)





Dominic Spayne
Chief Executive Officer



Edward Bunce-Phillips
Team Leader (Mid)



Becki Shepstone
Team Leader (West)



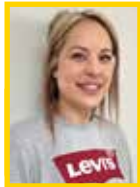
Amanda Maggs
Team Leader (Somerset)



Donna Bounden
Funding and Benefits
Leader



Bill Drysdale-Wood
SL Coordinator



Megan Parkes
SL Coordinator



Chrissy Goodridge
SL Coordinator



Alison Langmead
Senior Funding &
Benefits Officer



Holly Anderson
SL Coordinator



Rachel Moore
SL Coordinator



Jean Harper
SL Coordinator



Sarah Thompson
Funding & Benefits
Officer



Claire Young
SL Coordinator



Joanna Small
SL Coordinator



Anne-Marie Carmichael
SL Coordinator



Cara Humm
Funding & Benefits
Officer



Sharon Button
Shared Lives Assistant



Jenny Butt
SL Coordinator



Hayley Nicholls
SL Coordinator



Mary Stewart
Short Break Facilitator



Penny Gibson
Administrator

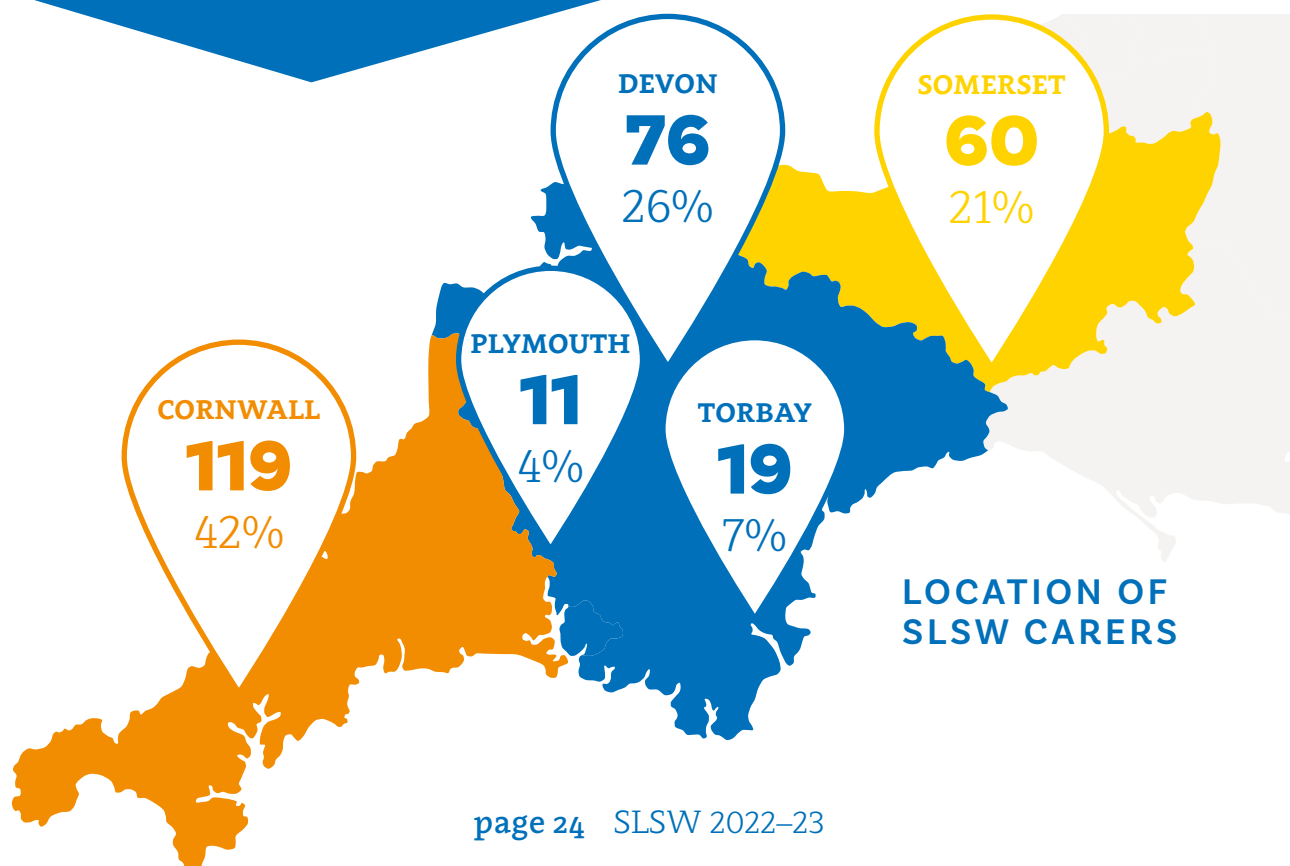
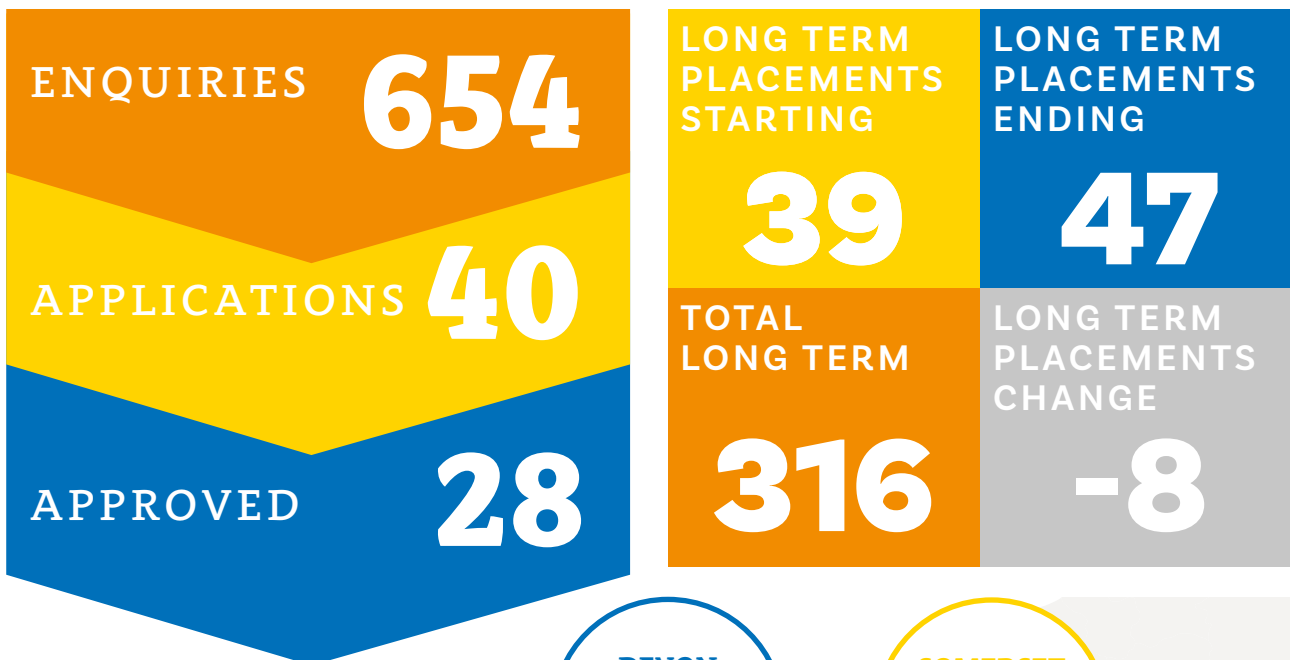
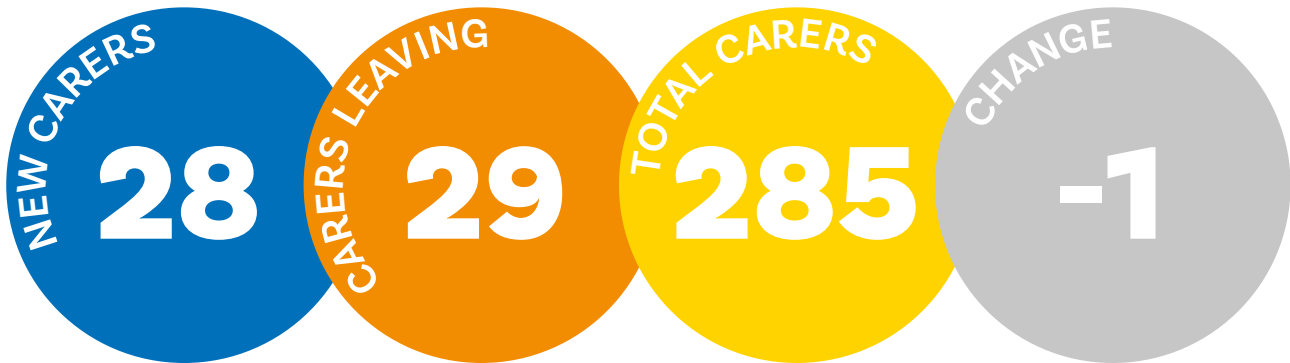


