

POSSABILITY PEOPLE LIMITED

England & Wales · Charity number 1114435

Details

Other names	BRIGHTON AND HOVE FEDERATION OF DISABLED PEOPLE, THE FED
Status	Registered
Legal form	Charitable company
Company number	05706441
Registered	2006-05-31
Register	View on the Charity Commission register

Contact

Address	Possability People Montague House Montague Place Brighton BN2 1JE
Phone	01273894040
Email	hello@possabilitypeople.org.uk
Website	http://www.possabilitypeople.org.uk/

Activities

Objects: TO PROMOTE SOCIAL INCLUSION OF DISABLED PEOPLE IN SUSSEX (1) BY FACILITATING THEIR INVOLVEMENT AND PARTICIPATION IN THE PLANNING AND DECISION MAKING STRUCTURE OF THEIR COMMUNITIES, SO THAT THEY CAN HAVE EQUAL RIGHTS AND A VOICE AND CONTROL OVER ISSUES AFFECTING THEIR LIVES, AND (2) BY PROVIDING SERVICES INCLUDING ADVICE AND GUIDANCE ON WELFARE RIGHTS, HEALTH, HOUSING AND EMPLOYMENT.

Activities: To promote social inclusion of disabled people in South East (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** People With Disabilities

Geography

- **Area of benefit:** BRIGHTON AND HOVE
- Brighton And Hove
- Buckinghamshire
- East Sussex
- Hampshire
- Isle Of Wight
- Kent
- Oxfordshire
- Surrey
- West Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,515,447	£1,511,824	£275,082	77
2024-03-31	£1,600,909	£1,567,743	£271,459	75
2023-03-31	£1,633,112	£1,679,826	£238,293	75
2022-03-31	£1,555,285	£1,554,818	£285,007	70
2021-03-31	£1,493,625	£1,390,980	£284,540	62

Trustees

Name	Role	Appointed
Maddy Hamp	Chair	2014-01-14
Benjamin William Bhatt-Garcia		2025-12-03
David Richtor		2025-12-03
Gerry James Paul Zarb		2021-06-16
John William Reading		2026-03-17
Joshua James Hough		2024-11-29
Judith Frances Taylor		2025-12-03
Nita Datta		2025-12-03
Przemyslaw Szymanski		2025-12-03
Samantha Oakley		2017-01-25

POSSABILITY PEOPLE LIMITED

England & Wales - Charity number 1114435

Accounts



**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

If you need this document in a different format, please contact us:
hello@possabilitypeople.org.uk 01273 894040

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Maddy Hemp Samantha Oakley Gerry Zarb Joshua Hough (appointed 29 November 2024) Dr Carmen Yau (appointed 29 November 2024)
Charity number	1114435
Company number	05706441
Registered office	Montague House Somerset Street Brighton East Sussex BN2 1JE
Chief Officer	Angela Graham (Interim appointed 7 July 2023 until 1 August 2024) Lucy Vallis (Appointed 1 August 2024)
Auditors	Kreston Reeves Audit LLP Nile House Nile Street Brighton East Sussex BN1 1HW
Bankers	CAF Bank Limited Kings Hill 25 Kings Hill Avenue West Malling Kent ME19 4JQ

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Foreword by Maddy Hamp, Chair of Trustees

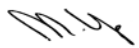
It is with both pride and reflection that I present this year's Trustee Annual Report on behalf of the Board of Trustees. The past year has brought continued challenges for disabled people and the organisations that support them, yet Possability People has remained a vital force for inclusion, independence, and dignity across Brighton & Hove and East Sussex.

We have continued to deliver high-quality, person-centered services in the face of financial pressures and increasing demand. From enabling safe hospital discharges and providing life-changing care at home, to amplifying lived experience in the design of health and social care services, the work of this charity remains exceptional. We are proud of the organisation's leadership in co-production and in shifting power to disabled people at every level.

This year has also been one of deep sadness, with the passing of our long-standing trustee and friend, Sophie Reilly. Sophie was with us from the days when we were known as the Federation for Disabled People, and her legacy runs through every part of this organisation. Her compassion, commitment, and unshakable belief in our mission helped shape the Possability People we know today. She is missed deeply, and we will continue to honor her memory in the work we do moving forward.

As trustees, our focus has been on ensuring strong governance, strategic clarity, and financial resilience. We are particularly excited about future plans to grow unrestricted income, expand our volunteer programme, and adapt successful service models for other areas in the Southeast. These plans reflect our commitment to being both sustainable and ambitious in meeting the needs of the disabled community.

On behalf of the Board, I offer heartfelt thanks to our dedicated staff, volunteers, partners, and funders, and most of all, to the people who use our services. Your voices, experiences, and trust remain central to everything we do. We look to the future with determination and hope.



Maddy Hamp
Chair of Trustees

Foreword from Lucy Vallis Chief Officer

This year's report reflects the strength and resilience of our community. Behind every number is someone striving to live with dignity, independence, and choice, and we are proud to have walked alongside them.

From co-producing better mental health services to providing trusted advice, enabling safe hospital discharges, and supporting independent living through our At Home service, our work has changed lives. We've helped people manage care through payroll and supported bank accounts, stay connected through community engagement, and stay mobile with Shopmobility. Practical support, delivered with empathy and respect, continues to make a lasting difference.

Disabled people are at the heart of everything we do. Guided by the Social Model of Disability and an intersectional approach to inclusion, we focus on removing barriers and enabling people to thrive across every service.

We've faced real challenges with rising demand, tighter budgets, and increasing complexity — especially in services like Shopmobility and the Advice Centre. Yet our team has responded with creativity, compassion, and an unshakable commitment to the people we serve.

There have also been highlights, being chosen as a Santa Bus charity by Brighton & Hove Buses and starting to support small charities with payroll in 2024. But the year also brought sadness, with the loss of our colleague Sophie, whose warmth and dedication will not be forgotten.

Finally, thank you to our staff, volunteers, trustees, funders, partners, and above all, the people we support. Your voices, trust, and stories shape everything we do.



Lucy Vallis
Chief Officer

Trustees' Report For the year Ended 31 March 2025

Introduction

The trustees present their Annual report together with the audited financial statements of the group for the year 1 April 2024 to 31 March 2025. Possability People has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people and Possability People Limited and Possability People Trading Limited are referred to together as '**the Group**').

The Annual report serves the purposes of both (i) a trustees' report and (ii) a directors' report under company law.

It comprises the following sections:

- [Objectives and Activities](#)
- [Achievements and Performance](#)
- [Public Benefit and Impact](#)
- [Structure, Governance and Management](#)
- [Financial Review](#)
- [Independent Auditors' Report](#)
- [Annual Accounts](#)

The trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Group qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and Activities

Aims

Possability People work to support and empower disabled individuals and those with long-term health conditions by promoting social inclusion and supporting independent, dignified living. Guided by the Social Model of Disability, we focus on tackling the societal barriers that limit disabled people's participation, rather than placing the emphasis on their impairments or health needs.

Services

We do this by providing the following services:

- [Advice](#)
- [At Home Service](#)
- [Community Engagement Service](#)
- [Get Involved Group \(GIG\)](#)
- [Ask the Experts](#)
- [The Mental Health Lived Experience Advisory Groups \(LEAGs\)](#)
- [Hospital Discharge Grants](#)
- [Hospital Discharge Service](#)
- [Payroll & Supported Bank Accounts](#)
- [PA Notice Board](#)
- [Shopmobility](#)

Our primary aim is to shift power to disabled people by strengthening their collective voice in decisions that affect them and ensuring equal access to opportunities across society. We deliver a range of services that tackle the barriers disabled people face,

promoting inclusion and improving quality of life across Brighton, Hove, East Sussex and the wider Southeast.

Measuring Success

We measure our success through the outcomes and changes our projects achieve, rather than fixed targets. Each service has clear aims, and we track progress through both data and lived experience feedback. For example, our Advice Centre achieved an 85% success rate in benefit applications, significantly higher than the national average of 51%. Equally important are the personal stories people share with us showing how our support helps them feel more independent, secure, and connected

Goals

In the short term, our priority is to provide direct support through projects like the Hospital Discharge Service, ensuring people get the help they need right now. Longer term, our focus shifts to scaling our services, growing volunteer participation, and strengthening our influence on policy through lived experience networks. Possability People work in close partnership with other local charities and service users to ensure services remain relevant to their changing needs. Our services are funded by statutory bodies and through a range of fundraising activities that include trust fundraising, events, and trading.

Volunteers

Possability People relies on the invaluable contribution of volunteers, who play a vital role across all areas of our work. In 2024/25, they gave more than 18,000 hours of support-the equivalent of nearly nine full-time staff, enabling us to sustain essential services and achieve our goals. The majority are disabled people, reflecting our ethos of providing meaningful opportunities and ensuring lived experience shapes the organisation.

We offer a range of accessible roles for both disabled and non-disabled volunteers, supporting people to gain experience, make friends, or give back to their community. Feedback remains consistently positive: in our most recent survey, 100% of

respondents said their role was accessible and personally beneficial. Many volunteers progress into paid work, while others continue with us long-term. We are deeply grateful for their dedication and the lasting impact they make.

Public Benefit

Possability People have considered the Charity Commission's guidance on public benefit. We believe that the range and accessibility of the services and activities we offer, and the increasing demand and need for them, as shown by the take-up from hundreds of service users, clearly demonstrates the public benefit of our work. This is further illustrated in the [Public Benefit and Impact section](#) of this report. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the Possability People should undertake.

