

*Signed*

**Company No. 05436062**  
**Charity No. 1109639**

# **Likewise Community**

## **Report & Accounts**

**For the Year Ended 31 March 2024**

**8 Fairhazel Gardens  
London  
NW6 3SG**

**Likewise**

# **LEARNING REPORT 2024**

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## Executive Summary: 2023-2024

This year, we've made meaningful strides in expanding our reach, deepening our understanding of community needs, and addressing challenges within our work.

### KEY ACHIEVEMENTS

- **Partnerships and Influence:** Prepared for the launch of the Reach Out Camden Partnership while strengthening our role within NHS Core Teams to bridge clinical and community care.
- **Community-Centered Growth:** Enhanced our offerings by listening to the needs of our community, reflected in both 1:1 support and group activities. Attendance at community programs has grown.
- **Creative Therapies Expansion:** Secured funding through City Bridge Trust, enabling us to provide free, accessible creative therapies like art, music, and dance.
- **Tackling Discrimination:** Addressed challenges of discrimination in our work by fostering open team discussions and improving strategies to create inclusive, supportive spaces for all
- **In renewing and growing our staff team post-pandemic.**

### HEADLINE IMPACT

- **Evolving Offerings:** Responded to rising socioeconomic pressures with initiatives like the Admin Afternoon sessions, helping community members navigate practical challenges.
- **Combatting Isolation:** Addressed increasing loneliness in Camden by fostering meaningful relationships—100% of participants in our 6-8 Sessions program reported a positive connection with their keyworker.
- **Service Satisfaction:** Achieved over 90% satisfaction in 1-1 services, with 95% of 6-8 Sessions participants reaching their goals.



## OUR YEAR IN IMPACT

- 90% satisfaction across all our 1-1 services
- More than 60% growth in the number of community programme attendees
- 100% of 1-1 clients reporting a good relationship with their keyworker
- 530 free meals served to the community
- More than 6500 hours of 1-1 support delivered to more than 300 people
- 95% of community attendees reporting a positive impact on their wellbeing
- 71% of 6-8 clients reporting that they are better managing their mental health



## The Growing Need in Our Community

Over the past year, we've seen a significant increase in the need for support across our community and greater Camden. As the cost-of-living crisis deepens, our team has stepped up to provide essential help in response to what staff see daily: more people struggling financially. In our community sessions, the stories of individuals just trying to make ends meet are more frequent, and our hub has become a warm, safe space for many who rely on it in tough times.

Isolation and loneliness are compounding these challenges. Social pressures are pushing more people into isolation, leaving them even more vulnerable to financial strain. Camden now has the second-lowest proportion of social care users who feel they have enough contact with others, with nearly 20% more residents who are single, separated, or widowed than the national average (Camden Council, 2024).

*"You talk to people who, if they had family, would have help with things like letters and passports. Many are truly on their own, isolated. A place like this is like a replacement family, filling a gap in people's lives" –*  
**Support worker**

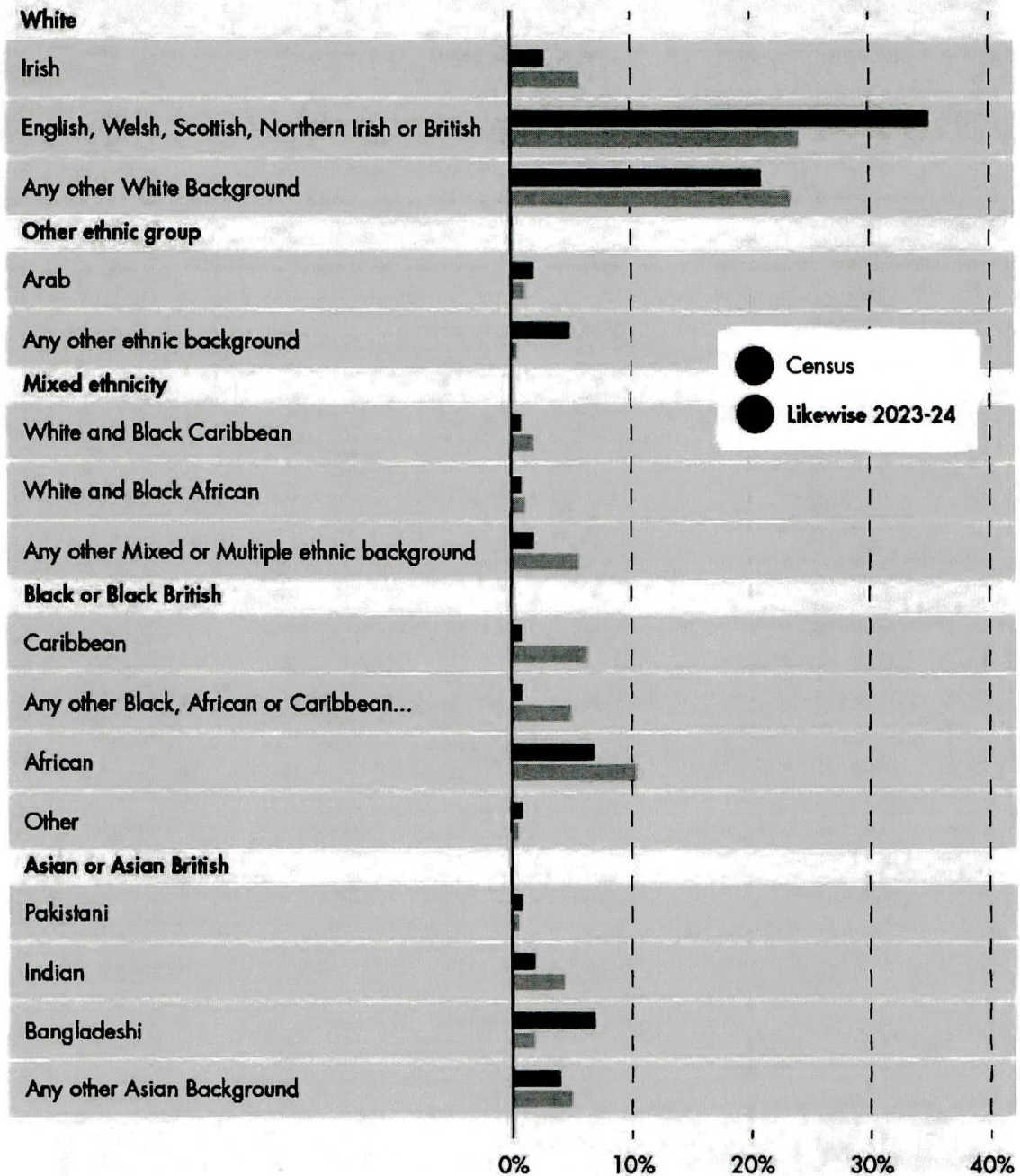
As isolation grows, so does the vulnerability of those without a support network. In response, we've expanded our 1-to-1 and community programs, adding sessions such as our admin support drop in session for anyone needing assistance with paperwork or applications. These sessions are just one way we're helping to bridge the gap.