Betsi Filbey
Administrator



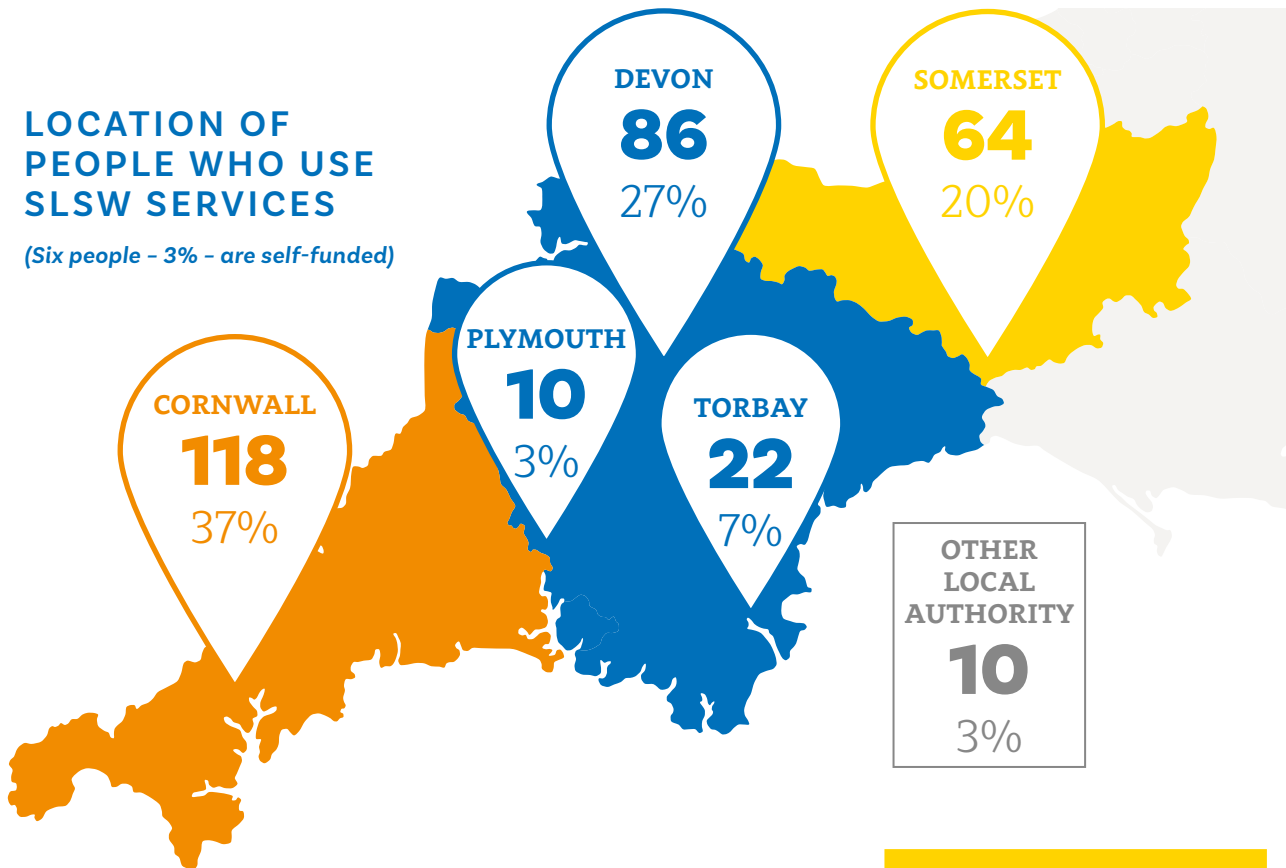
Chloe Boyd
Administrator

Statistics 2022–23



LOCATION OF PEOPLE WHO USE SLSW SERVICES

(Six people – 3% – are self-funded)



5-YEAR TREND

	CARERS	PEOPLE SUPPORTED (LT)
2018/2019	243	285
2019/2020	311	341
2020/2021	302	338
2021/2022	291	324
2022/2023	285	316

PEOPLE WHO USE SHORT BREAK SERVICES

2021/2022

108

2022/2023

136

CLIENT GROUP

AUTISM AND LEARNING DISABILITY	223
MENTAL HEALTH	42
PHYSICAL DISABILITY	19
OLDER ADULT AND DEMENTIA	16
SENSORY IMPAIRMENTS	9
ACQUIRED BRAIN INJURY	4
PARENTS WITH LEARNING DISABILITY	3

Strategic Plan😊

Our vision sets an aspiration of the future we want to achieve, whilst our purpose articulates why the organisation exists and why our people want to work with us.

Our values affirm what is important to us by influencing our culture and driving the way we all work and communicate. With a clear purpose and strong values, the organisation is well placed to bring its vision to life.



Our Vision

To be the leading Shared Lives provider in the country



Our Purpose

To make a positive impact on the lives of the people we support



Our Values

Putting CARE into everything we do...

Community - Working together with a shared purpose and belonging to achieve common goals

Autonomy - Empowering people to take ownership and accountability for decision-making

Resilience - Building the strength and character to embrace change and challenge

Equity - Enabling people to have equal access to opportunities in life



Strategic Themes

Our people - We will maintain a strong and resilient workforce, capable of delivering our strategic vision, by delivering a people and culture strategy focused on resilience, inclusion, wellbeing and leadership. We will use our flourishing value-based culture to bring all staff, carers and volunteers into the organisation whilst recognising the unique differences in roles and responsibilities.

The People We Support - We will empower the people supported in Shared Lives to exercise their rights, make choices in their lives and have their voice heard. Where people are unable to do so, we will advocate on their behalf, ensuring that everyone can maximise their personal independence and give them a feeling of self-worth.

Environment - We will inspire staff, carers and the people they support to make worthwhile and meaningful contributions in time, skills and experiences, to local communities and the environment, ensuring the organisation has a positive impact on the world around us.

Innovation - We will adapt and evolve our services to meet the changing demands of our commissioners and protect the future stability of the organisation. We will strive for continuous improvement by exploring new technologies and commercial skills, and improving processes and procedures, to become more efficient and effective.

Collaboration - We will grow out of the pandemic by working in partnership with commissioners, regulators and other organisations to meet the changing needs of the health and social care sector. We will monitor our performance by pursuing feedback, recognition and accreditation, evidencing we are the leading Shared Lives provider in the country.

Shared Lives South West Principles of Growth

The Board of Trustees and Leadership Team recognise the value and importance of growth in sustaining the organisation and meeting its charitable objects, and set the following principles of growth to support future decision making.

- Growth is required to become the leading Shared Lives provider in the country
- Growth provides the financial stability needed to continue making a difference through our work
- Successful growth supports workforce development
- Our priority is to support more people within our existing contract regions
- We will only pursue opportunities to take on new contracts within the West Country
- We will remain open to other ideas to diversify and expand, where they fit within our other principles of growth and financial constraints
- We will continue to build strong relationships with our local authority commissioners to promote and develop our existing services
- We will cultivate new opportunities to grow within the West Country by improving our networking, marketing and market awareness
- We will remain focused on our people and culture and conduct good research and planning to ensure our existing organisation isn't damaged by new growth
- We will only explore growth where there is open and honest communication and all parties are positive about working together



Organisational Progress

Our People

People Continuity We launched a framework to support organisational people resilience and succession planning, allowing us to highlight areas of continuity risk associated with staffing.