Achievements and Performance

Current Services

Community Engagement Service

Our Community Engagement Service across Brighton and Sussex brings disabled individuals and professionals together to improve access to healthcare, work, and leisure. Disabled people play an active role in shaping solutions and enhancing accessibility, with co-production embedded throughout our approach. This means the people most affected by services are directly involved in designing, influencing, and improving them, ensuring their experiences drive lasting change.

Our Community Engagement team was commissioned by NHS Sussex to lead a year-long co-production project focused on improving inpatient mental health care. Through the project, 63 former patients and carers shared their experiences of inpatient wards and highlighted urgent areas for improvement. They reported significant concerns relating to safety, hygiene, communication, and dignity. Based on these insights, participants developed clear, actionable recommendations that have informed local commissioning decisions and are helping to shape the future design of mental health inpatient services across Sussex.

The Get Involved Group (GIG)

With a growing membership, the GIG continues to ensure disabled voices are central to service design and improvement of key public services throughout Brighton & Hove. Over the year, members engaged with a range of local priorities, including accessible transport, cost-of-living challenges, community safety, and mental health. Their input has helped shape local consultations, influence strategic plans, and strengthen accountability across public services. Volunteers continued to deliver access audits at local infrastructure sites, and the Disabled Car Users Advisory Group that has been active and supported BHCC with their transport consultations and active transport in the city.

Ask the Experts

This forum has provided powerful feedback for the NHS from people with long-term health conditions, resulting in a series of practical recommendations, including Patient Passports and Chronic Care Coordinators. We got some extension funding to support the Sussex digital, Inclusion Strategy to provide resources to clinicians to support disabled people and people with long term health conditions

The Mental Health Lived Experience Advisory Groups (LEAGs)

The LEAG is active in both Brighton & Hove and East Sussex, working closely with NHS Sussex to influence mental health service design and commissioning. They co-produced the "Change the Language" guide and co-hosted the second Sussex-wide Co-Production Conference, which attracted over 80 participants. We also partnered with Grassroots Suicide Prevention to create a suicide prevention LEAG and we supported them to co-produce a Sussex-wide suicide prevention conference.

Advice Centre

Our Advice Centre supported people across Brighton & Hove, East Sussex, and West Sussex with welfare benefits, housing issues, and general advice. In 2024/25, the team responded to 5,859 enquiries, including 2,135 referrals, and achieved an

85% success rate at appeal, significantly above the national average. Following support, 85% of clients reported feeling more confident in managing their benefits, and 100% of those helped with form filling said they were satisfied with the advice received.

Despite funding cuts that reduced operational hours and staff capacity, we sustained a high-quality service, temporarily boosted later in the year by additional support from East Sussex County Council. We retained our Advice Quality Standard (AQS) accreditation and continued to act as a third-party hate crime reporting centre, working in partnership with the Rainbow Hub and Racial Harassment Forum. The service remains a trusted source of independent advice, helping people to secure their rights, improve stability, and build confidence.

Hospital Discharge Grants

Our Hospital Discharge Grants service provided practical, timely support that directly enabled patients to return home safely. In 2024/25, the service supported 268 patients, preventing 140 delayed discharges and avoiding 83 re-admissions. By addressing the small but critical barriers that can stop a patient leaving hospital, such as a lack of heating, unsafe flooring, or the need for furniture and basic household items, the service helped people make a smoother transition from hospital to home.

The grants covered a wide range of needs, including deep cleaning, minor repairs, and emergency provision of essential items. These interventions not only supported individual recovery and wellbeing but also reduced pressure on hospital beds and freed up NHS capacity. The service operated in close partnership with NHS discharge teams, who valued its responsiveness and impact. Feedback from patients and families consistently praised the service for restoring dignity, promoting independence, and reducing the anxiety that can come with hospital discharge.

Hospital Discharge Service

From 2015 to 2024, we delivered a Hospital Discharge Service that provided both practical and emotional support to patients aged 55+ as they transitioned from hospital back home. The service aimed to reduce delayed discharges, prevent readmissions, and improve recovery by offering personalised help such as transport home, shopping, collecting prescriptions, arranging equipment, and providing wellbeing check-ins. Many patients also valued the reassurance of having someone to talk to at what could be an anxious and vulnerable time.

The service was consistently busy, supporting more than 350 clients each year and delivering nearly 1,000 wellbeing contacts annually. Feedback highlighted that the service improved confidence, reduced isolation, and helped people feel safer at home.

The service concluded in December 2024 following NHS decommissioning. While we were disappointed by this decision, we remain proud of the positive impact the programme had over nearly a decade, and we continue to explore new opportunities to ensure older people receive the support they need when leaving hospital.

At Home Service

Our At Home service provides high-quality, personalised care to disabled people and those with long-term health conditions across Brighton & Hove. The service helps clients remain in their own homes, avoiding unnecessary hospital admissions or residential care, and reflects our ethos of empowering people to live independently.

A key feature is continuity: wherever possible, clients receive support from the same Personal Assistants, helping to build trust and stability. This approach, combined with our commitment to one-hour minimum visits, ensures care is not only practical but also dignified and compassionate. Feedback from clients and families consistently praises the service, with 100% satisfaction reported in 2024/25. Many highlight the positive impact on quality of life, enabling greater choice, independence, and connection to the community.

During the year, we supported an average of 43 clients each month, including people with complex needs such as dementia, neurodivergence, and mental health conditions, and delivered more than 27,700 hours of care. The service is registered with the Care Quality Commission and upholds a Gold Standard in end-of-life care.

Like many in the sector, we continue to face challenges in recruiting and retaining skilled caregivers. Nonetheless, the dedication of our team remains a strength, ensuring clients receive consistent, compassionate support.

Payroll & Supported Bank Account Services

The services support disabled people pay their caregivers (“Personal Assistants”) directly in the same way as any other employer. Our services provided essential administrative support to 1,151 clients managing their own care arrangements. By processing over 11,000 payments during the year, the team ensured clarity, accuracy, and compliance for people employing Personal Assistants (PAs). These services are vital in enabling disabled people to take full control of their care, acting as employers in the same way as any other workforce.

Also, in line with the pay benchmarking in the industry it resulted in over 1,000 Personal Assistants receiving pay uplifts in line with statutory rates and local authority rates. We continued to maintain 100% compliance with HMRC, The Pensions Regulator, and other statutory bodies ensuring responsible stewardship of public funds at every stage.

PA Noticeboard

The PA Noticeboard connects our service users with Personal Assistants by enabling them to place an advert for a Personal Assistance on their local authority’s website. Between April 2024 and March 2025, 106 ads were placed and 462 applications were received. The platform, licensed to four local authorities, supports people to choose who provides their care. Payroll and bank account clients receive free access to the PA Noticeboard, thereby helping to create a seamless and user-friendly support system for them.

Shopmobility

Our Shopmobility service delivered 543 hires between April 2024 and March 2025, a 6% increase from the previous year. With 391 equipment deliveries and collections, many to local hotels, the service helped locals and visitors alike maintain independence and enjoy being able to easily travel around Brighton & Hove. Although we lost our council funding for this service part way through the year, we were determined to maintain it, recognising that mobility and access to the community are critical to the wellbeing of disabled people. Thanks to the dedication of our volunteer team, we continued to offer tailored equipment and consistent support. Users consistently praised the difference this service made to their daily lives and quality of life.

Prior Services

Closed or Concluded Services: We concluded delivery of the **It's Local Actually** online listings in 2024.

Conclusion

Despite sector-wide challenges, Possability People continued to deliver meaningful, trusted support throughout, from April 2024 to March 2025 via these services. Our commitment to equity, dignity, and co-production remains at the heart of all we do. We look forward to building on these services and advocating for disabled people in the year April 2025 to March 2026.

Public Benefit and Impact

Possability People exists to support disabled people and those with long-term health conditions to live independent, dignified, and fulfilling lives. We advance our charitable aims through a range of services, including advice and advocacy, hospital discharge support, and community engagement.

These services reduce inequality by helping people secure their rights and access essential support. They improve wellbeing by tackling isolation, building confidence, and supporting independence. They promote inclusion by ensuring disabled people have a voice in shaping services and decisions.

Together, this work demonstrates clear public benefit: it empowers individuals, strengthens communities, and reduces pressure on wider public services.

The outcomes of this work, and the difference it makes to people's lives, are detailed in our [annual Impact Report](#).

Structure, Governance and Management

Structure

The Trustees are also the directors for the purpose of company law. Trustees serving during the period were:

- Linda Elisha (resigned 10 June 2024)
- Sophie Reilly (resigned 9 February 2025)
- Mark Green (resigned 27 April 2025)
- Samantha Oakley
- Maddy Hamp
- Joshua Hough (appointed 29 November 2024)
- Carmen Yau (appointed 29 November 2024)
- Gerry Zarb
- Michael McDowall (appointed 29 November 2024, resigned 27 January 2025)

None of the trustees has any beneficial interest in the company. All the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and receive no benefits from Possability People. Any expenses reclaimed from Possability People are set out in note 7 to the accounts.

Governance

The trustees of Possability People are committed to ensuring that decisions are made in a way that aligns with Possability People's purpose and strategic objectives, as outlined in section 1.51 of the Statement of Recommended Practice (SORP).

Key decisions, particularly those with significant impact on Possability People's activities, resources, and governance, follow a structured process that includes:

- **Engagement and Consultation:** Trustees actively seek input from staff, beneficiaries, and external experts where appropriate. This ensures that all key decisions are well-informed and reflect the needs and views of those Possability People serves.
- **Strategic Alignment:** All major decisions are considered in the context of Possability People's Objects, as set out in its Articles of Association, as well as its wider objectives and long-term strategic goals. This ensures that decisions are always legally compliant while also supporting the overall mission and vision of the organisation.
- **Risk and Impact Assessment:** Decisions are made with an understanding of their potential risks and impacts, both financial and operational. Trustees ensure that risks are properly identified and mitigated, and that decision-making also contributes positively to Possability People's sustainability and effectiveness.
- **Governance and Oversight:** Trustees ensure compliance with legal and regulatory requirements, and key decisions are taken within the framework of Possability People's governing documents (in particular the Articles of Association). Significant matters are discussed at board meetings and, where

necessary, subject to further scrutiny by sub-committees or advisors.