This past year has shown us the critical role we play in fighting isolation in Camden. Our hub and 1-on-1 sessions are more than just services; they offer connection and companionship—a lifeline to those who need it most. Of those attending our community programs, 88% report a greater sense of belonging. At a time when many feel vulnerable, we're here to foster connection.

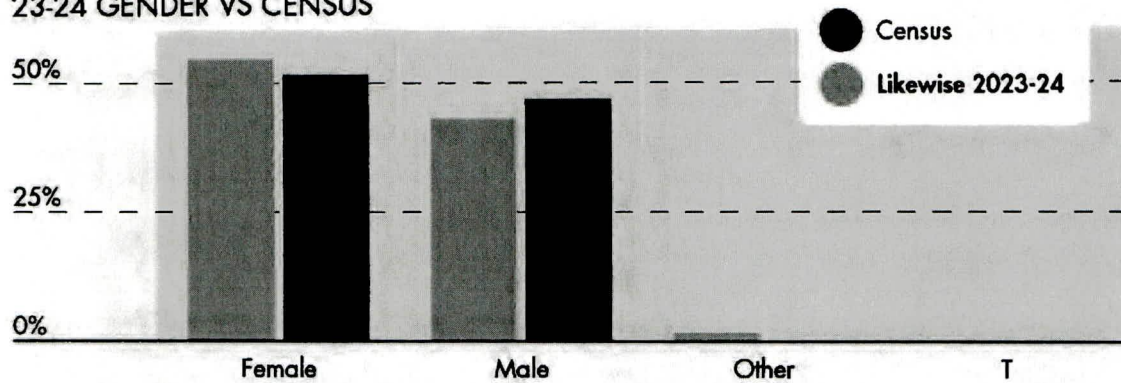
*"People can come in with loads of practical demands, but then deep down it's the quality of relationships that people are missing. I can go through each of my clients and pinpoint the social isolation" –* **Support worker**

## In Numbers

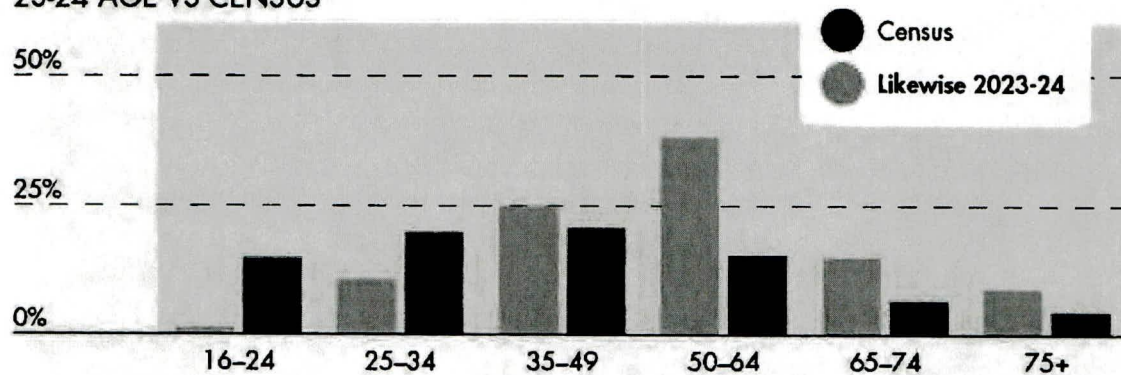
### 23-24 ETHNICITY VS CENSUS



### 23-24 GENDER VS CENSUS



### 23-24 AGE VS CENSUS



### OVERALL FIGURES

	Hours	Sessions	Unique Participants	Total Attendances
1-1 *	6,700 (-14%)	3,027	301	-
Community	1,288 (+8%)	953 (+15%)	165 (+63%)	2,395 (+14%)

\*includes Support and Connect estimate



## Short-term 1-1

### OUR WORK WITH NHS CORE TEAMS: BUILDING TRUST AND A PERSON-CENTRED APPROACH

This past year, our work with NHS Core Teams has been focused on finding our place within the system, supporting Camden's diverse communities, and enhancing multi-disciplinary care. Our Support and Connect service reached an estimated 177 clients, while our community development workers fostered trust by hosting regular coffee mornings and tailored talks for specific groups like the Somali and Chinese communities.

Our collaboration with clinical staff has created meaningful, multi-disciplinary support opportunities. Regular team meetings allow us to tap into clinical expertise, enriching client care. For example:

*"I worked with a woman who was initially distrustful of professionals after difficult experiences. By creating a safe space to share, I helped bridge her care with a psychiatrist she was wary of. Setting up a three-way meeting allowed her to try new treatments. Over time, she reflected on her journey, realizing that she didn't have to judge professionals by past experiences. Without this collaboration, she would have likely left feeling frustrated." – Support and Connect Worker*

Alongside Mind in Camden, we've also implemented an evaluation role within the Core Team to assess service impact through staff and service user feedback. This evaluation has led to innovations such as the Kentish Town Triage Calls Pilot.

### KENTISH TOWN TRIAGE CALLS PILOT

The Kentish Town Core Teams trialled brief introductory calls for new referrals to learn about clients' needs and goals. Our evaluation showed these calls significantly improved client experiences, especially due to their person-centred nature. Interviews and data revealed that clients felt more understood and supported. The success of this approach has made these triage calls a permanent part of the process, demonstrating our commitment to a more person-centred system.