Pay and Benefits We conducted a full review of the salary grading process and grading tool, updating the pay and remuneration policy in the process.

Inclusion We introduced initiatives to improve inclusion and diversity across the organisation, led by the new staff 'Equality Diversity and Inclusion group', which includes promoting and discussing a range of topics and events across the coming year.

The People we Support

Support Plans We began a process of updating our support plans so that they remain person-centred, but are more dynamic and responsive to changes in the person's needs, ready for migration to our bespoke database in the following year.

Engagement We have been reviewing how we communicate and engage with the people we support, reflecting on how this communication has changed since the pandemic, although we recognise we need to do more to give people a voice in our work.

Environment

Community & Environment Strategy We researched themes ready to work with staff on creating our first strategy in the following year.

Innovation

Communication Review We reviewed how we recruit carers and market our services to generate more referrals, ensuring all staff involved understand their roles and responsibilities, although we identified there is much more to do on this in the coming year.

Governance The Board of Trustees conducted a review against the 'Charity Governance Code for

Small Charities' and created a list of future actions to consider moving forward.

Policy Framework We implemented a new policy framework, reviewing and updating all of our policies.

Database We launched a number of updates to our bespoke database to support our operations, especially how we manage referrals.

Operational Handbook We produced a single-source guide for operational staff that clarifies all responsibilities and procedures associated with delivering our operational services.

Training Champions We introduced training champions within our staff team, ready to develop and deliver bespoke training to carers, ready for further roll-out in the following year.

Collaboration

Project 366 and Beyond We worked with staff to understand and improve key operational processes linked to growing the service, although ultimately, we were unable to achieve the growth desired and this continues to be a focus.

Commissioners We set out to reconnect with our commissioners and to increase awareness of Shared Lives, which ultimately led to the emergence of an exciting new initiative called 'Growing Shared Lives', which is a key focus for the following year.

Full Service Review We completed a full review of every aspect of service delivery, embedding the process into our ongoing working practice.

Carer Engagement Group We introduced a new 'Carer Engagement Group' that brought together carers from all regions to discuss future service changes and current issues. Initial uptake was low and we continue to promote the group to ensure it is more representative and effective.

Quality Assurance We had intended to research options and move forward with external accreditation of our quality assurance approach, but this has been delayed and we will instead look to develop and embed our own QA model in the following year.

😊 Organisational Plans

Our People

Carer Engagement We will reconnect with our carer network to improve communication, involvement and representation, ensuring we understand and champion key carer issues and carers become advocates in their communities for Shared Lives.

Carer Training We will review the approach to carer training, ensuring all carers have access to training specific to their role and the people they support, in a format that suits their individual learning style.

Performance Resilience We will ensure that the staff team are ready to meet the needs of 'Growing Shared Lives' initiatives by increasing clarity, confidence and autonomy in all roles

Data Management We will review all technology and processes used in collecting, storing and sharing organisational information, and implement a clearer system where all information is accurate and accessible, and processes are understood by all staff.

Carer Approval We will review all aspects of the carer approval process and implement efficiency improvements, ensuring that successful applicants are approved within 80 days.

Referral Generation and Management We will increase staff knowledge, skill and confidence in generating referrals for Shared Lives placements, and ensure that the systems and processes used in handling referrals are more effective and efficient.

The People we Support

Giving People a Voice We will ensure people in Shared Lives are better connected to the organisation, can easily share feedback and are more able to influence decision making.

Review of Support Plans We will implement dynamic and person-centred support plans delivered through the database, ensuring more accurate and timely information about support needs and preferences is available to those providing or monitoring care and support.

Collaboration

Growing Shared Lives We will engage with commissioners across the West Country to deliver initiatives that expand the understanding and use of Shared Lives.

Quality Assurance We will launch a unified quality assurance approach which incorporates existing service review methods, builds on learning from experience, is externally accredited and positions the organisation for successful future Care Quality Commission inspections.

Environment

Community & Environment Strategy We will develop the framework of our first 'Community and Environment Strategy', which is a clear statement of our intent to make a positive impact on the world around us.

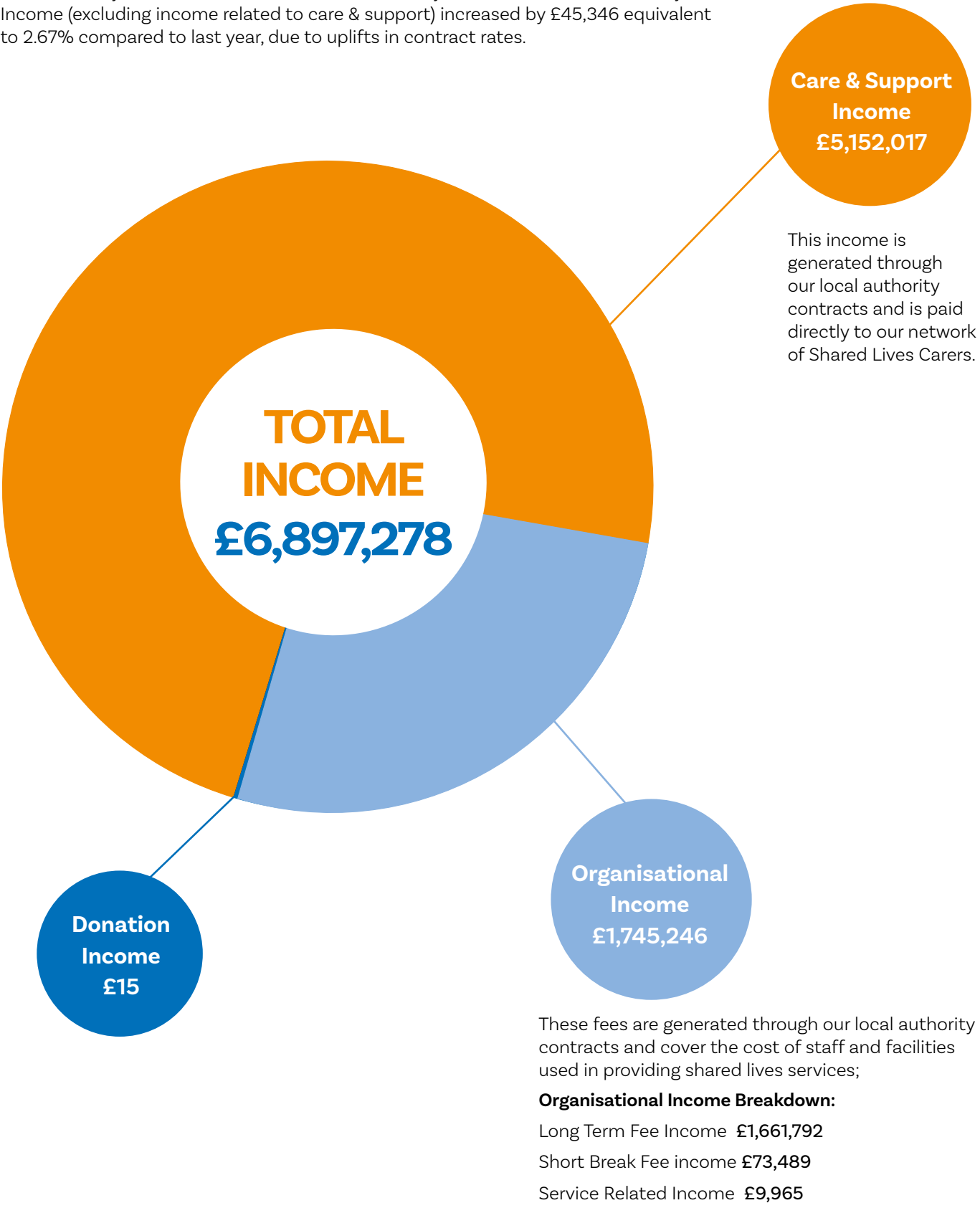
Innovation

Carer Recruitment We will review all aspects of marketing and recruitment so that modern and effective strategies are in place to meet the carer recruitment needs of 'Growing Shared Lives' initiatives.