- **Delegation of Authority:** While day-to-day operational decisions are delegated to senior management, trustees retain oversight on key issues, including finance, strategy, and governance. Decisions of high importance, particularly those that could impact Possability People's finances, risk, strategy and direction, are reserved for the full board.
- **Monitoring and Review:** Once decisions are made, trustees monitor their outcomes and assess whether they meet the intended objectives. This ensures a continuous learning process, allowing the board to refine its decision-making approach over time.

Possability People values diversity, equality and inclusion as an important factor for accountability and public confidence. As a result, we seek to appoint board members from a variety of backgrounds to bring a variety of skills and experience to the board.

If a position on the board becomes vacant, our Trustees will firstly approach known contacts who have recognised skills and experience, align with our values and have expressed an interest in our work. If we are unable to find a suitable candidate, then we will advertise the position in the appropriate media.

Potential new trustees will be asked to submit a CV and application form. From there potentially suitable candidates will be selected for interview. There will typically be two interviews with different members of the Board of Trustees. If a candidate is selected and approved to join the Board of Trustees, they then may be put forward to a vote at the next Board meeting or they may be 'co-opted' onto the Board of Trustees until they are voted in at the next Annual General Meeting. Should their appointment be approved, they will join the Board of Trustees, they will have a DBS check, and an induction process is put in place.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in

office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.

Possability People's Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the Possability People.

Management

The Board of Trustees delegates the day-to-day operations to the Chief Officer and the Senior Leadership Team. The trustees provide oversight, governance, and strategic direction to the Possability People. No Trustee of the Possability People receives remuneration. The pay of staff, including senior staff, is reviewed on an Possability People annual basis by the Board of Trustees. When recruiting for senior staff members, Possability People assess the requirements of the role and the suitability of the pay & remuneration (including taking into account remuneration of similar roles for people with similar skills and experience in other, similar organisations).

1. Applications are reviewed and shortlisted by the board. A panel is then chosen of two trustees to conduct an interview, who then send its recommendation to the board.
2. References and a DBS check are completed for successful applicants.
3. Our Memorandum and Articles states that successful candidates can be co-opted on to the board prior to being voted on by the membership at the next AGM.
4. Appointees are given an induction which includes a presentation of the activities of Possability People, confirmation of an understanding of Possability People's policies and procedures, and any identified training needs will be addressed.
5. The recruitment process is reviewed and evaluated.

Risk

The Board of Trustees and Chief Officer discuss risk on an ongoing basis. Possability People hold a risk register. As well as the standard risks for charities such as safeguarding and legal & governance compliance, the biggest risk to Possability People

is the pressure on budgets in the public sector which remains a significant source of our income. We have seen cuts to contracted budgets and discontinued activities. To mitigate this risk, we continually look for other opportunities to diversify. This includes looking to successfully increase our social enterprise activities (such as At Home, Payroll & Supported Bank Accounts and PA Noticeboard) and looking at strengthening our fundraising activities including bids to trusts and foundations.

Financial review

Possability People entered 2024/25 in a more stable position following the cost-saving measures introduced in the previous year. However, inflationary pressures and rising operating costs continued to shape the financial environment. We worked hard to protect services while keeping expenditure aligned with income.

Incoming resources during the year decreased to £1,515,447 (2023/24: £1,600,909).

Expenditure for the year was £1,511,824 (2023/24: £1,567,743), resulting in a **modest overall surplus of £3,623** (2023/24: £33,166).

The principal sources of our income remain commissioned services and funded charitable activities, supplemented by trading income through our subsidiary. Donations and fundraising directly from the public continue to represent a smaller but highly valued component of our overall resources.

Although the statutory accounts show a small surplus, the underlying picture reflects continuing pressure on us generating unrestricted income (as with other charities), with rising costs this offsets much of the progress made in stabilising finances. Reserves remain at just over two months of operating costs, providing some short-term protection. The Board continues to prioritise building its unrestricted income and developing new funding and trading opportunities to strengthen financial sustainability, with a target of achieving at least three months' unrestricted funding as reserves.

Fundraising

Fundraising is central to Possability People's strategy for long-term sustainability and financial resilience. With statutory funding reducing and wider economic pressures continuing, we have focused on diversifying income through charitable trusts, foundations, and individual giving.

To build on this progress, we are recruiting a Community Fundraiser to grow unrestricted income and strengthen links with local supporters. This role represents an investment in our future and reflects the Trustees' commitment to creating a stable fundraising base that reduces reliance on statutory and restricted funding while giving us the flexibility to respond to emerging needs.

Fundraising Practices and Accountability

Possability People is committed to maintaining the highest standards in fundraising. We comply fully with the Fundraising Regulator's Code of Fundraising Practice and all relevant legislation. During the financial year 24/25 Possability People did not use external professional fundraisers or commercial participators; all fundraising is carried out by our staff and volunteers.

We are transparent in our communications with donors, ensuring they understand how their contributions are used to support our charitable objectives. No complaints were received about fundraising activities during the year. Volunteers continue to play a vital role in supporting events, campaigns, and administration, ensuring that our fundraising activities remain both cost-effective and community driven.

Funding during Financial Year April 2024 - March 2025

During 2024/25, Possability People continued to deliver services supported through a mix of grants, contracts, and service-level agreements. Our income is drawn from statutory commissioning, charitable trusts and foundations, and trading activity. The examples below highlight some of the key funding streams that enabled us to sustain services across different areas of our work during the year.

Our **Advice Service** benefited from several important funding streams. These included:

- The MS Society SLA (£3,000, to 31 July 2025),
- Moneyworks (£8,700, to 31 March 2025),
- Henry Smith Charity (£44,800, to 31 May 2025),
- East Sussex County Council (£27,225, to 31 March 2025).

Additional support came through the Household Support Fund via East Sussex County

Council (£7,333, to 31 May 2025, as part of an £11,000 contract) and the Sussex Community Foundation (£3,333, to 31 May 2025, from a total £5,000 grant).

Our **Hospital Discharge Support** service received £97,092 from hospital discharge grants, and £12,000 from Healthwatch. These streams ensured the continuity of this vital service for people returning home from hospital.

The **Community Engagement** Programme was supported through a number of funders, including:

- Brighton & Hove Mental Health Lived Experience Advisory Group (£50,000, 1 April 2024 – 31 March 2025)
- East Sussex MHLEAG Wellbeing Redesign (£4,500, to 30 September 2024),
- East Sussex MHLEAG (£62,225, running until 31 March 2029).

Further contributions included £20,300 from TDC (2024/25), £7,500 for Health Inequalities (to September 2024), £3,000 for Wellbeing (to October 2024), £5,000 from the Suicide Prevention LEAG (to March 2025), and £850 for Southdown Tender Support (30 November – 31 December 2024).

These project-specific grants and contracts were crucial in sustaining our work, enabling us to reach thousands of people and continue providing services that directly respond to community needs.

Reserves policy

At 31 March 2025, unrestricted funds stood at £218,896 (2024: £217,625). With tangible fixed assets written down to £nil (2024: £nil), free reserves as defined by the Charity Commission were £218,896 (2024: £217,625). Restricted funds were £56,186 (2024: £53,834).

The Trustees have reviewed Possability People's reserves in the context of its principal risks and ongoing financial commitments. Possability People's reserves policy is to maintain a minimum of two months' operating expenditure with the aim of achieving at least three months of unrestricted funding as reserves. At the year end, free reserves provided cover for 2.2 months of unrestricted expenditure (restricted projects being fully funded by their respective grants and contracts). The Board of Trustees considered this level adequate for 2024/25. The Trustees remain committed to strengthening reserves further and have set a target of reaching three months of operating costs in line with sector good practice. This will provide greater resilience against financial uncertainty and ensure Possability People can continue to

deliver services and support to disabled people without disruption.

Plans for the Future

Looking ahead to 2025/26, Possability People will continue to broaden its scope while staying rooted as a grassroots organisation. One of the most exciting developments is the launch of a new drop-in community hub, Monty's, named after our office at Montague House. Monty's will provide a welcoming space for disabled people to connect, share peer support - a vital way for people to meet, reduce isolation, and strengthen community ties.

We are also expanding the remit of our Advice Centre to include employment advice, helping disabled people access opportunities and overcome barriers to work. Alongside this, we will build on the success of our community engagement work, which remains central to how we operate. Disabled people and those with long-term health conditions will continue to play an active role in shaping services and influencing decisions. Over the coming year, we will strengthen lived-experience networks, widen opportunities for involvement, and create more accessible ways for voices to be heard.

Finally, we will continue to support people leaving hospital, ensuring they have the right help in place to regain independence and stability at home.

Lessons Learned and Future Direction

The past year has underlined the importance of financial discipline and adaptability. By making early adjustments to our cost base and reviewing the efficiency of our services, Possability People has been able to navigate a difficult funding climate while protecting front-line delivery. We have learned that being proactive, transparent, and decisive in responding to challenges is essential to maintaining both financial stability and community trust.

A key lesson has also been the value of partnership working and co-production. Collaborating with statutory bodies, funders, and disabled people themselves has strengthened our services and made them more responsive to real needs. This approach will remain central to how we design and deliver support in the future.

Looking forward, Possability People's future direction is clear. We will:

- **Diversify income streams**, reducing reliance on restricted grants by growing trading activity, training, and consultancy.
- **Strengthen reserves**, building from two months of cover towards our target of three

months.