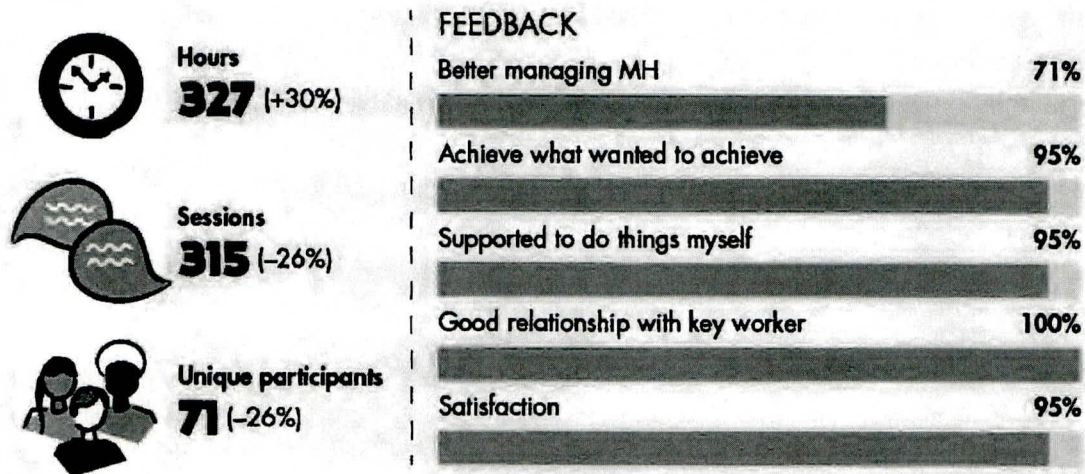
Through our work with NHS Core Teams, we're not only enhancing trust and connection but also taking tangible steps to build a healthcare system that genuinely centres on each person's needs.

## OUR KEY LEARNING: BALANCING INDEPENDENCE WITHIN THE NHS

This year, we've deepened our understanding of what it means to work within the NHS system. Previously, we focused on moving from a position of independence to a willingness to collaborate within the system. Now, we're learning that while partnership is essential, some aspects of our work require us to maintain a degree of independence to deliver the kind of support our community needs.

Navigating KPIs and standard metrics has presented challenges, as these measurements don't always align with our approach to support. In the coming year, we will continue exploring how we can fully participate in the health and social care system while preserving the flexibility and independence crucial to our practice—especially when it comes to standardized reporting.

## 6-8



### PREPARING FOR TRANSFORMATION IN OUR 6-8 SERVICE

Our 6-8 service has been gearing up for significant changes this year as part of Reach Out Camden—a partnership among four Camden-based community organizations designed to create a single point of access for referrals. This single referral point will improve collaboration across services and reduce the need for individuals to retell their stories repeatedly.

Early in the year, we operated at reduced capacity for the 6-8 service, even pausing referrals to address a growing waitlist. This slowdown was mainly due to staffing challenges and fewer placement students than usual to support our sessions. By year-end, however, we returned to normal service levels, and we anticipate a strong increase in the number of people we'll serve in the coming year.

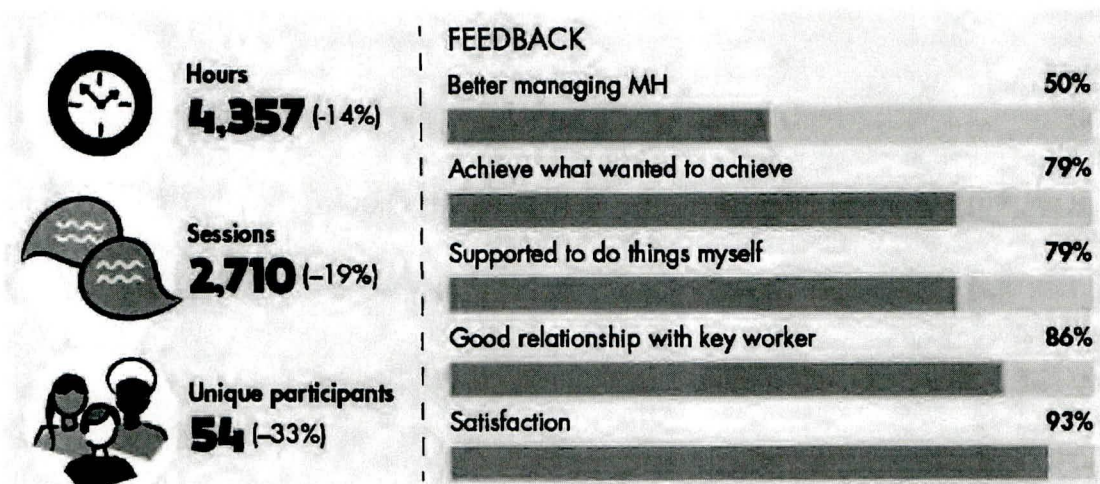
Despite these capacity challenges, we maintained our high standard of support, with 95% of participants reporting satisfaction and achieving their goals. This demonstrates our commitment to delivering impactful, person-centred support through the 6-8 service.

## **OUR KEY LEARNING: BUILDING PARTNERSHIPS REQUIRES PATIENCE**

Our primary takeaway from launching this partnership has been the importance of patience. Establishing a single referral system took considerable time and felt, at times, non-linear—but this was a natural part of building something new. Being present and patient through the process has been essential, underscoring that patience is foundational for a successful, lasting partnership.



## Long-term 1-1



### FLOATING SUPPORT: PROVIDING STABILITY AND CONNECTION

Our Floating Support service offers regular, long-term sessions for both practical and emotional support, tailored to each client's needs. This support can range from discussing how someone feels to assisting with applications or shopping—always flexible and responsive to the needs of our community.

This year, we've seen reduced service outputs, keeping referrals closed so that we can devise a sustainable model for the service to function. As a result, we've been working with the same client base, with clients leaving naturally without immediate replacements in caseloads. We anticipate re-opening referrals next year, bringing new clients and fresh energy to the service.

Despite limited capacity, Floating Support maintains strong outcomes: 93% client satisfaction and 79% reporting they achieved their support goals. Given the complex, non-linear nature of many of these relationships, this feedback is especially meaningful. For many clients, Floating Support offers stability rather than radical change, which is essential in their journey.

Our staff have seen first hand the power of simply “being there” for clients—offering a steady, supportive presence. As we prepare to bring in new clients, we look forward to spreading this impact further.

#### OUR KEY LEARNING: MEETING DEEPENING NEEDS

Our main takeaway this year has been recognizing the heightened needs within Floating Support. Many clients are among those most impacted by ongoing socio-economic pressures, with more seeking help for benefits applications, financial support, and connection. Through this program, we’ve gained deeper insights into our community and their needs, equipping us to offer the support that truly matters.

## 1-1 Case Studies

### HARRIET'S STORY

Harriet is a 70 year old woman who has been working with Floating Support for over a year. Due to medical issues she is currently housebound and signed up to get some help with some practical tasks she struggles with doing by herself. She relies on the support to get out of the house, which helps her general mental and physical health. She enjoys playing games with her support workers, they have helped her improve her living conditions by tidying around the house and helping her to go outside. She shared how much it means to her to have people really interact with her and listen.

*"They're very good people they listen to you and they help you, and if they don't know they find people who do."*

### ANGELA'S STORY

Angela is a 93 year old woman who signed up for the 6-8 service in order to help her interact more with the community. She used to be very active in the community and attended regular community meetings on her estate, as well as local community centres and classes, and had a wide circle of friends. However, over the years these meetings have stopped happening, and many of her friends have passed away. This has left her more isolated, which combined with mobility issues, has limited her social life over recent years.