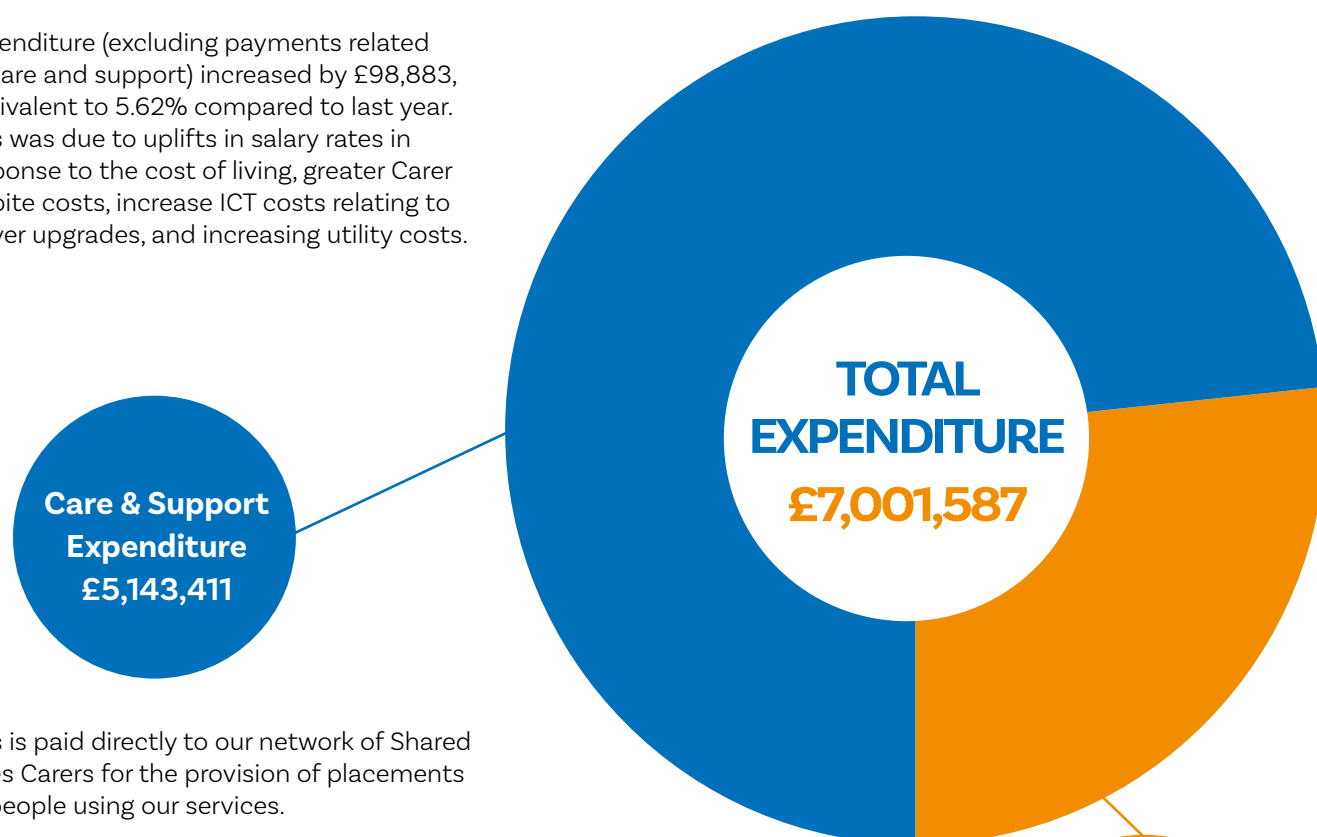
Income

Our primary source of income is from the five Shared Lives contracts we have with local authority commissioners in Cornwall, Devon, Plymouth, Somerset and Torbay. Income (excluding income related to care & support) increased by £45,346 equivalent to 2.67% compared to last year, due to uplifts in contract rates.



Expenditure

Expenditure (excluding payments related to care and support) increased by £98,883, equivalent to 5.62% compared to last year. This was due to uplifts in salary rates in response to the cost of living, greater Carer respite costs, increase ICT costs relating to server upgrades, and increasing utility costs.



This is paid directly to our network of Shared Lives Carers for the provision of placements to people using our services.

Staff Costs £1,264,078

Salaries, pensions & National Insurance

Respite & Service Costs £322,266

Carer respite payments, carer training and operational costs

Establishment Costs £200,895

Property costs, office costs, mileage and travel expenses, marketing and advertising, depreciation and ITC costs

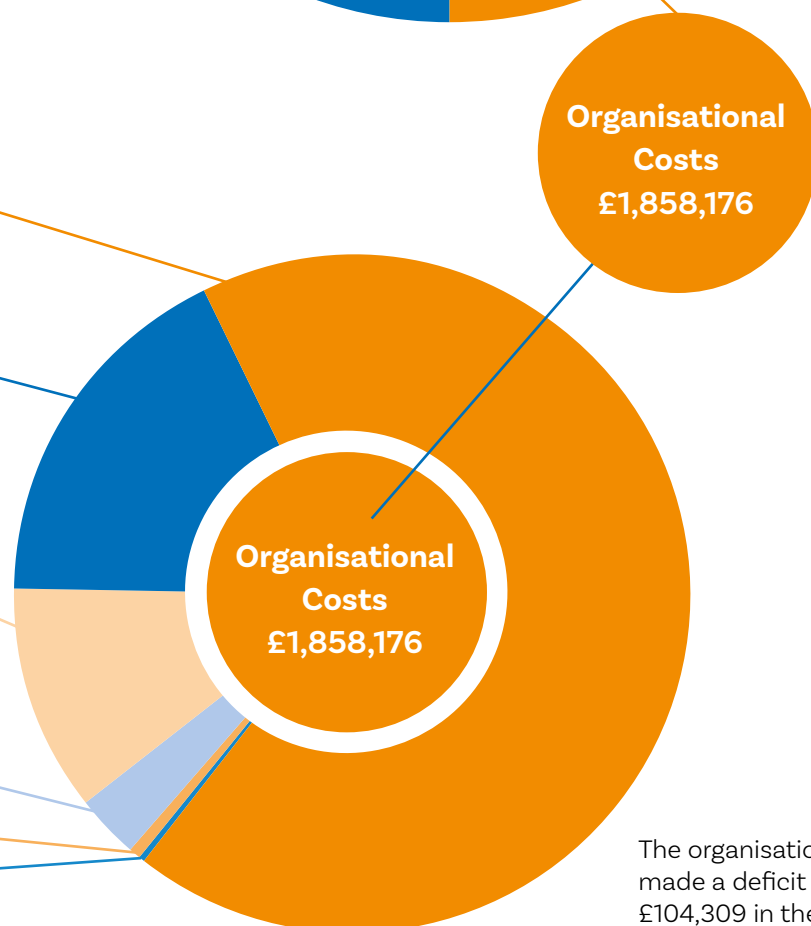
Fees and charges £57,670

Insurances, legal fees, accountancy fees, consultancy fees, Group Life policy and banking costs

Depreciation £9,774

Trustee Costs £3,493

Board meetings and trustee travel costs



The organisation made a deficit of £104,309 in the year.

Financial Considerations

RESERVES

The Board of Trustees reviews the organisation's reserves policy on an annual basis. It agreed that SLSW should hold unrestricted general reserves sufficient to provide for; the working capital needed as a result of paying carers before being reimbursed by the local authorities that commission our services; the financial impact of losing a major contract; and to provide designated funding for specific projects. The reserves policy was reviewed by the Board of Trustees at the January 2023 board meeting.

The board review the required general reserves needed to cover working capital requirements and the impact of major contract loss, concluding that the desired level of unrestricted reserves (excluding designated funds) should be no less than £558,000. The balance achieved at 31 March 2023 was £511,302.

The total amount of unrestricted funds as of 31 March 2023 was £567,198. This included the following designated funds:

ITC Development	£2,118
Special Projects	£14,716
Service User Involvement	£14,171
Training & Development	£6,585
Marketing	£0
Carer Support	£18,306

INVESTMENT

The Board of Trustees recognises that surplus funds should be managed to optimise financial returns and ensure that the organisation's objectives can be achieved.