- **Expand community-based support**, through Monty's hub, employment-focused advice, and hospital discharge services.
- **Champion the voice of disabled people**, ensuring inclusion and accessibility remain at the heart of local and regional systems.

The Trustees and senior leadership are committed to embedding these lessons into our strategic plan, positioning Possability People for long-term sustainability and greater impact.

Statement of Trustees' Responsibilities

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

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

In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (FRS 102).
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards (FRS 102) 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 group will continue in business.

The Trustees are responsible for keeping proper accounting records sufficient to show and explain the transactions of Possability People and its wholly owned subsidiary.

These records must disclose with reasonable accuracy the financial position of both entities at any time and enable the Trustees to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of Possability People and the subsidiary, and for taking reasonable steps to prevent and detect fraud and other irregularities.

Financial statements

These financial statements consolidate the results of Possability People (the charity) and its wholly owned subsidiary, Possability People Trading Limited. In accordance with section 408 of the Companies Act 2006, Possability People has taken the exemption not to present its own separate Income and Expenditure account.

Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that Possability People has adequate resources to continue its operations for the foreseeable future. This assessment takes into account Possability People's current financial position, its reserves policy, and the steps being taken to diversify and grow unrestricted income.

The Trustees recognise the continuing external pressures, including the cost-of-living crisis, inflationary pressures on staffing and service delivery, and the uncertainty of statutory funding. However, they are satisfied that the measures in place, including cost management, service adaptation, and investment in fundraising capacity, provide a stable basis for ongoing operations.

Accordingly, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and confirm that there are no material uncertainties about Possability People's ability to continue in operation.

Disclosure of information to auditors

Each of the persons who are the Trustees at the time when this Trustees' report is approved has confirmed that:

So far as that Trustee is aware, there is no relevant audit information of which the Possability People's auditors are unaware, and that Trustees have taken all the steps that ought to have been taken as a trustee in order to be aware of any relevant audit information and to establish that Possability People's auditors are aware of that information.

The audit registration of Kreston Reeves LLP was transferred to Kreston Reeves Audit LLP on 6 October 2025. Kreston Reeves Audit LLP were formally appointed as auditor of the Charity on 15 October 2025.

A handwritten signature in black ink, appearing to read 'Gerry Zarb', with a stylized flourish at the end.

Gerry Zarb

on behalf of the Board of Trustees

Dated: 21 October 2025

Independent auditors' report to the Members of Possability People Limited

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 group's and parent charitable company's ability to continue as a going concern for

a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the Group and parent charitable company 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 Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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 Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the group, parent charitable company and sector, and through discussion with the Trustees and management (as required by auditing standards), we identified the principal risks of non-compliance with laws and regulations related to health and safety, anti-bribery and employment law. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, Charities Statement of

Recommended Practice, FRS 102 and taxation legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inappropriate journal entries to increase income or decrease in expenditure to increase the surplus generated. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations and fraud, and review of the reports made by management; and
- Assessment of identified fraud risk factors; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation; and
- Performing analytical procedures with automated data analytics tools to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness

of accounting estimates and related disclosures made by the Trustees.

- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves Audit LLP

Lucy Hammond FCA BSc (Senior Statutory Auditor)

For and on behalf of

Kreston Reeves Audit LLP

Chartered Accountants

Statutory Auditor

Brighton

Date: 22 October 2025

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income from:	Note				
Donations	3	11,730	2,794	14,524	3,961
Activities for raising funds	4	9,791	-	9,791	25,516
Charitable activities – trading subsidiary	11	350,852	-	350,852	318,497
Charitable activities – parent charity	5	733,648	406,632	1,140,280	1,252,935
Total income		1,106,021	409,426	1,515,447	1,600,909
Expenditure on:					
Costs of raising funds					
Marketing and advertising	6	2,306	-	2,306	490
		2,306	-	2,306	490
Charitable activities					
Trading subsidiary	11	264,105	-	264,105	248,992
Parent charity	6	838,339	407,074	1,245,413	1,318,261
		1,102,444	407,074	1,509,518	1,567,252
Total expenditure		1,104,750	407,074	1,511,824	1,567,743
Net income for the year		1,271	2,352	3,623	33,166
Gross transfers between funds	19	-	-	-	-
Net movement in funds		1,271	2,352	3,623	33,166
Fund balances at 1 April 2024		217,625	53,834	271,459	238,293
Fund balances at 31 March 2025		218,896	56,186	275,082	271,459
				2025	2024
				£	£
(Deficit) attributable to Possability People Limited				(13,618)	(36,339)

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 35 to 49 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

		2025		2024	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
			<u>-</u>		<u>-</u>
Current assets					
Debtors	15	116,103		166,514	
Cash at bank and in hand		274,578		210,655	
		<u>390,681</u>		<u>377,169</u>	
Creditors: amounts falling due within one year	16	(115,599)		(105,710)	
		<u></u>		<u></u>	
Net current assets			275,082		271,459
Total assets less current liabilities			275,082		271,459
Income funds					
Restricted funds	19		56,186		53,834
Unrestricted funds	19		218,896		217,625
			<u>275,082</u>		<u>271,459</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 21/10/2025 and signed on their behalf, by:



Gerry Zarb
Trustee

Company Registration No. 05706441

The notes on pages 35 to 49 form part of these financial statements.

CHARITY BALANCE SHEET

		2025		2024	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
Investments	14		2		2
			<u>2</u>		<u>2</u>
Current assets					
Debtors	15	66,251		129,144	
Cash at bank and in hand		213,810		151,057	
		<u>280,061</u>		<u>280,201</u>	
Creditors: amounts falling due within one year	16	(91,730)		(78,252)	
		<u></u>		<u></u>	
Net current assets			188,331		201,949
Total assets less current liabilities			<u>188,333</u>		<u>201,951</u>
Income funds					
Restricted funds	19		56,186		53,834
Unrestricted funds	19		132,147		148,117
			<u>188,333</u>		<u>201,951</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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The financial statements were approved and authorised for issue by the Trustees on 21/10/2025 and signed on their behalf, by:



.....
Gerry Zarb
Trustee

Company Registration No. 05706441

The notes on pages 35 to 49 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

	Notes	2025 £	2024 £
Net cash provided / (used) by operating activities	22	63,923	84,398
Increase/ (Decrease) in cash		63,923	84,398
Cash and cash equivalents at the beginning of the year		210,655	126,257
Cash and cash equivalents at the end of the year		274,578	210,655

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Statutory information

Possability People Limited is a charitable private company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address and principal place of business can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied.

The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line-by-line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.

The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

2.3 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the continuing external pressures, including the cost-of-living crisis, inflationary pressures on staffing and service delivery, and the uncertainty of statutory funding. However, the Trustees are satisfied that the measures in place, including cost management, service adaptation, and investment in fundraising capacity, provide a stable basis for ongoing operations. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have no material uncertainty.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Accounting policies (continued)

2.4 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered.

Grant income is recognised over the period for which it is granted.

Donations and gifts are recognised when receivable.

Subsidiary income is derived from services to clients with Direct Payments budgets and small employers' payroll services. Additionally, there is licence fee income from use of proprietary software. All income is recognised when invoiced.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

2.5 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Accounting policies (continued)

2.6 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.7 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments.

2.9 Creditors and provisions

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.

2.10 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.11 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.12 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.13 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

3 Donations

	Unrestricted funds £	Restricted funds £	Total 2025 £
Donations	11,730	2,794	14,524
	Unrestricted funds £	Restricted funds £	Total 2024 £
Donations	1,774	2,187	3,961

4 Income from activities for raising funds

	Unrestricted funds £	Restricted funds £	Total 2025 £
Fund Generation	9,791	-	9,791
	9,791	-	9,791
	Unrestricted funds £	Restricted funds £	Total 2024 £
Shopmobility	11,518	-	11,518
Fund Generation	13,998	-	13,998
	25,516	-	25,516

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2025
	£	£	£
Income received	733,648	406,632	1,140,280
	Unrestricted funds	Restricted funds	Total 2024
	£	£	£
Income received	725,805	527,130	1,252,935
Included within income received are the following:			
		2025	2024
		£	£
<u>Unrestricted funds</u>			
At Home		733,648	688,305
Here		-	37,500
		733,648	725,805
<u>Restricted funds</u>			
Brighton & Hove City Council		2,557	31,109
NHS Sussex ICB		60,947	80,498
Brighton & Hove City Council - Shopmobility		-	26,100
The Henry Smith Charity		45,700	44,800
Trust For Developing Communities		20,700	23,000
Moneyworks		8,616	9,573
Hospital Discharge Service project		190,787	178,786
National Lottery Community Fund		10,000	52,073
Southdown Housing Association		67,325	55,998
Grassroots Suicide Prevention		-	3,400
29th May 1961 Charitable Trust		-	3,000
Eastbourne Borough Council		-	4,000
Community Works		-	14,793
		406,632	527,130

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

6 Expenditure

	Staff costs £	Depre- ciation £	Other costs £	Total 2025 £
Costs of generating funds				
Marketing and advertising	-	-	2,306	2,306
Charitable activities				
Parent charity activities undertaken directly	891,378	-	61,857	953,235
Parent charity support costs	217,636	-	81,552	299,187
Trading subsidiary activities undertaken directly	157,499	-	27,622	185,120
Trading subsidiary support costs	34,755	-	37,245	72,000
	1,301,267	-	208,276	1,509,543
Total expenditure	1,301,267	-	210,582	1,511,848
	Staff costs £	Depre- ciation £	Other costs £	Total 2024 £
Costs of generating funds				
Marketing and advertising	-	-	490	490
Charitable activities				
Parent charity activities undertaken directly	1,059,170	-	65,682	1,124,852
Parent charity support costs	134,597	-	60,912	195,509
Trading subsidiary activities undertaken directly	145,796	-	32,072	177,868
Trading subsidiary support costs	18,402	-	50,622	69,024
	1,357,965	-	209,288	1,567,253
Total expenditure	1,357,965	-	209,778	1,567,743
Analysis of support costs (including Governance costs)				2025 £
Wages and salaries				252,390
Legal and professional				7,593
General office and administration				93,500
Vehicle and travel				284
Governance costs:				
Audit and accountancy fees				17,120
Other services provided by auditors				300
				371,187

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Analysis of support costs (including Governance costs) (Continued)

	2024 £
Wages and salaries	152,999
Legal and professional	17,752
General office and administration	71,676
Vehicle and travel	6,376
Governance costs:	
Audit and accountancy fees	15,430
Other services provided by auditors	300
	264,533

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of 1 (2024: 1) trustees totaling £60 (2024: £73).