The purpose of starting support was to interact with more people and to help with practical tasks which she struggled with. She has had a very positive experience and has received help with navigating online and getting out of the house. She looks forward to continuing her sessions with Likewise.

*"We went out, which I wouldn't have done on my own. We sat on a bench on a lovely afternoon that wasn't too hot. So that was lovely"*

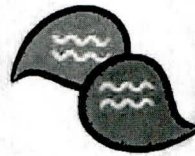


*for me."*

## Community



Hours  
**1,288**



Sessions  
**953**



Total Attendances  
**2,395**

*Some attendances won't be registered due to the drop-in nature of most activities*



Meals served  
**530+**

*Served over 530 free meals to the community \*approx. 350 in Community café, and 180 in Zen days (conservative)*

### THE COMMUNITY PROGRAMME: FOSTERING CONNECTION, WELLBEING, AND BELONGING

Our Community Programme offers a wide range of activities designed to enhance wellbeing by creating a welcoming space where people can connect and truly be themselves.

*"I can be myself with support from staff"*

Over the past year, we have continued to offer a diverse line-up of activities, supported by students, volunteers, and staff, allowing people to engage in ways that resonate with them.

*"It's helped with my mood. Being around others helps. Sometimes I isolate myself. It's a reason to get out of the house."*



## New Activities and Partnerships

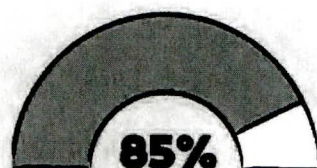
To meet community needs, we introduced several new activities this year focused on fostering creativity and connection:

- **People's Poetry:** A safe space for reading, writing, and sharing poetry, building connections among those who share a love for self-expression through words.
- **Canine Café:** Run in partnership with Pets as Therapy, this space uses the calming presence of animals to create a gentle environment for connection.

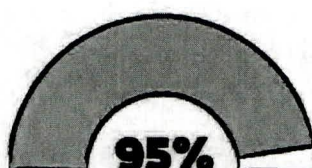
## Why We Offer These Activities

- To support a sense of belonging and acceptance.
- To provide an inclusive space where people feel free to be themselves, in both good and challenging times.
- To offer skill-building opportunities that members can use in their own lives.
- To amplify community members' voices, fostering active participation and leadership.

## FEEDBACK: KEY RESULTS



85% of respondents are satisfied with their experiences of the programme



95% of respondents said attending community activities had a positive impact on their wellbeing



88% of respondents said they felt a sense of belonging through engaging with community activities

## STRENGTHENING FEEDBACK TO GUIDE OUR WORK

This year, we improved our feedback process, launching the Community Feedback Form to better understand community experiences and needs. Insights from this bi-

annual survey have deepened our understanding of what matters to our community, guiding us as we shape the future of the programme.

## COMMUNITY NEEDS: WHAT WE LEARNED

Through feedback and analysis of local socio-economic trends, two key needs emerged:

1. **Support with Practical Tasks** Many community members seek assistance with tasks like housing, benefits, and immigration due to the complexity of these systems. Rising costs are also a concern; between December 2022 and December 2023, Camden Foodbank saw a 34% increase in emergency food box distribution. Surveys conducted with our partner, Feast, highlighted food insecurity as a major issue for a significant portion of our community.
2. **Social Interaction and Connection** Loneliness and isolation are recurring themes, with many members emphasizing that simply being around others supports their mental health. The chance to leave the house, meet people, and feel part of a supportive environment is vital for wellbeing.

## OUR RESPONSE: STRENGTHENING PARTNERSHIPS AND EXPANDING SERVICES

### Community Meals with Feast

In partnership with Feast, we launched Community Meals during our Wednesday Community Café, providing fresh, nutritious meals using surplus ingredients. This year, we expanded to offer meals on Fridays, using our Hub Kitchen to double our service capacity, serving over 350 meals. This shared experience offers both nourishment and connection.

*"Connecting with people and sharing a meal gives me a sense of belonging. Being on good terms with people feels nice." — Community Member*

## **Rise and Shine Baking**

Led by Agnieszka Siedlecka, our Baking for Wellbeing class continues to be a staple, allowing members to learn baking skills while fostering friendships. We plan to expand this popular program next year.

## **Community Events**

To strengthen community ties, we hosted a variety of events this year, bringing people together and spotlighting activities and organizations:

- Seasonal Celebrations: Summer, Autumn, and Winter gatherings.
- Green Up Day at the Hub, featuring crafts, meals, and eco-focused activities.
- Monthly Zen Days with Mind in Camden and Zen Project, offering yoga, meditation, and massage.
- A Woodshop of Recycled Delights workshop in our Community Garden.

Each of these events was free and open to all, encouraging community participation and interaction.

## **Admin Support**

Our weekly Admin Mornings continue to provide essential support with tasks like PIP appeals, housing support, visa applications, and medical communications. With over 60 hours of one-on-one support, we've helped many people navigate complex administrative processes.

*"It's crucial for wellbeing, to belong somewhere. I've always felt that here. People remember my name, and I'm just blown away by how welcoming it is." — Community Member*

Through these efforts, our Community Programme has become a source of vital support, connection, and belonging for Camden's residents. Looking ahead, we aim to deepen our impact, further adapting to meet evolving community needs.



## **LAUNCHING REACH OUT: EXPANDING ACCESS TO PERSONALIZED MENTAL HEALTH SUPPORT**

Throughout 2023 and early 2024, we prepared to launch Reach Out—a wellbeing alliance dedicated to providing accessible, personalized mental health support in Camden. With the Community Programme now part of Reach Out, we aim to expand our reach through a dual pathway system: community members can continue to drop in informally, or access guided referrals through Reach Out to find the most suitable activities and support options.

Officially launched in April 2024, we're excited to fully integrate our Community Programme into this network in the coming year.

## **KEY LEARNINGS AND FUTURE FOCUS**

This year, we emphasized deepening our understanding of community needs, especially with the impacts of the cost-of-living crisis. Our response has included broadening support in new areas, such as food security, practical help, and administrative assistance.

We've also seen the rise of smaller community groups, like the Garden Guardians and the Baking for Wellbeing Group, each bringing people together around shared activities and fostering a sense of belonging. Moving forward, we're committed to creating even more opportunities for people to connect, empowering them to form supportive communities of their own.