Due to current liquidity requirements and the level of risk required to achieve meaningful return on investment, SLSW have not currently allocated any reserves in investment opportunities.

FINANCIAL CONTROLS

The Board of Trustees reviews financial controls regularly, both internally and through engagement with the auditors. All financial policies were reviewed by the Chief Executive, whilst at board level the reserves, Investment and Authorisation Levels policies were reviewed and updated as part of the budget setting process in January.

GOING CONCERN

The Board of Trustees has reviewed our financial position and the financial forecasts, taking into account the levels of reserves, long term contracts, the systems of financial controls, risk management and recent financial performance. Accordingly, the Board of Trustees has a reasonable expectation that the charity has adequate resources to continue to operate for the foreseeable future. As a consequence, it continues to adopt the going concern basis in preparing annual accounts.

Structure, governance and leadership

CHARITABLE OBJECTIVE

The principal activity of SLSW is to deliver a range of Shared Lives services (formerly known as adult placement services) across the South West of England – primarily Devon, Cornwall, Plymouth, Somerset and Torbay. This is done through our network of assessed and approved Shared Lives Carers who offer accommodation, care and support within their own family homes. Shared Lives promotes the strengths and abilities of each individual and gives adults with a wide range of support needs the opportunity to share in family and community life. The Board of Trustees have complied with their duty within the Charities Act 2011 by having referred to the Public Benefit Guidance published by the Charity Commission.

The main beneficiaries of Shared Lives South West are the people who use our services, which is outlined in our charitable objects as being anyone in need, by reason of age, ill-health, financial hardship or other disadvantage (and in particular, but without limitation, elderly people, victims of domestic violence or abuse, homeless people, people in need of after-care and assistance following discharge from hospital or a care facility, or people seeking asylum or

granted refugee status), of accommodation, and/or care and support services. Where the necessary funding is available, access to support is open to all who could benefit.

LEGAL AND CHARITABLE STATUS

SLSW was registered as a charity on 1st July 2004 (registered charity number: 1104699) and was incorporated as a company limited by guarantee on 26th January 2004 (number: 05025213). The organisation formally changed its name on 11th May 2011 to Shared Lives South West.

The charity is governed by its memorandum and articles of association. SLSW is registered with the Care Quality Commission as we are a provider of personal care.

The organisation officially launched its services on 1st April 2004

BOARD OF TRUSTEES

Under company law, the Board of Trustees acts as the company director of the charity, and under charity law it has legal duties and responsibilities.

Christian Jenkins (Chair)

Maureen Read

Nicholas Jones

Timothy Southern

Michael Knight (Appointed 13 July 2022)

Karen Martin (Appointed 21 September 2022)

Dominic Myers (Appointed 10 May 2023)

Lesley Stacey-Marks (Appointed 10 May 2023)

Michael White (Resigned 11 May 2022)

Julie Longton (Resigned 4 August 2022)

Francis Bourke (Resigned 21 September 2022)

At the AGM on 21 September 2022 Karen Martin joined the board, whilst Francis Bourke and Julie Longton resigned from the board. Michael Knight joined on 13 July 2022 and Dominic Myers and Lesley Stacey-Marks joined on 10 May 2023.

The Board of Trustees held regular meetings in July 2022, September 2022, November 2022, and January 2023, and held a Board Away Day in March 2023. The meeting planned for May 2022 was cancelled due to shortage of attendees.

New trustees are recruited to the Board of Trustees through formal and informal advertising. Trustees are recruited on the basis of expertise and knowledge in relevant areas and taking geographical representation into account. New trustees receive appropriate induction and written information about their role.

The Board of Trustees delegates the running of Shared Lives South West to the Chief Executive within agreed policies and operational objectives. The Chief Executive is responsible for ensuring the delivery of these objectives working closely with the staff team of SLSW.

LEADERSHIP AND STAFFING

Key leadership personnel

Chief Executive	Dominic Spayne
Team Leaders	Laura Maker
	Donna Bounden
	Rebecca Shepstone
	Rose Gapper
	Amanda Maggs
	Edward Bunce-Phillips

The Chief Executive also fulfils the role of Company Secretary.

As of 1 April 2022 there were 43 staff employed. During the year, 8 new staff joined the organisation, whilst 8 staff left.

As of 31 March 2023 there were 43 employees, comprised of 15 full time staff and 28 part time staff, which was a full time equivalent of 35 employees.

Sickness absences were 3.69% compared to 4.18% in 2021/2022.

RISK MANAGEMENT

The Board of Trustees is responsible for ensuring prudent management of the risks faced by SLSW. It delegates the monitoring and review of risks on an ongoing basis to the Chief Executive and Leadership Team.

A risk register is maintained and reviewed on a regular basis by the

Leadership Team and on a quarterly basis by the Board of Trustees. As part of the planning and budgeting process each year, risks and appropriate controls are identified, documented and assessed.

Principal Risks and Uncertainties

RISK	MANAGEMENT
Decline in long term service users or lack of referrals for the service	<p>Team Leaders and Coordinators creating networking relationships with care managers, funders or commissioners</p> <p>Marketing and communications plans to generate referral of people who use our service and enquiry of carers, update website vacancies</p> <p>Diversification of client group</p> <p>Placements monitored to ensure safety and satisfaction</p>
Physical, sexual, financial, etc abuse of person using our service by carer (including death or serious injury)	<p>Safeguarding policy and procedures, serious incident reporting</p> <p>Regular triangulation across family and other support providers</p> <p>Carer assessment and approval, rigorous assessment checks, matching, carer training inc. Safeguarding Adults, First Aid and Health & Safety</p> <p>Monitoring procedures, ensuring all required visits to carers take place, close management of complex cases</p> <p>Ensuring carer & scheme insurance is in place</p> <p>Corporate appointeeship scheme, agreements for those not using it, My Money reviews</p>
Delays in payments from local authorities results in cash-flow challenges	<p>Early communication with Treasurer and Chair</p> <p>Chief Executive to liaise with senior contacts in local authority for support with payment</p> <p>Invoice Financing and small overdraft facility remains an option with the bank if considered appropriate</p> <p>Weekly payment runs, payment terms on short breaks, and payment date of long term care and support could all be reviewed if absolutely necessary</p>
Lack of carers to meet contract or demand	<p>Undertaking full review of carer recruitment process, including marketing and communication, to develop grow of applications</p> <p>Increase marketing budget</p> <p>Liaise with commissioners and carers</p>

The Board of Trustees is aware of some general uncertainties relating to the work of SLSW which it monitors as required through discussion with the Chief Executive and Leadership Team. These include;

- Significant changes in the provision of social care that might affect the Shared Lives model
- Significant changes to the welfare benefits system that might impact on the ability of people who use our service to afford Shared Lives services
- Significant changes in the financial ability of our key local authorities to contract with us for the delivery of services
- Changes arising within the emerging Shared Lives market that change how Shared Lives services are commissioned.

APPROVAL PANEL

Shared Lives South West use volunteers, with relevant experience in health or social care, to form an independent approval panel. The approval panel held 15 approval meetings in the year where they interviewed 28 prospective Carers, taking evidence from the Shared Lives Coordinator who assessed them, ultimately recommending that all 28 should be approved by the Registered Manager.

STATEMENT OF TRUSTEES RESPONSIBILITIES

Law applicable to charities in England and Wales requires the Board of Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing financial statements, the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles of the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue its operations.

The Board of Trustees is responsible for keeping proper accounting records, which disclose with reasonable accuracy the financial position of the charitable company and enable it to ensure that the financial statements comply with the Companies Act 2006. It is also responsible for safeguarding the assets of the charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In accordance with company law, as the company's directors, we confirm that:

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

This report has been prepared in accordance with the Charity's Statement of Recommended Practice: SORP (FRS102) and in accordance with the special provisions of part 16 of the Companies Act 2006 relating to small entities.