8 Employees

Employment costs	2025 £	2024 £
Wages and salaries	1,179,501	1,240,177
Social security costs	89,464	89,404
Other pension costs	24,862	28,384
	1,301,267	1,357,965

The average number of persons employed by the charity during the year was 77 (2024: 78). 1 individual's emoluments were greater than £60,000, (2024: 0).

The key management personnel of the charity consisted of the Chief Executive Officer, Chief Operating Officer, Business Development Officer, People and Operations Manager and the Finance Manager with the total employee benefits being paid to key management personnel of £202,003 (2024: £79,511). These figures include employers' national insurance and also employer's pension contribution where incurred.

9 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

10 Auditors' remuneration

The auditors' remuneration amounts to an audit fee of £16,800 (2024: £15,600).

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

11 Trading activities

	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Subsidiary trading income	350,852	-	350,852	318,497
Subsidiary trading expenses	264,105	-	264,105	248,991
	<u>86,747</u>	<u>-</u>	<u>86,747</u>	<u>69,506</u>

In 2025, of the net income from trading activities £86,747 was to unrestricted funds and £Nil was to restricted funds.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

12 Net income/(expenditure)

	2025 £	2024 £
--	-----------	-----------

This is stated after charging:

Depreciation of tangible fixed assets owned by the charity	-	-
	-	-

13 Tangible fixed assets - Charity and Group

	Computer equipment £	Specialist equipment £	Fixtures, fittings & equipment £	Total £
Cost				
At 1 April 2024	26,028	30,463	25,543	82,034
At 31 March 2025	26,028	30,463	25,543	82,034
Depreciation				
At 1 April 2024	26,028	30,463	25,543	82,034
Charge for the year	-	-	-	-
At 31 March 2025	26,028	30,463	25,543	82,034
Net book value				
At 31 March 2025	-	-	-	-
At 31 March 2024	-	-	-	-

14 Fixed asset investments - Charity

	Shares in group undertaking £
Cost at 31 March 2024 and 31 March 2025	2
Historical cost:	
At 31 March 2024	2
At 31 March 2025	2

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Debtors

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	86,660	139,726	33,235	91,192
Other debtors	8,600	16,800	-	8,000
Amounts owed by group undertakings	-	-	14,585	22,252
Prepayments	20,843	9,988	18,431	7,700
	<u>116,103</u>	<u>166,514</u>	<u>66,251</u>	<u>129,144</u>

16 Creditors: amounts falling due within one year

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	6,558	10,698	4,323	8,420
Taxes and social security costs	40,244	43,642	22,114	22,012
Other creditors	21,238	16,020	21,234	15,970
Accruals	47,559	35,350	44,059	31,850
	<u>115,599</u>	<u>105,710</u>	<u>91,730</u>	<u>78,252</u>

17 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2024	2024
	£	£
Contributions payable by the company for the year	<u>24,862</u>	<u>28,384</u>

Pension contribution commitments at the year-end amounted to £4,534 (2024: £4,496).

18 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

19 Statement of funds

Statement of funds – current year

	Balance at 1 April 2024 £	Movement in funds			Balance at 31 March 2025 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	148,117	755,169	(840,645)	69,508	132,149
PPTL Reserves	69,508	350,852	(264,105)	(69,508)	86,747
	<u>217,625</u>	<u>1,106,021</u>	<u>(1,104,750)</u>	<u>-</u>	<u>218,896</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2024 £	Movement in funds			Balance at 31 March 2025 £
		Income £	Expenditure £	Transfers £	
Restricted funds – current year					
Advice centre	20,834	102,892	(88,871)	-	34,855
Community engagement	33,000	105,747	(131,566)	-	7,181
Garfield Weston	-	10,000	(10,000)	-	-
Hospital Discharge Service	-	190,797	(176,637)	-	14,150
	<u>53,834</u>	<u>409,426</u>	<u>(407,074)</u>	<u>-</u>	<u>56,186</u>

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Statement of funds – prior year

	Balance at 1 April 2023 £	Movement in funds			Balance at 31 March 2024 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	130,796	753,095	(759,030)	23,257	148,117
PPTL Reserves	51,278	318,497	(248,992)	(51,276)	69,508
	<u>182,074</u>	<u>1,071,592</u>	<u>(1,008,022)</u>	<u>(28,019)</u>	<u>217,625</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2023 £	Movement in funds			Balance at 31 March 2024 £
		Income £	Expenditure £	Transfers £	
Restricted funds					
Advice centre	47,000	90,669	(116,835)	-	20,834
Get Involved	-	41,793	(41,793)	-	-
Mental Health Lived Experience	2,169	126,474	(96,475)	832	33,000
Get Set Opening Doors	-	52,073	(79,260)	27,187	-
Right Track	1,614	-	(1,614)	-	-
Hospital Discharge Service	-	192,208	(192,208)	-	-
Shopmobility	5,436	26,100	(31,536)	-	-
	<u>56,219</u>	<u>529,317</u>	<u>(559,721)</u>	<u>28,019</u>	<u>53,834</u>

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group (*now included within Community Engagement*) provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Mental Health Lived Experience (*now included within Community Engagement*) provides support for people who have a lived experience of using mental health services to influence decision makers.

Community Engagement (*previously named Get Involved Group and Mental Health Lived Experience*) this service provides spaces and platforms for disabled people and people with long term health conditions to have a voice and influence on their city and on statutory and NHS services. Giving valuable input to decision makers, feedback and solutions to issues. Within this service we have multiple contracts including GIG and MHLEAG.

Get Set Opening Doors (Continuing Employment Service) supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

Right Track supports people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

Hospital Discharge Service is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

Garfield Weston awarded the charity a grant of £10,000 to bolster the core salaries to enable the charity to build on business offers to bring in unrestricted fund.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2025 are represented by:			
Tangible fixed assets	-	-	-
Current assets	334,495	56,186	390,681
Creditors: amounts falling due within one year	(115,599)	-	(115,599)
	<u>218,896</u>	<u>56,186</u>	<u>275,082</u>
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	-	-	-
Current assets	323,335	53,834	377,169
Creditors: amounts falling due within one year	(105,710)	-	(105,710)
	<u>217,625</u>	<u>53,834</u>	<u>271,459</u>

21 Commitments under operating leases

At 31 March 2025 the charity and group had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2025	2024	2025	2024
	£	£	£	£
Within one year	-	4,050	2,393	2,393
Between two and five years	-	-	4,786	7,179
	<u>-</u>	<u>4,050</u>	<u>7,179</u>	<u>9,572</u>

22 Net cash (outflow)/inflow from operating activities

	2025	2024
	£	£
Net income/(expenditure)	3,623	33,166
Increase/(decrease) in creditors	9,889	(445)
Decrease/(increase) in debtors	50,411	51,677
	<u>63,923</u>	<u>84,398</u>

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	210,655	63,923	274,578

24 Related parties

For the financial year ended 31 March 2025 the company had no disclosable related party transactions.

POSSABILITY PEOPLE LIMITED

England & Wales - Charity number 1114435

Accounts



**ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

If you need this document in a different format, please contact us:
hello@possabilitypeople.org.uk 01273 894040

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Sarah Chambers *(resigned 18 January 2024)*
Linda Elisha *(resigned 10 June 2024)*
Kathy Goddon *(resigned 07 July 2023)*
Mark Green
Maddy Hamp
Claire Arielle Leon *(resigned 29 November 2023)*
Samantha Oakley
Sophie Reilly
Gerry Zarb

Charity number

1114435

Company number

05706441

Registered office

Montague House
Somerset Street
Brighton
East Sussex
BN2 1JE

Chief Officer

Geraldine Des Moulins *(retired 07 July 2023)*
Angela Graham *(Interim appointed from 07 July 2023 until 01 August 2024)*
Lucy Vallis *(Appointed 01 August 2024)*

Auditors

Kreston Reeves LLP
Plus X Innovation Hub
Lewes Road
Brighton
East Sussex
BN2 4GL

Bankers

CAF Bank Limited
Kings Hill
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

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Foreword by Maddy Hamp, Chair of Trustees

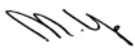
Looking back, it feels like 2023/2024 has been a difficult but ultimately a successful year, where Possability People has emerged stronger as a charity. Like many charities and third sector organisations, sponsorship and funding for projects and programmes has been significantly cut, especially from public sector bodies where, it seems that for Possability People these cuts have been especially hard in a post covid environment. This new economic reality helped spawn a cost-of-living crisis and a financial storm which disproportionately impacted upon our clients who are some of society's most vulnerable. However, we will always aim to do our best by our service users, so I am so proud that we have weathered this storm and have emerged stronger and more financially resilient than we could have hoped.