## Case Study: The Garden Guardians

*The Garden Guardians are a group of community members who meet every Friday afternoon to collectively tend to the garden. They plant and pot seeds, build and maintain structures and spend time with nature in the garden.*

### LAURA'S STORY

After coming to Likewise in 2022, Laura found the Garden Guardians after asking about ways she could volunteer. She now attends the sessions weekly as well as workshops such as the Woodshop of Recycled Delights. She has visited other community gardens in London and emphasised the value of the social element of the Garden Guardians at Likewise. Laura said that she is happy to find a place where she can give back to the community and feel useful, as she struggles finding places that can work with the needs that she has. Laura hopes to continue with the group and developing the garden space for the community.

*"Even if I find socialising extremely difficult. If it's consistently the same people then I'll get to know them anyway just from the little things that go on, and that's what I'd like to happen. I need to get to know people because I'm very isolated, and I've had a laugh here."*

### OSCAR'S STORY

Oscar first joined Likewise through being referred by his GP, and had a background in landscaping, but hadn't been able to focus on it for several decades due to difficult circumstances in his life.

He now attends Garden Guardians regularly and is a prominent member of the community, finding ways to expand the resources of the garden, talking to other community gardens and exploring how they can further develop the space.

*"The nice thing is you can come here just for a chat, you can come*



*here for a bit of company, you can come here to have some knowledge and also to participate in something. So for your mind, body and soul, it's very positive as far as I'm concerned."*

**References:** Camden Foodbank, *Helping Local People in Crisis*, [www.camden.foodbank.org.uk](http://www.camden.foodbank.org.uk)

## CREATIVE THERAPIES

Our Creative Therapies program offers accessible, no-cost Dance Movement Therapy, Music Therapy, and Art Therapy to the community, available in both one-on-one and group settings. In the UK, these services are often hard to access—especially for those with limited resources—due to high costs and availability gaps. As our only formal therapeutic offering, we're proud to remove these barriers by hosting Creative Therapies free of charge in our welcoming Community Hub.

This offering is made possible through our partnerships with universities, bringing in dedicated trainee therapists on extended placements, and our new collaboration with the City Bridge Foundation, which underscores the importance of providing free therapeutic services in London. To maximize impact, we've introduced new reporting frameworks and accountability measures that help us understand and expand our reach. New "Getting to Know You" and "Ending" forms are part of this approach, helping us track client progress and refine our methods, while recognizing that such tools will never fully capture the richness of each individual's journey.

Looking ahead, we aim to expand group sessions, creating inclusive communities within our Creative Therapies program. This involves reaching out to more people and ensuring group sessions become regular, supportive spaces for connection and healing.

## WHAT WE'VE LEARNED

We're gaining insights on how to more effectively monitor the progress and impact of our Creative Therapies. Through stories shared by participants and the growth of small, supportive communities within these sessions, we're seeing the unique strengths that creative therapies bring to people's lives. These spaces foster connection and healing, and we're committed to nurturing these micro-communities, keeping the service open, accessible, and impactful for all who need it.

## Case Studies: Creative Therapies

### LIKEWISE BAND (GROUP CASE STUDY)

In 2023, community members participating in music therapy at Likewise came together to form a band, rehearsing weekly at the Likewise Hub. Guided by trainee music therapist Joe Jezard, the band performed three original songs at a local community event, delivering a ten-minute live set to an enthusiastic audience.

*"The listening and attending to each other is really what helped the performance be a success. I then saw all the members interact with other musicians present socially. To me it seemed that everyone was being met in relation to their potential and what they can offer the community musically." – Joe Jezard (Music Therapist)*

### Mark's Story

Mark joined the music therapy program after working previously with Joe. After several months of individual therapy, he joined the band, taking on the role of lead singer and primary lyricist. For Mark, the band has been a vital creative outlet and a way to connect with others, as he hopes to share their music more widely.

*"It's good, not just for me but for other individuals. Because when I work, you know I don't do things for myself, I have a focus and I do things for other people." – Mark*

### James' Story

James joined Likewise initially for art therapy, later moving on to one-on-one music therapy. Within a few months, he became the drummer of the newly formed band, creating original compositions alongside fellow community



members. Having been in a band years prior, James found joy in reconnecting with this shared creative experience, and he hopes the band will continue to grow and evolve.

*"I leave here with the thought that I've gone and done something good and I'm left feeling a lot better than I did before" – James*

## ART THERAPY (ONE-TO-ONE CASE STUDY)

### Maeve's Story

Maeve came to Likewise in 2023, a survivor of domestic abuse recently diagnosed with Complex Post-Traumatic Stress Disorder. She joined art therapy as a way to maintain her wellbeing while awaiting trauma therapy. Through her sessions, Maeve worked with her therapist on healthy coping strategies and creative ways to express herself, gradually reconnecting with her artistic background.

Art therapy became a safe space for Maeve to process her emotions, building a trusting relationship with her therapist who helped her navigate challenging emotional waves. Previously isolated, she was thrilled to feel safe enough to visit the Likewise Hub regularly—a significant step forward. After completing art therapy, Maeve transitioned to one-on-one support, feeling comfortable with a male support worker visiting her at home weekly—a profound milestone in her journey toward reconnecting with her community.

*"Everyone was polite and I felt safe. – I didn't feel safe anywhere [else]" – Maeve*

## **Evolving Our Approach to Measuring Impact**

A central challenge in our work is balancing the need to demonstrate measurable outcomes with the nuanced, person-centred approach that defines our services. The push for clear, quantifiable impact often risks oversimplifying the complexity and human depth of the relationships we build with our community. Yet, we recognize the importance of measuring our impact for both internal understanding and external reporting.

To bridge this gap, we've dedicated the past year to developing an outcomes framework that embraces complexity while providing a clear structure for tracking progress. This framework, designed by our Research, Evaluation, and Learning Lead in collaboration with our Research and Evaluation Lead, emerged from in-depth staff interviews, existing data analysis, and a prioritization of our core objectives.

A unique aspect of this framework is its integration of both storytelling and selective key metrics, allowing us to capture the full, authentic impact of our work without losing the nuance of individual journeys. We believe this dual approach will help us honour both the measurable and intangible elements that define our community support.

In the future, we are looking to implement this framework into our regular reporting cycles. This will mean producing a version of the framework every quarter, looking at how trends have developed, in particular where we are having an impact as an organisation and where there is more work to do. The framework also helps to form a general sense of where we have impact as an organisation and how it is evidenced.



## Organizational Themes

### Equity, Diversity, and Inclusion (EDI)

This year, discussions around equity, diversity, and inclusion (EDI) have become more prominent and focused than ever before. Conversations have naturally surfaced through incidents and team reflections, guiding us to re-evaluate our response to discrimination and work towards a truly inclusive space for our community and staff.