Approved by the Board of Trustees of Shared Lives South West on 13th September 2023 and signed on its behalf by:



Christian Jenkins
Chair

Independent Auditor's Report to the Members of Shared Lives South West Year Ended 31st March 2023

OPINION

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

In our opinion, the financial statements:

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

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the 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 or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the Trustees' Report (which includes the

directors' report prepared for the purposes of company law), for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

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

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Statement of Trustees' Responsibilities set out on page 33, the trustees (who are also the directors of the Charity 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

As part of our audit planning we obtained an understanding of the legal and regulatory framework that is applicable to the Charity and the sector in which it operates to identify the key laws and regulations affecting the Charity. The key regulations we identified were Charity legislation, Care Quality Commission regulations, The General Data Protection Regulation (GDPR), health and safety regulations, employment laws, and Charity Commission requirements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements, primarily the Companies Act 2006, the Charities Act and the Charities SORP (FRS102).

We discussed with management how the compliance with these laws and regulations is monitored and discussed policies and procedures in place. We also identified the individuals who have responsibility for ensuring that the Charity complies with laws and regulations and deals with reporting any issues if they arise. As part of our planning procedures, we assessed the risk of any non-compliance with laws and regulations on the Charity's ability to continue its activities and the risk of material misstatement to the accounts.

Based on this understanding we designed our audit procedures to identify non-compliance with such laws and regulations. Our procedures involved the following:

- Enquiries of management and those charged with governance regarding their knowledge of any non-compliance with laws and regulations by the charity or its subsidiary that could affect the financial statements. As part of these enquiries we also discussed with management whether there have been any known instances, allegations or suspicions of fraud, of which there were none.
- Reviewed filings with the Charity Commission and enquired with management whether there were any Serious Incident Reports made during the year of which there were none.
- Reviewed legal and professional costs to identify any possible non compliance or legal costs in respect of non compliance;
- Reviewed Board minutes;
- Reviewed the latest Care Quality Commission (CQC) report (March 2019) as well as the CQC's Summary Record of their Covid-19 Engagement and Support call (June 20).
- Audited the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions outside the normal course of business of

which there were none.

- Reviewed estimates and judgements made in the accounts for any indication of bias and challenged assumptions used by management in making the estimates.
- Obtained direct confirmation from a sample of carers of the care and support payments made to them during the year.
- Ensured payments to carers matched carer income.
- Performed proof in total testing for all major unrestricted income streams giving assurance as to the allocation of unrestricted funds.

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 Charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

PKF Francis Clark

Sharon Austen FCCA (Senior Statutory Auditor)
PKF Francis Clark, Sigma House, Oak View Close
Edginswell Park, Torquay TQ2 7FF
September 21, 2023

Statement of Financial Activities

(incorporating the Income and Expenditure Account) Year Ended 31st March 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	2	-	15	15	381
Charitable activities	3	1,745,246	5,152,017	6,897,263	6,328,571
Total Income		<u>1,745,246</u>	<u>5,152,032</u>	<u>6,897,278</u>	<u>6,328,952</u>
Expenditure on:					
Charitable activities	4	1,858,176	5,143,411	7,001,587	6,387,964
Total Expenditure		<u>1,858,176</u>	<u>5,143,411</u>	<u>7,001,587</u>	<u>6,387,964</u>
Net (expenditure) / income		(112,930)	8,621	(104,309)	(59,012)
Transfers between funds		-	-	-	-
Net Movement in Funds		<u>(112,930)</u>	<u>8,621</u>	<u>(104,309)</u>	<u>(59,012)</u>
Reconciliation of funds:					
Total funds brought forward		680,128	5,708	685,836	744,848
Total funds carried forward		<u>567,198</u>	<u>14,329</u>	<u>581,527</u>	<u>685,836</u>

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

All income and expenditure derive from continuing activities. The notes on pages 38 to 43 form part of the financial statements.

Balance Sheet

31st March 2023

	Note	2023 £	2022 £
Fixed Assets			
Tangible assets	8	<u>33,994</u>	<u>36,866</u>
		<u>33,994</u>	<u>36,866</u>
Current Assets			
Debtors	9	<u>497,969</u>	<u>685,407</u>
Cash at bank and in hand		<u>302,460</u>	<u>731,503</u>
		<u>800,429</u>	<u>1,416,910</u>
Creditors - amount falling due within one year	10	<u>252,896</u>	<u>767,940</u>
Net current assets		<u>547,533</u>	<u>648,970</u>
Net assets		<u>581,527</u>	<u>685,836</u>
Funds	11		
Unrestricted funds - General		<u>511,302</u>	<u>590,787</u>
Unrestricted funds - Designated		<u>55,896</u>	<u>89,341</u>
Restricted funds		<u>14,329</u>	<u>5,708</u>
Total charity funds		<u>581,527</u>	<u>685,836</u>

The accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Trustees on September 21, 2023 and signed on their behalf by:



Christian Jenkins

Chair

Company Number: 05025213

The notes on pages 38 to 43 form part of the financial statements.

Statement of Cash Flows

Year Ended 31st March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash (used in) /provided by operating activities (see below)		(420,431)	207,195
Cash flows from investing activities			
Purchase of equipment	8	(8,612)	(20,369)
Cash used in investing activities		(8,612)	(20,369)
Change in cash and cash equivalents in the year		(429,043)	186,826
Cash and cash equivalents at the beginning of the year		731,503	544,677
Cash and cash equivalents at the end of the year		<u>302,460</u>	<u>731,503</u>
Reconciliation of net income/(expenditure) to net cash flow from operating activities:			
Net (expenditure) for the year (per statement of financial activities)		(104,309)	(59,012)
Adjustments for:			
Depreciation	8	11,484	10,832
Decrease in debtors	9	187,438	111,878
(Decrease)/Increase in creditors	10	(515,044)	143,497
Net cash (used in)/provided by operating activities		<u>(420,431)</u>	<u>207,195</u>

The notes on pages 38 to 43 form part of the financial statements.

Notes and Accounting Policies

Year Ended 31st March 2023

1 ACCOUNTING POLICIES

a Basis of preparation and assessment of going concern

The financial statements have been prepared under the historical cost convention with items being recognised at cost or transaction value unless otherwise stated in the notes to these accounts.

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) (effective 1 January 2019), FRS 102 and with the requirements of the Companies Act 2006.

The Charity constitutes a public benefit entity as defined by FRS102.

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

The functional and presentational currency is sterling.

b Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 32. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

The charitable company was incorporated in England and Wales.

c Fund accounting

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

The charity has designated certain funds for specific purposes although there is no legal force for the designations.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the local authorities or which have been obtained by the charity for particular purposes. The majority of restricted funds relate to care payments received that enable payments to be made to carers.

d Judgements

In application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. No judgements are considered to be key apart from the definition of key management personnel as described in Note 5.

e Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Management fee, administration fee and service related income is recognised in the period in which the associated service is performed.

Care payments received from local authorities to purchase placements for service users are recognised when the placements have been provided.

Voluntary income including grants, donations, gifts and legacy income is recognised when there is entitlement, receipt is probable and the amount can be measured with sufficient reliability.

f Expenditure

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

Where costs relate to both Shared Lives and governance activity they have been apportioned on the basis of the time spent by staff on each activity.

Governance costs include those costs associated with meeting constitutional and statutory requirements of the charity and costs linked to strategic management of the charity. All governance costs are

allocated to charitable activities as shown in note 4.

Database costs are expensed in the period in which they occur.

Irrecoverable VAT is included in the Statement of Financial Activities under the appropriate expenses heading.

g Reserves

Shared Lives South West aims to hold unrestricted general reserves of £558,000.

h Fixed assets and depreciation

Fixed assets are included at cost and the capitalisation threshold is £1,000.

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

IT Equipment	5 years
Fixtures and Fittings	4 years
Office Equipment	5 years

The charity has not capitalised the cost of constructing its database as permitted by FRS102.

i Pension costs

The Charity participates in the following pension schemes:

- A defined contribution pension scheme administered by Scottish Widows. Contributions to the scheme are charged to the SOFA. Shared Lives South West will match employee contributions to the pension scheme on a one-to-one basis up to the maximum of 5% pensionable salary.
- Local Government Pension Scheme (LGPS). The LGPS is a funded defined benefit scheme that currently provides retirement benefits based on career average revalued salary and length of service in employment. Shared Lives has entered into arrangements through its contract with the Local Authority to the effect that its liability is capped at the level of payments for ongoing service during the period of the contract, as determined by the Scheme's triennial actuarial valuation. The funding risk for any past service deficit contribution remains with Somerset County Council. Pension costs are therefore accounted for as in a defined contribution scheme. Throughout the year ended 31 March 2023 there were no employees left within the scheme.

j Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA on a straight line basis over the period of the lease.

k Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments.