I just want to say a huge thank you to our staff, volunteers and trustees, without their commitment and tireless work and without them taking and implementing some tough decisions this would not have been the case.

Our Chief Officer Geraldine Des Moulins who led Possability People for last 14 years took a deserved retirement during the financial year, we wish her well. We were very fortunate that Angela Graham who has been with Possability People for seven years leading our Community Employment Service stepped up to be our Interim Chief Officer and successfully saw Possability People through what was, a challenging interim period. We emerged stronger because of her efforts. Thank you.

I would like to express my sincere thanks and gratitude to everyone who has worked so hard and successfully in what has been a year of both challenges, change and renewal. I would like to put on record my sincere thanks to our funders and supporters for their continued generous commitment and support to Possability People and the work we undertake with and for disabled people, and those with long term health conditions so they can shift the power in their favour and live their best lives.

My thanks also go to all volunteers and staff who make such a positive difference to the lives of our service users and to my fellow trustees who continue to work so hard to ensure the continued success of Possability People.



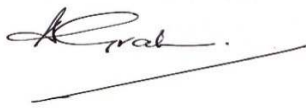
Maddy Hamp
Chair of Trustees

Foreword from Angela Graham, Interim Chief Officer

I have been so proud to take on my new role as Interim Chief Officer and to continue to work with our wonderful staff and volunteers. Having been part of the organisation for seven years I am constantly amazed at the dedication our teams show and how they go above and beyond what is asked of them.

It has been a challenging and exciting year for Possability People. As a disabled person myself I am all too aware of the barriers that those who use our services face and am proud to work for an organisation that really does make a difference to people's lives.

I look forward to the year ahead and continuing to provide quality projects and services across our diverse communities.

A handwritten signature in black ink, appearing to read 'Angela Graham', followed by a long horizontal line.

Angela Graham
Interim Chief Officer

Trustees' Report For the year Ended 31 March 2024

The trustees present their Annual report together with the audited financial statements of the Group for the year 1 April 2023 to 31 March 2024. The Annual report serves the purposes of both a trustees' report and a directors' report under company law. The trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019). Since the Group qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and Activities

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people.

Possability People work to empower disabled individuals and those with long-term health conditions by promoting social inclusion and supporting independent, dignified living. Guided by the Social Model of Disability, we focus on tackling the societal barriers that limit disabled individuals' participation, not their physical or mental conditions.

Our primary aim is to shift power to disabled people, ensuring they have a voice in decisions that affect them and equal access to opportunities in the community. Through a range of services, such as advice on welfare rights, employment, healthcare access, and more, we work to address these challenges. Our activities are designed to promote inclusion and improve the quality of life for disabled people across Brighton, Hove, and the Southeast.

We measure our success through key performance indicators (KPIs) aligned with our aims. For example, our Advice Centre achieved an 84% success rate in benefit applications, significantly higher than the national average of 52%. Our short-term goals include providing direct support through projects like the Hospital Discharge Service, while our long-term objectives involve scaling our services, increasing volunteer participation, and further influencing policy changes through lived experience networks.

Possability People continue to rely on the invaluable contributions of volunteers. In 2023-2024, volunteers contributed 11,000 hours of support, equivalent to nearly seven full-time staff, enabling us to deliver essential services that directly contribute to achieving our goals. We remain committed to empowering disabled people and making a tangible difference in their lives. Possability People work in close partnership with other local charities and service users to ensure services remain relevant to their changing needs. Our services are funded by statutory bodies and through a range of fundraising activities that include trust fundraising, events, and trading.

Possability People has considered the Charity Commission's guidance on public benefit. We believe that the range and accessibility of the services and activities offered by the charity, and the need for them, as shown by the take up from hundreds of service users clearly demonstrate the public benefit of our work. The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

Community Engagement Service: Our Community Engagement Service across Brighton and Sussex brings disabled individuals and professionals together to improve access to healthcare, work, and leisure. Disabled people play an active role in shaping solutions and enhancing accessibility.

- The **Get Involved Group (GIG)**, with 500 members, ensures disabled voices are heard in service changes.
- **Ask the Experts** provides feedback to the NHS from people with long-term health conditions.
- The **Eastbourne Access Group (EAG)**, with 200 members, advocates for disabled rights and influences decisions.
- **Women's Health Focus Groups**, commissioned by NHS Sussex, led to the creation of a Women's Lived Experience Network and Health Hubs.
- The **Autism Strategy Focus Group** provided service improvement recommendations to Brighton and Hove Council,
- The **Disabled Car Users Advisory Group (DCUAG)** successfully lobbied for accessible parking and Blue Badge electric vehicle charging.
- The **Gardner Street Traffic Regulation Order** restored disabled bays and improved access.
- **Access Audits** Carried out by volunteers to improve accessibility at sites like Beryl Bike Share Hubs.
- The **Mental Health Lived Experience Advisory Group (MH LEAG)**, with 53 members, provides feedback to the NHS and launched the SCALE network in Sussex.
- **Co-production** remains central, highlighted by our second Sussex-wide Co-Production Conference in 2024, which brought together over 80 participants to shape future service delivery.

Advice Centre: The Advice Centre supports the community across Brighton and Hove, East, and West Sussex, offering telephone and email support, along with appointments for benefit applications, housing, and Blue Badge queries. Our team of 6 part-time advisors and volunteers helps clients navigate challenges like Personal Independence Payment (PIP) and Universal Credit, achieving an 84% success rate in benefit applications, compared to the national average of 52%.

We work with partners such as the MS Society and Blatchington Court Trust to provide specialised support. Demand for our services continues to grow, with a 7% increase in referrals, totalling 3,382.

In 2024, we renewed our Advice Quality Standard (AQS), which praised our management, equalities monitoring, and staff support materials.

The Advice Centre also operated as a third-party reporting centre for hate incidents in partnership with the Rainbow Hub and Racial Harassment Forum. Our services remain vital to clients facing government benefit changes, the cost-of-living crisis, and reduced access to health services.

Musculoskeletal (MSK) Service: Our social prescribing service, supporting clinicians at Sussex MSK Partnership, provided people with the time and space to discuss their needs and goals, helping them connect to community services to improve their health. Clinics were held in Crawley, Haywards Heath, Horsham, and Brighton, with telephone and video appointments also available.

We collaborated closely with clinicians, promoting the service at team meetings and creating digital leaflets to assist with referrals. Social Prescribers worked with clients on issues such as mental health, housing, and pain management, leading to fully booked clinics and a waiting list. In response to user feedback, we added 3 new gentle exercise videos to our [YouTube channel](#), which received nearly 2,000 views. Funding for the project ended on 30 September 2023, and the service concluded.

Hospital Discharge Service: Our Hospital Discharge Service (HDS) provides personalised assistance to vulnerable patients aged 55+ leaving the Royal Sussex County Hospital and Princess Royal Hospital. Through three integrated projects, we help patients transition home, promoting independence and reducing hospital readmissions.

The service assists with practical needs such as food shopping, mobility equipment, and housing support, ensuring patients are connected to community services. This year, we supported 3,289 patients, saving 1,025 hospital bed days and over £1 million for the NHS.

We also provide Hospital Discharge Grants for urgent home adaptations and repairs, helping patients return to safe environments. The Wellbeing Service regularly checks in on post-discharge patients, ensuring their ongoing needs are met.

Feedback from both clients and hospital staff highlights the service's positive impact, with 100% client satisfaction.

At Home Service: Possability People's 'At Home' service supports individuals with health conditions to live independently in their own homes. Serving Brighton and Hove, our skilled care team provides personalised care, including assistance with personal care, mental health support, neurodiverse conditions, and dementia care. Clients also receive support with employment, volunteering, and community engagement.

From April 2023 to March 2024, we provided 27,567 hours of care to 55 clients, a 9% increase from the previous year. Despite challenges in recruiting due to staff shortages and local parking

restrictions, we maintain a commitment to minimum one-hour visits, ensuring consistent care from the same Personal Assistants (PAs) each week.

Registered with the Care Quality Commission and holding the Gold Standard in end-of-life care, our service has received overwhelmingly positive feedback from clients and their families, with many describing our PAs as life-changing in their support.

Community Employment Service: Get Set: Opening Doors programme empowered disabled individuals and those with long-term health conditions to overcome barriers to employment. Running in Brighton, Eastbourne, and Hastings, the project provided long-term support to help participants not only find work but sustain it.

Participants, many of whom were far from the job market, received one-on-one and group support to build confidence, manage health conditions, and develop employability and digital skills. Over four years, 60% of participants moved into work, volunteering, training, or education, with a 52% reduction in feelings of isolation.

In 2023, the project supported 98 participants, with 32 securing jobs or apprenticeships and 18 gaining volunteering roles. The project was funded by the National Lottery and delivered by a dedicated team of volunteers and staff.

Our **Employment Consultancy Service** helped employers retain staff by offering tailored support, reducing sickness absence by 75% and improving long-term employment sustainability.

Payroll & Supported Bank Accounts: Our Payroll and Supported Bank Account (SBA) services are essential for disabled people managing their own care, relieving them of the administrative burden of payroll tasks, such as generating payslips and reporting to HMRC. The service also offers a secure bank account to manage care payments efficiently.

With a dedicated team of 6 staff and volunteers, we supported 1,110 clients this year, a 12% increase from the previous year. Clients also benefit from free access to our PA Noticeboard, making it easier to recruit Personal Assistants.

PA Noticeboard: The **PA Noticeboard** is an essential tool for connecting Personal Assistants (PAs) with Direct Employers. Developed in 2011 with input from disabled users, the board remains popular and effective, with 106 ads and 462 applications between April 2023 and March 2024.