Where disenfranchised community members who find relationships difficult and meet the world in challenging ways they can occasionally speak or act in ways that are discriminatory, we've had to work hard to find ways of meeting and challenging this behaviour without repeating an exclusion, pushing people away or withdrawing support. The question of how we work in a person-centred way, holding acceptance and compassion, while upholding safety and wellbeing and resisting polarisation or othering people is very live.

The team has created an open environment to better understand the personal and professional impact that challenging situations, like microaggressions, can have on both community members and staff. This year, we hosted a dedicated "Discrimination in the Workplace" day, where staff and support workers joined to discuss practical approaches community support and alignment on how we meet different situations arising with clients.

This initiative has made clear that many EDI challenges we face aren't new; instead, we are building a collective, actionable approach to manage them more effectively. Our work requires a nuanced balance: we must create a welcoming space for all while also confidently challenging discriminatory behaviour. Through training days like these and ongoing upskilling of our team, we are building processes that support both accountability and growth.



## Strengthening Partnerships

In last year's learning report, we outlined our evolving approach to partnerships and our commitment to driving system-wide change. One significant shift was the creation of a dedicated team focused on our Core Teams partnership, a change that has greatly supported our staff in their work and allowed us to bring Likewise values into NHS spaces.

Our focus this year has been on maintaining our unique identity while working within the health and care system—a balance between complete independence and full integration. As we prepare for the launch of the Reach Out partnership, we are optimistic about the impact we can achieve by weaving our values into these collaborations. For many team members, Reach Out has moved from a concept to a tangible, impactful initiative, and we look forward to learning from the synergy of Core Teams and Reach Out working in parallel.

Our work with other organizations has shown that we can significantly expand our impact on both people and the broader system. The Core Teams project, for example, has allowed us to bridge the clinical and non-clinical worlds, bringing the strengths of both into collaborative settings. Meanwhile, the single point of access through Reach Out will transform how people connect with a range of services in Camden, setting a new standard for the borough. Sharing our insights and learnings from this partnership will be a priority in the coming year, as we continue to push for innovative, person-centred support systems.

*"We work with people who want to receive medical support, there's a massive benefit in plugging them into multi-disciplinary working. I had a client who needed input from a psychiatrist, my support would not have been as valuable if we were not in the NHS partnership" – Core Team Support Worker*

# Likewise Community

## Report of the Board of Trustees *continued*

### For the Year Ended 31 March 2024

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The trustees present the financial statements of the charitable company for the year ended 31 March 2024.

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission.

#### LEGAL AND ADMINISTRATIVE INFORMATION

**Charity name** Likewise Community (formerly Holy Cross Centre Trust)

**Charity registration number** 1109639

**Company registration number** 05436062

**Registered office** 8 Fairhazel Gardens, London NW6 3SG

**Office address** 8 Fairhazel Gardens, London NW6 3SG

**Telephone/email** 020 7278 4437/ Hugo.Reggiani@likewise.org.uk

#### Trustees (Directors)

Hilary Wendt	Chair
Emily Graham	Resigned 1st April 2022
Lisa Clarke	Appointed 2nd April'2020
Katherine Beeching	Appointed 2nd April'2020
Wood Jennifer	Appointed 11th July 2022
Vaceva Hristina	Appointed 11th July 2022
Mattanza Letizia	Appointed 11th July 2022
Hacke Matthew	Appointed 11th July 2022

#### Co - Officers

Matt Shephard  
Hugo Reggiani

**Independent Examiner** Harry Nicolaou FCA  
Of Harry Nicolaou & Co Limited  
Chartered Accountants  
21 Brendon Way, Enfield EN1 2LF

**Bankers:** HSBC plc, 31 Euston Road, London NW1 2ST

**Solicitors:** Bates, Wells and Braithwaite  
Cheapside House  
138 Cheapside  
London EC2V 6BB

# Likewise Community

## Report of the Board of Trustees *continued*

**For the Year Ended 31 March 2024**

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### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **Governing document**

The organisation is a charitable company limited by guarantee, incorporated on 26 April 2005 and registered as a charity on 24 May 2005. The company was established under a Memorandum of Association which defined its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 per member.

#### **Recruitment, selection, induction and training of trustees**

The charity trustees (under charity law) are also the directors of the company for the purposes of company law.

The Charity has detailed policies for the recruitment, selection, induction and training of our Trustees.

Contained within the Trustee Handbook are the Likewise Community Codes of Conduct and all policies relating to Trusteeship of the Trust.

Guidance is provided on:

- Introducing the Role of Trusteeship with clearly defined concepts relating to Likewise Community
- A guide to *good* Trusteeship
- A clear model for Trustee Codes of conduct
- Clearly stated rights and responsibilities

The trustees who served in the year were as follows:

Hilary Wendt	Hristina Vaceva
Lisa Clarke	Letizia Mattaza
Katherine Beeching	Matthew Hacke
Jennifer Wood	

#### **Risk management**

The major risks to which the charity is exposed, as identified by the trustees, have been reviewed, and systems or procedures have been established to manage those risks. We continue to invest in our people and are confident in the team we have established.

#### **Organisational structure**

The charity is administered by a board of a minimum of three trustees who meet on alternate months. The Trustees are responsible for the strategic policy and direction of the charity. A chief officer or Co - officers are appointed by the trustees to manage the day to day operations of the charity and is assisted by the staff of the charity.

Likewise Community continues to hold volunteering at the centre of its operations. The value of services provided by the 50 volunteers of the charity is not included in these accounts.

#### **OBJECTIVES**

The objects of the charity are:

- (a) To relieve need, hardship and distress among people of the Greater London area (hereinafter called "the area").
- (b) To relieve the needs of elderly people living in the area.
- (c) To promote the better care, upbringing and education of children living in the area, and in particular those under the age of five.

The charity has focused its energies and resources on objective (a) since its inception, working with a range of socially excluded people for whom there is no or insufficient provision in the area.



# Likewise Community

Report of the Board of Trustees *continued*

**For the Year Ended 31 March 2024**

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## FINANCIAL REVIEW AND RESERVES POLICY

Given forecast deficits in upcoming years as the charity navigates an uncertain funding environment, the trustees felt it prudent to retain a level of reserves that can allow for navigating this period and therefore maintenance of our vital services. While the charity invests in fundraising and diversifying income, trustees anticipate needing to allocate reserves to sustain some services and navigate rising expenditure and the pressure on staff salaries.

At 31 March 2024 the Charity has free reserves of £781,684 (2023 £610,595).

Our reserves at 31 March 2024 stand at 10.27 months operating expenditure (2023 8.04 months).