The company holds the following financial instruments, all of which are considered to be basic:

- Short term trade debtors and creditors.

2 DONATIONS

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Donations	-	15	15	381

All 2022 donations related to unrestricted funds.

3 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Shared Lives services				
Management fee and care payment for long term services:	1,661,792	4,249,907	5,921,699	5,363,376
Management fee and care payment for short break services:	73,489	882,251	955,740	942,806
Service related income	9,965	9,859	19,824	22,389
	<u>1,745,246</u>	<u>5,152,017</u>	<u>6,897,263</u>	<u>6,328,571</u>

Income from charitable activities in 2022 related to £1,699,900 unrestricted funds and £4,628,671 restricted funds.

4 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	2023 £	2022 £
Shared Lives services				
<i>Shared Lives long term services:</i>				
Establishment costs	190,851	-	190,851	167,771
Depreciation	9,285	-	9,285	10,290
Fees and charges	54,787	-	54,787	54,566
Staff costs	1,200,874	-	1,200,874	1,179,771
Service costs	322,181	1,253	323,434	269,050
	<u>1,777,978</u>	<u>1,253</u>	<u>1,779,231</u>	<u>1,681,448</u>
<i>Care payments to carers:</i>				
Long term service	-	4,259,907	4,259,907	3,760,955
<i>Care payments to carers:</i>				
Short break service	-	882,251	882,251	867,716
	<u>1,777,978</u>	<u>5,143,411</u>	<u>6,921,389</u>	<u>6,310,119</u>
<i>Governance Costs:</i>				
Establishment costs	10,044	-	10,044	8,832
Depreciation	489	-	489	542
Fees and charges	2,883	-	2,883	2,872
Staff costs	63,204	-	63,204	62,093
Service costs	85	-	85	-
Trustee costs	3,493	-	3,493	3,506
	<u>80,198</u>	<u>-</u>	<u>80,198</u>	<u>77,845</u>
	<u>1,858,176</u>	<u>5,143,411</u>	<u>7,001,587</u>	<u>6,387,964</u>

The charity has just one activity, the provision of Shared Lives Services, against which all expenditure has been allocated, including governance costs.

In 2022, total expenditure on charitable activities was £6,387,964 of which £1,759,293 was general and £4,628,671 was restricted. Restricted funds included £3,760,955 Long term service care payments and £867,716 Short break service.

There were no restricted governance costs.

5 ANALYSIS OF STAFF COSTS, TRUSTEES' REMUNERATION AND EXPENSES AND THE COSTS OF KEY MANAGEMENT PERSONNEL

Trustees do not receive any remuneration or benefits by virtue of their position as trustees.

Three trustees (2022: six) have been reimbursed a total of £662 (2022: £986) for travel expenses. A further £49 (2022: £594) has been paid directly to third parties mainly relating to travel and board meetings.

	2023 £	2022 £
Salaries costs	1,049,893	1,038,132
National Insurance costs	95,146	84,285
Pension costs	64,177	62,909
Other staff costs	54,862	56,538
	<u>1,264,078</u>	<u>1,241,864</u>
Full time equivalent number of employees during the year	<u>35</u>	<u>37</u>

The average number of employees during the year was 43 (2022: 45).

No employees earned emoluments, excluding pension contributions, but including benefits in kind, equal to or greater than £60,000 per annum (2022: none).

The key management personnel during 2023 comprised the Chief Executive, the Funding and Benefits Leader, the People and Culture leader and four Shared Lives Team Leaders.

The aggregate employee benefits payable to key management personnel for the year was £290,072 (2022: £309,801).

6 TAXATION

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

7 NET INCOME

	2023 £	2022 £
This is stated after charging:		
Pension costs	64,177	62,909
Auditors remuneration:		
Audit	10,000	8,000
Other services	3,250	2,250
Depreciation	<u>11,484</u>	<u>10,832</u>

8 TANGIBLE FIXED ASSETS

	IT Equipment £	Office Equipment £	Fixtures & Fittings £	Total £
Cost				
At 1 April 2022	102,313	22,043	34,138	158,494
Additions	8,612	-	-	8,612
Disposals	(39,158)	(4,076)	(19,073)	(62,307)
At 31 March 2023	<u>71,767</u>	<u>17,967</u>	<u>15,065</u>	<u>104,799</u>
Depreciation				
At 1 April 2022	70,854	16,636	34,138	121,628
Charge for year	9,928	1,556	-	11,484
Disposals	(39,158)	(4,076)	(19,073)	(62,307)
At 31 March 2023	<u>41,624</u>	<u>14,116</u>	<u>15,065</u>	<u>70,805</u>
Net book value at 31 March 2023	<u>30,143</u>	<u>3,851</u>	<u>-</u>	<u>33,994</u>
At 31 March 2022	<u>31,459</u>	<u>5,407</u>	<u>-</u>	<u>36,866</u>

9 DEBTORS: DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade Debtors	384,073	532,714
Prepayments	52,764	50,979
Accrued Income	33,202	31,879
Other debtors	27,930	69,835
	<u>497,969</u>	<u>685,407</u>

10 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	139,998	499,454
Other creditors	246	1,456
Other Taxation and social security	70,624	89,374
Accruals	31,823	164,691
Deferred Income	10,196	12,965
	<u>252,887</u>	<u>767,940</u>

11 FUNDS**Current year:**

	At 01.04.22	Income	Expenditure	Transfer	At 31.03.23
	£	£	£	£	£
Unrestricted funds – General	590,787	1,745,426	(1,834,731)	10,000	511,302
Unrestricted funds – Designated					
ITC Development Reserve	7,854	-	(5,736)	-	2,118
Special Projects Reserve	14,716	-	-	-	14,716
Service User Involvement Reserve	14,248	-	(77)	-	14,171
Training & Development Reserve	6,585	-	-	-	6,585
Marketing Reserve	10,000	-	-	(10,000)	-
Pandemic Response Reserve	-	-	-	-	-
Carer Support	35,938	-	(17,632)	-	18,306
Total designated funds	89,341	-	(23,445)	-	55,896
Total unrestricted funds	680,128	1,745,246	(1,858,176)	-	567,198
Restricted funds:					
Care payments	-	5,142,158	(5,142,158)	-	-
Cornwall Dementia & MH Project	-	9,859	-	-	9,859
Donated Funds for Events Reserve	5,708	15	(1,253)	-	4,470
Total restricted funds	5,708	5,152,032	(5,143,411)	-	14,329
Total funds	<u>685,836</u>	<u>6,897,278</u>	<u>(7,001,587)</u>	<u>-</u>	<u>581,527</u>

Financial Statements

11 FUNDS continued

Previous year:	At 01.04.21 £	Income £	Expenditure £	Transfers £	At 31.03.22 £
Unrestricted funds – General	624,344	1,699,900	(1,759,293)	25,836	590,787
Unrestricted funds – Designated					
ITC Development Reserve	10,000	-	-	(2,146)	7,854
Special Projects Reserve	14,716	-	-	-	14,716
Service User Involvement Reserve	14,323	-	-	(75)	14,248
Training & Development Reserve	10,000	-	-	(3,415)	6,585
Marketing Reserve	10,000	-	-	-	10,000
Pandemic Response Reserve	6,022	-	-	(6,022)	-
Carer Support	50,000	-	-	(14,062)	35,938
Total designated funds	115,061			(25,720)	89,341
Total unrestricted funds	739,405	1,699,900	(1,759,293)	116	680,128
Restricted funds:					
Care payments	-	4,628,671	(4,628,671)	-	-
Cornwall Dementia & MH Project	-	-	-	-	-
Donated Funds for Events Reserve	5,443	381	-	(116)	5,708
Total restricted funds	5,443	4,629,052	(4,628,671)	(116)	5,708
Total funds	744,848	6,328,952	(6,387,964)	-	685,836

Unrestricted fund

The unrestricted fund relates to the management fee and admin fee received from local authorities, service related income and bank interest received. These funds are used to meet the operating costs incurred by the organisation.