Employers can search for PAs by skills and location, post ads, and maintain full control over hiring. Subscription fees apply, though payroll and supported bank account users access the service for free. The PA Noticeboard has been licensed to 4 local authorities, generating income for the charity and supporting disabled individuals' employment needs.

It's Local Actually: It's Local Actually is a free online listings site helping people find activities and services in their area, now covering Brighton, Sussex, Surrey, and Kent. With over 1,000 listings, including accessible, low-cost activities and local businesses, it's an invaluable resource, especially for those with limited mobility. The site is maintained by volunteers, helping them grow their digital skills and confidence.

Possability Place: Possability Place, our fully accessible venue in Brighton, provided a popular space for community groups and organisations until its closure in June 2023. Despite the end of the lease, the space hosted 12 hirers in its final months, supporting a wide range of activities, from support groups to social clubs.

Shopmobility: Shopmobility offers affordable mobility scooter and wheelchair hire, with 543 hires last year—a 6% increase. With 391 deliveries, half to hotels, our service allows locals and visitors alike to explore the city with ease. Supported by 7 dedicated volunteers, Shopmobility offers freedom and independence to those who need it most.

Volunteering: Volunteers play a vital role in every aspect of our work, often sharing their lived experience to benefit the entire organisation. We offer a range of accessible volunteer opportunities, supporting both disabled and non-disabled individuals who want to gain experience, make friends, or give back.

In 2023, volunteers contributed 11,000 hours, equivalent to nearly 7 full-time staff. All survey respondents reported a positive experience, with 100% saying the roles were accessible and had personal benefits. Many volunteers have gone on to paid work, while others continue to support us long-term. We are immensely grateful to our volunteers for their dedication and the impact they make.

Structure, Governance and Management

Structure

The Trustees are also the directors for the purpose of company law. Trustees serving during the period were:

Sarah Chambers (<i>resigned 18 January 2024</i>)	Maddy Hamp
Linda Elisha (<i>resigned 10 June 2024</i>)	Claire Arielle Leon (<i>resigned 29 November 2023</i>)
Kathy Goddon (<i>resigned 07 July 2023</i>)	Samantha Oakley
Mark Green	Sophie Reilly
	Gerry Zarb

None of the trustees has any beneficial interest in the company. All the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Governance

The trustees of Possability People are committed to ensuring that decisions are made in a way that aligns with the charity's purpose and strategic objectives, as outlined in section 1.51 of the Statement of Recommended Practice (SORP). Key decisions, particularly those with significant

impact on the charity's activities, resources, and governance, follow a structured process that includes:

- **Engagement and Consultation:** Trustees actively seek input from staff, beneficiaries, and external experts where appropriate. This ensures that all key decisions are well-informed and reflect the needs and views of those the charity serves.
- **Strategic Alignment:** All major decisions are considered in the context of the charity's long-term strategic goals. This helps to ensure that decisions support the overall mission and vision of the organisation.
- **Risk and Impact Assessment:** Decisions are made with an understanding of their potential risks and impacts, both financial and operational. Trustees ensure that risks are properly mitigated, and decisions contribute positively to the charity's sustainability and effectiveness.
- **Governance and Oversight:** Trustees ensure compliance with legal and regulatory requirements, and key decisions are taken within the framework of the charity's governing documents. Significant matters are discussed at board meetings and, where necessary, subject to further scrutiny by sub-committees or advisors.
- **Delegation of Authority:** While day-to-day operational decisions are delegated to senior management, trustees retain oversight on key issues, including finance, strategy, and governance. Decisions of high importance, particularly those that could impact the charity's direction, are reserved for the full board.
- **Monitoring and Review:** Once decisions are made, trustees monitor their outcomes and assess whether they meet the intended objectives. This ensures a continuous learning process, allowing the board to refine its decision-making approach over time.

Possability People values diversity as an important factor for accountability and public confidence. As a result, we seek to appoint board members from a variety of backgrounds to bring a variety of skills and experience to the board. If a position on the board becomes vacant, our Trustees will firstly explore contacts who have expressed an interest in our work. If we are unable to find a suitable candidate, then we will advertise the position in the appropriate media. Potential new trustees will be interviewed by the Chair and other officers of the Board and then may be put forward to a vote at the next Board meeting. Should their appointment be approved, they will join the Board of Trustees, and an induction process is put in place.

Trustee recruitment process:

1. The trustee board identifies the skills and experience needed by a board member to lead the charity.
2. The role description is advertised widely on appropriate lists and web sites and on our website. As a user led organisation, we actively encourage applications from people with a lived experience of being disabled.
3. Potential candidates are sent a trustee recruitment pack with information about the organisation and the essential requirements for trustees including a role description and person specification.

4. Applications are reviewed and shortlisted by the board. A panel is then chosen of two trustees to conduct an interview, who then send its recommendation to the board.
5. References and a DBS check are completed for successful applicants.
6. Our Memorandum and Articles states that successful candidates can be co-opted on to the board prior to being voted on by the membership at the next AGM.
7. Appointees are given an induction which includes a presentation of the activities of the charity, confirmation of an understanding of the charity's policies and procedures, and any identified training needs will be addressed.
8. The recruitment process is reviewed and evaluated.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.

Possability People's Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the charity.

Management

The Board of Trustees delegates the day-to-day operations to the Chief Officer and the Senior Leadership Team. The trustees provide oversight, governance, and strategic direction to the charity. No Trustee of the charity receives remuneration. The pay of staff, including senior staff, is reviewed on an annual basis by the Board of Trustees. When recruiting for senior staff members, the charity assesses the requirements of the role and the suitability of the pay & remuneration (including taking into account remuneration of similar roles for people with similar skills and experience in other, similar organisations).

Risk

The management committee discusses risk on an ongoing basis. Possability People hold a risk register. As well as the standard risks for charities such as safeguarding and legal & governance compliance, the biggest risk to the charity is the pressure on budgets in the public sector which remains a significant source of our income. We have seen cuts to contracted budgets and discontinued activities. To mitigate this risk, we continually look for other opportunities to diversify our offer. This includes looking to successfully increase our social enterprise activities and looking at strengthening our fundraising activities including bids to trusts and foundations.

Financial review

The charity started 2023-24 in very difficult circumstances. Following the loss of some projects' funding and the inflationary pressures felt since 2022, significant changes were required to the charity's cost base. Some staff hours were reduced, while ensuring services continued to operate in accordance with the terms of grants and contracts, and the annual cost of living increase in pay being adjusted. As a result of cost-saving measures it is expected surpluses will be made to improve the reserves and to cover of ongoing expenditure.

The principal sources of our income are shown in notes 3 to 5 to the financial statements. Incoming resources during the year decreased to £1,600,909 (2023 - £1,633,112).

Our results for the year show an overall surplus of £33,166; £63,570 surplus from unrestricted funds offset by a deficit of £ (30,404) from restricted funds; (2023 - total deficit of £(46,714) of which a deficit of £(51,428) from restricted funds offset a surplus of £4,714 from unrestricted funds).

A net transfer to restricted funds of £28,019 was required (2023 - £42,331) transfer from restricted funds arose). The final result was an overall surplus of £35,551 (2023 – deficit of £(46,714) to unrestricted funds Information.

Fundraising

Fundraising is a vital component of Possability People's strategy to ensure long-term sustainability and financial resilience. In response to the challenges posed by reductions in statutory funding and the broader economic pressures, we have continued to diversify our income streams, focusing on increasing support from charitable trusts, foundations, and individual donors.

Fundraising Practices and Accountability

Possability People is committed to maintaining the highest standards in fundraising. We comply with all relevant fundraising regulations, including the Fundraising Regulator's Code of Fundraising Practice. We take a transparent approach in our communications with donors, ensuring they understand how their contributions are used to support our objectives. There have been no complaints or objections to our fundraising activities.

Volunteers also play a significant role in our fundraising efforts, helping with events, campaigns, and administrative support. Their contribution not only increases our capacity to raise funds but also ensures that our fundraising activities are cost-effective.

As we look to the future, we will continue to strengthen and diversify our fundraising efforts to ensure the financial health of Possability People and the continuation of our vital services for disabled individuals.

Funding 2023-2024

- The Advice Centre was funded by The Henry Smith Charity, the 29th May 1961 Charitable Trust, East Sussex County Council and Brighton & Hove City Council, to provide an advice service for disabled people. At the year-end a reserve of £20,834 (2023 - £47,000) was carried forward.
- Get Involved Group was funded by Brighton & Hove City Council via The Trust for Developing Communities, Community Works and Eastbourne Borough Council. Overall, all funds received in the year were expensed (2023 – a transfer of £4,486 was required from unrestricted funds).

- The Get Set Opening Doors service was funded by a successful bid to the National Lottery Community Fund. This saw the charity receive almost £400,000 for a four-year programme to support disabled people into work, volunteering or training in Brighton, Hove and across East Sussex. In the current, and final year a deficit of £(27,187 (2023 - £(17,181)) was incurred on this activity requiring a transfer from unrestricted funds.
- The Right Track project had received additional funding from Sport England and Disability Rights UK for our MSK Social Prescribing service. This project was discontinued in 2023-24 and all funds were expensed.
- Hospital Discharge Service was funded by NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community. All funds received in the year were expensed.
- Mental Health Lived Experience (MHLE) provides support for people who have a lived experience of using mental health services to influence decision makers. At the year-end a reserve of £33,000 was carried forward recognising funding received in advance from NHS Sussex ICB. The overall costs incurred in 2023-24 required a transfer of £832 from unrestricted funds.
- Shopmobility was funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton and Hove. This funding ceased as of the start of 2023-24. All funding received to that point had been fully expensed, (2023 - £5,436 was carried forward).