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Approved by the Board on 28 November 2024 and signed on its behalf by:

Matthew Hacke  
Trustee



# Independent Examiner's report to the Trustees of the Likewise Community

I report on the accounts of the company for the year ended 31 March 2024 set out on pages 33 to 43.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

## Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

## Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

## Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Harry Nicolaou FCA  
Of Harry Nicolaou and Co Limited  
Chartered Accountants  
21 Brendon Way,  
Enfield,  
EN1 2LF

4 December 2024

# Likewise Community

## Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 March 2024

	Note	Unrestricted funds	Restricted funds	Total 2024	Total 2023
		£	£	£	£
<b>INCOME from:</b>					
Charitable activities:					
Grants	2	-	122,259	122,259	182,000
Contracts	3	829,815	-	829,815	799,149
Other income		21,396	-	21,396	9,957
<b>Total income</b>		<b>851,211</b>	<b>122,259</b>	<b>973,470</b>	<b>991,106</b>
<b>EXPENDITURE on:</b>					
Charitable activities:					
Learning Programme		-	-	-	51,527
NHS Core team		423,184	-	423,184	329,643
Resilience Network Alliance		223,294	-	223,294	239,767
NL - Community Cost of Living project		-	46,764	46,764	-
Community Support Services (Floating Support & Community Programme)		86,804	85,616	172,420	241,521
Rough Sleepers Project		34,198	-	34,198	35,252
Governance costs		13,602	-	13,602	14,121
<b>Total expenditure</b>	4	<b>781,082</b>	<b>132,380</b>	<b>913,462</b>	<b>911,831</b>
<b>Net income</b>	5	<b>70,129</b>	<b>(10,121)</b>	<b>60,008</b>	<b>79,275</b>
Transfers between funds	13	100,000	(100,000)	-	-
<b>Net movement in funds</b>		<b>170,129</b>	<b>(110,121)</b>	<b>60,008</b>	<b>79,275</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		621,600	152,913	774,513	695,238
<b>Total funds carried forward</b>	13	<b>791,729</b>	<b>42,792</b>	<b>834,521</b>	<b>774,513</b>

# Likewise Community

## Balance Sheet

Company No. 05436062

As at 31 March 2024

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	8	10,045	11,005
		<u>          </u>	<u>          </u>
<b>Current assets</b>			
Debtors	9	66,545	116,170
Cash at bank and in hand		846,786	719,472
		<u>          </u>	<u>          </u>
		<b>913,331</b>	<b>835,642</b>
<b>Creditors: Amounts falling due within one year</b>	10	<b>(88,855)</b>	<b>(72,134)</b>
		<u>          </u>	<u>          </u>
<b>Net current assets</b>		<b>824,476</b>	<b>763,508</b>
		<u>          </u>	<u>          </u>
<b>Net assets</b>	12	<b>834,521</b>	<b>774,513</b>
		<u>          </u>	<u>          </u>
Unrestricted funds		791,729	621,600
Restricted funds		42,792	152,913
		<u>          </u>	<u>          </u>
<b>Total funds</b>	13	<b>834,521</b>	<b>774,513</b>
		<u>          </u>	<u>          </u>

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Approved by the Board on ..... 28 November 2024 ..... and signed on its behalf by:

Matthew Hacke  
Trustee





# Likewise Community

## Statement of Cash Flows

As at 31 March 2024

	2024	2023
	£	£
<b>Cash flow from operating activities</b>		
Net income/ for the year	60,008	79,275
Depreciation of tangible fixed assets	3,348	3,668
Decrease/(Increase) in debtors	49,625	209,349
Increase/(decrease) in creditors	16,721	(26,196)
<b>Net cash flow from operating activities</b>	<b>129,702</b>	<b>266,096</b>
<b>Cash flow from investing activities</b>		
Payments to acquire tangible fixed assets	(2,388)	(3,558)
<b>Net cash flow from investing activities</b>	<b>(2,388)</b>	<b>(3,558)</b>
Net increase/(decrease) in cash and cash equivalents	<b>127,314</b>	<b>262,538</b>
Cash and cash equivalents at 1 April 2023	719,472	456,934
Cash and cash equivalents at 31 March 2024	<b>846,786</b>	<b>719,472</b>



# Likewise Community

## Notes to the Accounts

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### 1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

#### **Basis of accounting**

The accounts (financial statements) have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity constitutes a public benefit entity as defined by FRS 102.

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these accounts and have decided that the charity is able to continue as a going concern.

#### **Income recognition**

All income is recognised once the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

#### **Expenditure recognition**

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

All expenditure is accounted for on the accruals basis and is inclusive of VAT.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. Costs are allocated to activities on the basis of percentages derived from the budget.

Governance costs, which are included in charitable expenditure, include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

#### **Fund accounting**

Unrestricted funds are grants, contracts, fees and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are grants and other incoming resources which are to be used for specific purposes as specified by the donor. Expenditure which meets this criteria is charged to the fund.

Designated funds are funds set aside out of unrestricted general funds by the trustees for specific future purposes or projects.

#### **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discounts offered. Prepayments are valued at the amount prepaid after taking account of any trade discounts due.

#### **Creditors**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

# Likewise Community

## Notes to the Accounts

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### **Accounting policies *continued***

#### **Fixed assets**

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at 25% of net book value per annum, a rate calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset.

#### **Operating leases**

Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred over the term of the lease.

#### **Pension costs**

The charity contributes to a workplace pension scheme. Pension costs are charged to the SOFA as incurred.

*Continued*

# Likewise Community

## Notes to the Accounts

For the Year Ended 31 March 2024

	Unrestricted	Restricted	Total	Total
			2024	2023
<b>2. Grants</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Lankelly Chase Foundation	-	-	-	-
The National Lottery Community Fund	-	104,645	104,645	75,000
Tudor Trust Fund	-	-	-	-
Covid Support Grants	-	-	-	-
Lloyds Bank Foundation	-	-	-	-
LBC- Community Infrastructure Levy Fund	-	-	-	90,000
- Community Impact Resilience Fund	-	15,614	15,614	15,000
D'Oyle Carte Charitable Trust	-	2,000	2,000	2,000
	<b>-</b>	<b>122,259</b>	<b>122,259</b>	<b>182,000</b>
<b>3. Contracts</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
C&I NHS Foundation Trust: Core teams	488,746	-	488,746	439,704
:Community Programme	-	-	-	-
Mind In Camden: Community Impact Fund	-	-	-	-
Floating support service	87,454	-	87,454	91,328
CNHS- Rough Sleepers project	35,647	-	35,647	-
CDAT NHS contract	-	-	-	50,149
The Resilience Network Alliance	217,968	-	217,968	217,968
	<b>829,815</b>	<b>-</b>	<b>829,815</b>	<b>799,149</b>