Designated funds

ITC Development Reserve – To fund the development of our bespoke database to the point of completion, as well as providing for the procurement of IT equipment and upgrades to our website.

Special Projects Reserve – To provide for investment in specific expertise sufficient to support exploration of new opportunities outside of the scope of our current service.

Service User Involvement Reserve – To ensure the long-term project of involving service users at all levels of the organisation can be achieved.

Training & Development Fund – To support cultural change work, leadership development and individual or group coaching, needed as a result of organisational changes.

Marketing Reserve – To provide resources to pursue additional carer recruitment campaigns.

Pandemic Response Reserve – To address additional resource requirements specifically associated to responding to the COVID-19 pandemic.

Carer Support – To cover the cost of specific activities that encourage ongoing support and engagement of the Carer network.

Restricted funds

Cornwall Dementia & MH Project – To fund the first visit for any service user with dementia using the short breaks service.

Analysis of assets between funds

All funds are represented by net current assets apart from the General Fund that includes £33,994 (2022: £36,866) fixed assets.

12 FUNDS RECEIVED AS AGENT

Shared Lives South West is the Corporate Appointee for the majority of its service users and collects benefits as agents on their behalf. These benefits are paid into a ring fenced Corporate Appointee Client Fund which Shared Lives operate as agents and use to pay service users' expenses including their contributions towards their care and support costs through fairer charging. Any balance of service users' benefits are paid to the service users.

During the year, receipts totalling £6,536,742 (2022: £6,189,900) and payments totalling £ 6,762,324 (2022: £6,094,384) were dealt with in this way. The balance of the Corporate Appointee Client Fund at 31 March 2023 was £800,565 (2022: £813,038). These balances are not included in the statement of financial activities or balance sheet in accordance with SORP FRS102.

13 OPERATING LEASE COMMITMENTS

The total of future minimum lease payments is as follows

Land & Buildings

	2023	2022
	£	£
In less than 1 year	34,392	27,795
Within 2-5 years	<u>38,750</u>	<u>-</u>

During the year lease payments totalling £54,900 (2022: £33,500) were recognised as an expense.

14 CONTROL AND RELATED PARTY TRANSACTIONS

There have been no related party transactions in the year ended 31 March 2023.

15 PENSION

The Organisation participates in two pension schemes:

Defined Benefit Scheme

The four staff that transferred under TUPE to Shared Lives South West on 1 November 2019 are entitled to participate in the Local Government Pension Scheme (LGPS) as administered by Somerset County Council. Shared Lives South West participates in this scheme on a closed admission basis, and staff participation is limited to contributing employees at 1 November 2019. The LGPS is a contribution based funded defined benefit scheme that currently provides retirement benefits based on career average revalued salary and length of service in employment.

Subject to certain conditions, which Shared Lives South West has fully complied with, Somerset County Council acts as guarantor to the Pension Scheme. Under this arrangement Shared Lives South West's liability is capped at the level of payments for ongoing service during the period of the contract, as determined by the Scheme's triennial revaluation.

The funding risk for any past service deficit contribution remains with Somerset County Council.

Pension costs are therefore accounted for as in a defined contribution scheme.

All four staff members have either left or transferred out of the scheme. During the year ended 31 March 2023, nil employees (2022: 2 employees) participated in the scheme and employer's costs charged to the Statement of Financial Activities, amounted to £nil (2022: £4,828). As at the year end there were no employees left in this scheme.

Defined Contribution Scheme

The charity operates a defined contribution scheme. The assets of the scheme are held separately from those of the company in a fund independently administered by Scottish Widows. The contributions paid from unrestricted funds by the charity to the fund during the year totalled £64,177 (2022: £57,484).

Legal and Administrative

REGISTERED OFFICE

Suite 3, Zealley House, Greenhill Way, Kingsteignton, Newton Abbot TQ12 3SB

Registered Company Number: 05025213 Registered Charity Number: 1104699

BANKERS AND PRINCIPAL ADVISORS**Bankers**

Lloyds Bank
2nd Floor
234 High Street
Exeter
EX4 3ZB

Independent Auditors

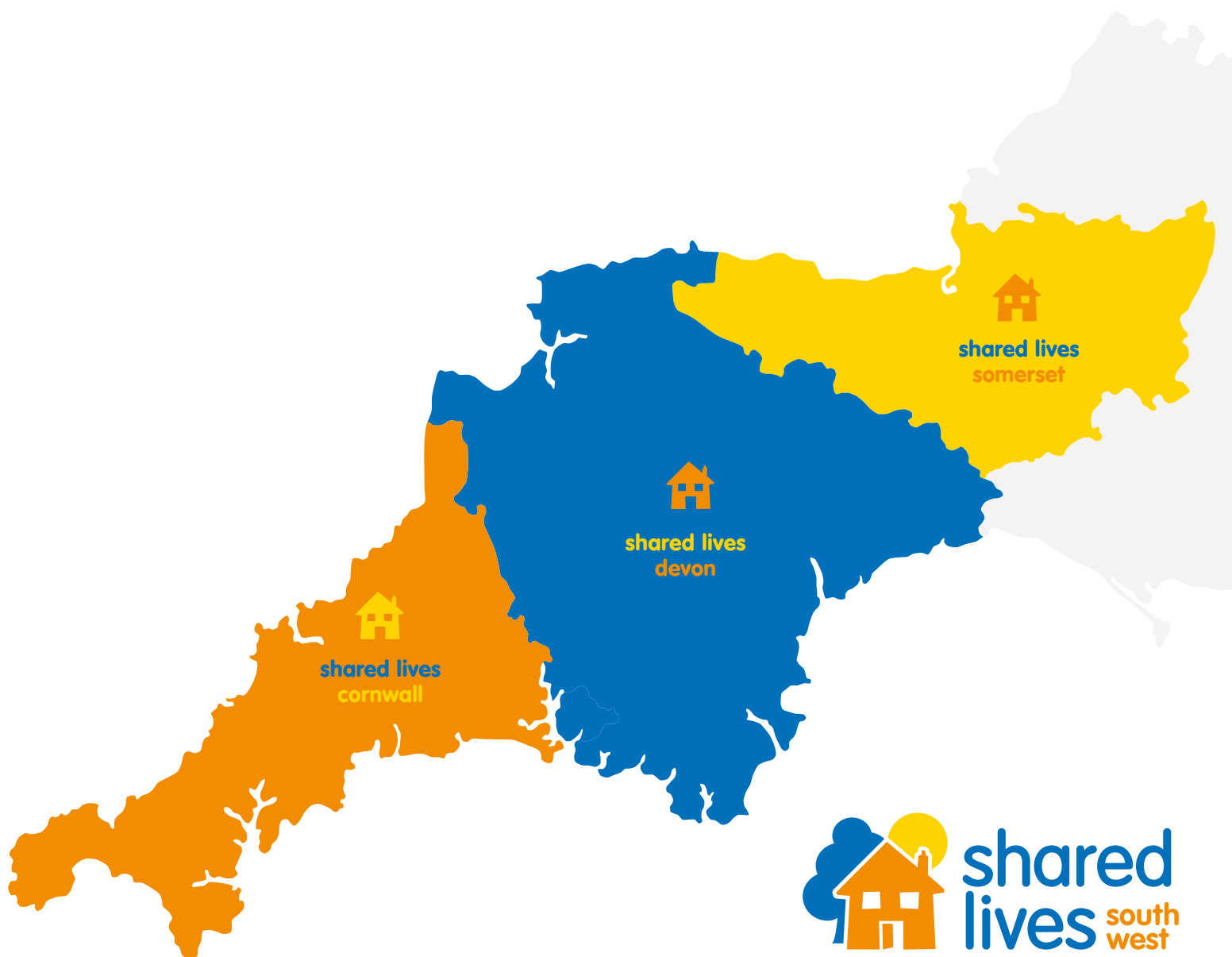
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Registered charity number 1104699.

A not for profit company limited by guarantee and registered
in England and Wales, number 5025213

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