Continued



# Likewise Community

For the Year Ended 31 March 2024

## 4. Total expenditure

	Learning Programme	NHS Core Teams	Resilience Network Alliance	CCLF Project	Floating Support	Community Programme	Rough Sleepers Project	Governance costs	Total 2024	Total 2023
	£	£	£	£	£	£	£	£	£	£
Costs are allocated to activities directly where possible and on percentages based on headcount for those costs which could not be allocated directly.										
Salaries (Note 6)	-	368,341	193,616	40,620	119,101	24,538	29,476	7,384	783,076	778,784
Other staffing costs	-	4,265	1,745	-	1,286	698	318	257	8,569	11,715
Accommodation costs	-	16,347	6,952	843	4,990	2,788	1,260	494	33,674	32,976
Insurance	-	2,862	1,241	50	875	408	474	-	5,910	5,257
Independent examination fee	-	-	-	-	-	-	-	4,000	4,000	4,500
Consultancy, legal and professional fees	-	9,875	5,057	780	3,536	3,725	1,110	624	24,707	19,984
Office and other costs	-	19,804	13,980	4,471	4,470	5,177	1,433	843	50,178	54,947
Depreciation	-	1,690	703	-	546	282	127	-	3,348	3,668
	-	423,184	223,294	46,764	134,804	37,616	34,198	13,602	913,462	911,831

# Likewise Community

## Notes to the Accounts

For the Year Ended 31 March 2024

### 5. Net incoming/outgoing resources for the year

	2024	2023
	£	£
This is stated after charging:		
Depreciation	3,348	3,668
Independent examination fees	<u>4,000</u>	<u>4,500</u>

### 6. Staff costs

	2024	2023
	£	£
Wages and salaries	688,240	670,625
Social security costs	56,292	61,346
Pension costs	38,544	46,813
	<u>783,076</u>	<u>778,784</u>

No employee received emoluments of more than £60,000.

The average number of employees during the period was:

	2024	2023
	No.	No.
Staff employed on permanent contracts	35	37
Staff employed on zero-hours contracts	2	4
	<u>37</u>	<u>41</u>

### 7. Trustee remuneration

No remuneration was paid to the trustees in their capacity as trustees and no expenses were reimbursed to them (2023 £Nil).

# Likewise Community

## Notes to the Accounts

For the Year Ended 31 March 2024

### 8. Tangible fixed assets

	IT/Computer equipment £	Other equipment £	Furniture and fixtures £	Total £
<b>Cost</b>				
At 1 April 2023	43,733	47,297	47,772	138,802
Additions	2,208	-	180	2,388
<b>At 31 March 2024</b>	<b>45,941</b>	<b>47,297</b>	<b>47,952</b>	<b>141,190</b>
<b>Depreciation</b>				
At 1 April 2023	39,357	46,953	41,487	127,797
Charge for the year	1,646	86	1,616	3,348
<b>At 31 March 2024</b>	<b>41,003</b>	<b>47,039</b>	<b>43,103</b>	<b>131,145</b>
<b>Net book value</b>				
<b>At 31 March 2024</b>	<b>4,938</b>	<b>258</b>	<b>4,849</b>	<b>10,045</b>
<i>Net book value</i>				
<i>At 1 April 2023</i>	<i>4,376</i>	<i>344</i>	<i>6,285</i>	<i>11,005</i>

### 9. Debtors

	2024 £	2023 £
Fees receivable	6,565	12,119
Other debtors	45,523	90,292
Prepayments	14,457	13,759
	<b>66,545</b>	<b>116,170</b>

### 10. Creditors: amounts falling due within one year

	2024 £	2023 £
Deferred income (note 11)	39,073	12,100
Other creditors and accruals	49,783	60,034
	<b>88,856</b>	<b>72,134</b>



# Likewise Community

## Notes to the Accounts

For the Year Ended 31 March 2024

<b>11. Deferred income</b>	<b>£</b>
Balance at 1 April 2023	12,100
Amount released to incoming resources	(12,100)
Amount deferred in year	39,073
<b>Balance at 31 March 2024</b>	<b>39,073</b>

Deferred income represents grant and contract income received in advance.

## 12. Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds 2024 £
Tangible fixed assets	10,045	-	10,045
Current assets	835,610	77,721	913,331
Current liabilities	(53,926)	(34,929)	(88,855)
<b>Net assets at 31 March 2024</b>	<b>791,729</b>	<b>42,792</b>	<b>834,521</b>

## 13. Movement in funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2024 £
<b>Unrestricted funds</b>					
General funds	621,600	851,211	(781,082)	100,000	791,729
	<b>621,600</b>	<b>851,211</b>	<b>(781,082)</b>	<b>100,000</b>	<b>791,729</b>
<b>Restricted funds</b>					
National Lottery: Community Support Services	152,913	104,645	(114,766)	(100,000)	42,792
LBC - Community Support Infrastructure, Resilience & Garden Funds	-	15,614	(15,614)	-	-
D'Oyle Carte Charitable Trust-Garden	-	2,000	(2,000)	-	-
<b>Total restricted funds</b>	<b>152,913</b>	<b>122,259</b>	<b>(132,380)</b>	<b>(100,000)</b>	<b>42,792</b>
<b>Total funds</b>	<b>774,513</b>	<b>973,470</b>	<b>(913,462)</b>	<b>-</b>	<b>834,521</b>

### Purposes of restricted funds

- *Community Support Services fund: to deliver high quality, deeply person-centred community care; to influence the social care sector through sharing learning; to explore community ownership; costs towards a Pod Leader to deliver person-centred community care; to deliver social care and mental health services through the Pod Model, weaving one-to-one support, social work training and community activity into one.*
- *Individual grants for the relief of poverty fund: to distribute grants raised for that purpose to individual clients of the St Pancras Refugee Centre.*

## 14. Related Party Transactions

No related party transactions took place during the year.

# Likewise Community

## Notes to the Accounts

For the Year Ended 31 March 2024

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**15. Commitments**

**Operating lease commitments**

The total of future minimum lease payments under non-cancellable operating leases at 31 March 2024 are as follows:

	2024	2023
	£	£
Not later than one year	1,214	828
Later than one year but less than five years	1,720	-
	<u>2,934</u>	<u>828</u>

**16. Pension costs**

The employer's contribution is 8% of the salaries of eligible staff who were on appointed on or before March 2022. For eligible employees appointed on or after 1 April 2022 the employer's contribution rate is 5%. The contribution is paid into a workplace pension scheme.

Pension costs amounted to £38,544 (2023 £46,813).