Reserves policy

Unrestricted funds held at the year-end were £217,625 (2023 - £182,074). Tangible fixed assets have been written down to £nil, (2023 - £nil). Therefore, the free reserves as defined by the Charity Commission were £217,625, (2023 - £182,074).

The Trustees have examined the charity's requirements for reserves considering the main risks to the organisation. Because of the rapid and unexpected inflation in costs, this was not achieved at the end of 2022/23 with the cover of monthly expenditure by unrestricted funds having fallen to 1.3. However, because of the staffing restructure and pay constraints in 2023/24, this cover has improved to 1.7.

It is expected that the cover will improve through 2024/25 with the aim to be at least 2 months and preferably 3.

Restricted funds held at the year-end were £53,834 (2023 - £56,219). These funds can only be used for specific purposes as defined by the funders.

Plans for the Future

We plan to broaden our scope while remaining a grassroots organisation. This involves rescoping successful projects like our Community Employment Service and involving other areas across the Southeast, with a focus on adapting them to meet regional needs.

Building on the 11,000 hours contributed by volunteers this year, we aim to expand our volunteer base and enhance their involvement in service delivery. This will allow us to extend our reach while ensuring volunteers gain valuable skills and experience.

Based on our success with lived experience networks like the Mental Health Lived Experience Advisory Group, we will work to strengthen our influence on local and national policies. Our future advocacy efforts will focus on ensuring that disabled individuals have a voice in decisions impacting their lives.

Lessons Learned and Future Direction

Our experience during 2023-2024, particularly managing the challenges posed by funding cuts and the cost-of-living crisis, has underscored the importance of financial resilience. As a result, one of our key objectives is to diversify funding sources, including expanding our social enterprise activities and increasing income from trusts and foundations.

We also recognise the value of flexibility in service delivery, highlighted by the success of our remote services during the pandemic and ongoing cost-of-living challenges. Future plans will continue to prioritise flexible service models, such as offering both in-person and virtual support, to meet the evolving needs of disabled people.

Through these future activities, Possability People is committed to continuing its work of shifting power to disabled individuals, ensuring they have control over their lives and the opportunities to thrive within their communities.

Responsibilities of Board of Trustees

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

Company law requires the Trustee to prepare financial statements for each financial year.

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

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP (FRS 102).
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK accounting standards (FRS 102) 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 group will continue in business.

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

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited. The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

Going concern

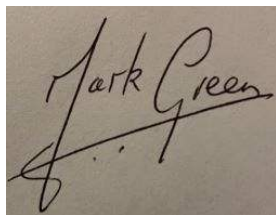
At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential continued future financial impact arising from the ongoing effects of the COVID-19 pandemic and other recent outside factors such as the cost-of-living crisis. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have no material uncertainty.

Disclosure of information to auditors

Each of the persons who are the Trustees at the time when this Trustees' report is approved has confirmed that:

So far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and

That Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

A handwritten signature in black ink on a light-colored background. The signature is written in a cursive style and appears to read 'Mark Green'.

Mark Green, on behalf of the board of trustees

Dated: 21 October 2024

Independent auditors' report to the Members of Possability People Limited

Opinion

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

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 group's and parent charitable company's ability to continue as a going concern for

a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the Group and parent charitable company 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 Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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 Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the group, parent charitable company and sector, and through discussion with the Trustees and management (as required by auditing standards), we identified the principal risks of non-compliance with laws and regulations. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, Statement of Recommended Practice, taxation and pension legislation. We communicated identified

laws and regulations throughout our team and remained alert to any indications of noncompliance throughout the audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inappropriate journal entries to increase income to reduce the deficit generated. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations and fraud, and review of the reports made by management; and
- Assessment of identified fraud risk factors; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation; and
- Performing analytical procedures with automated data analytics tools to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness

of accounting estimates and related disclosures made by the Trustees.

- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves LLP

Lucy Hammond FCA BSc (Senior statutory auditor)

for and on behalf of

Kreston Reeves LLP

Chartered Accountants

Statutory Auditor

Brighton

Date: 23 October 2024

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income from:	Note				
Donations	3	1,774	2,187	3,961	15,163
Activities for raising funds	4	25,516	-	25,516	37,900
Charitable activities – trading subsidiary	11	318,497	-	318,497	296,758
Charitable activities – parent charity	5	725,805	527,130	1,252,935	1,283,291
Total income		1,071,592	529,317	1,600,909	1,633,112
Expenditure on:					
Costs of raising funds					
Marketing and advertising	6	490	-	490	1,451
		490	-	490	1,451
Charitable activities					
Trading subsidiary	11	248,992	-	248,992	244,664
Parent charity	6	758,540	559,721	1,318,261	1,433,711
		1,007,532	559,721	1,567,253	1,678,375
Total expenditure		1,008,022	559,721	1,567,743	1,679,826
Net income for the year		63,570	(30,404)	33,166	(46,714)
Gross transfers between funds	19	(28,019)	28,019	-	-
Net movement in funds		35,551	(2,385)	33,166	(46,714)
Fund balances at 1 April 2023		182,074	56,219	238,293	285,007
Fund balances at 31 March 2024		217,625	53,834	271,459	238,293
				2024	2023
				£	£
(Deficit) attributable to Possability People Limited				(36,339)	(98,808)

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 26 to 38* form part of these financial statements.

CONSOLIDATED BALANCE SHEET

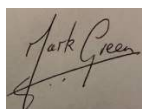
		2024		2023	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
			<u>-</u>		<u>-</u>
Current assets					
Debtors	15	166,514		218,191	
Cash at bank and in hand		210,655		126,257	
		<u>377,169</u>		<u>344,448</u>	
Creditors: amounts falling due within one year	16	(105,710)		(106,155)	
		<u></u>		<u></u>	
Net current assets			271,459		238,293
Total assets less current liabilities			271,459		238,293
			<u></u>		<u></u>
Income funds					
Restricted funds	19		53,834		56,219
Unrestricted funds	19		217,625		182,074
			<u>271,459</u>		<u>238,293</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 21 October 2024 and signed on their behalf, by:



.....
Mark Green
Trustee

Company Registration No. 05706441

The notes on pages 26 to 38* form part of these financial statements.

CHARITY BALANCE SHEET

		2024		2023	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
Investments	14		2		2
			<u>2</u>		<u>2</u>
Current assets					
Debtors	15	129,144		192,244	
Cash at bank and in hand		151,057		74,492	
		<u>280,201</u>		<u>266,736</u>	
Creditors: amounts falling due within one year	16	(78,252)		(79,723)	
		<u></u>		<u></u>	
Net current assets			201,949		187,013
Total assets less current liabilities			201,951		187,015
Income funds					
Restricted funds	19		53,834		56,219
Unrestricted funds	19		148,117		130,796
			<u>201,951</u>		<u>187,015</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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The financial statements were approved and authorised for issue by the Trustees on 21 October 2024 and signed on their behalf, by:



.....
Mark Green

Trustee

Company Registration No. 05706441

The notes on pages 26 to 38* form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

	Notes	2024 £	2023 £
Net cash provided / (used) by operating activities	22	84,398	(107,913)
Increase/ (Decrease) in cash		84,398	(107,913)
Cash and cash equivalents at the beginning of the year		126,257	234,170
Cash and cash equivalents at the end of the year		210,655	126,257

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Statutory information

Possability People Limited is a charitable private company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address and principal place of business can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied.

The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line-by-line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.

The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

2.3 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential continued future financial impact arising from the COVID-19 pandemic. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have no material uncertainty.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Accounting policies (continued)

2.4 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered.

Grant income is recognised over the period for which it is granted.

Donations and gifts are recognised when receivable.

Subsidiary income is derived from services to clients with Direct Payments budgets and small employers' payroll services. Additionally, there is licence fee income from use of proprietary software. All income is recognised when invoiced.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

2.5 Government Grants

Grants of a revenue nature are recognised in the Statement of Financial Activities in the same period as the related expenditure. During the year the company received assistance from the coronavirus job retention scheme.

2.6 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.8 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments.

2.10 Creditors and provisions

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.

2.11 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.14 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

3 Donations

	Unrestricted funds	Restricted funds	Total 2024
	£	£	£
Donations	1,774	2,187	3,961
	Unrestricted funds	Restricted funds	Total 2023
	£	£	£
Donations	9,227	5,936	15,163

4 Income from activities for raising funds

	Unrestricted funds	Restricted funds	Total 2024
	£	£	£
Shopmobility	11,518	-	11,518
Fund Generation	13,998	-	13,998
	25,516	-	25,516
	Unrestricted funds	Restricted funds	Total 2023
	£	£	£
Shopmobility	9,420	-	9,420
Fund Generation	28,481	-	28,481
	37,901	-	37,901

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2024 £
Income received	725,805	527,130	1,252,935
	Unrestricted funds £	Restricted funds £	Total 2023 £
Income received	646,212	637,079	1,283,291
Included within income received are the following:			
		2024 £	2023 £
<u>Unrestricted funds</u>			
At Home		688,305	571,212
Here		37,500	75,000
DWP		-	-
Sussex Community Foundation		-	-
		725,805	646,212
<u>Restricted funds</u>			
Brighton & Hove City Council		31,109	25,061
NHS Sussex ICB		80,498	68,529
Brighton & Hove City Council - Shopmobility		26,100	26,100
The Henry Smith Charity		44,800	44,300
Trust For Developing Communities		23,000	23,000
Moneyworks		9,573	9,777
Hospital Discharge Service project		178,786	179,250
National Lottery Community Fund		52,073	109,252
Southdown Housing Association		55,998	41,500
Grassroots Suicide Prevention		3,400	-
29th May 1961 Charitable Trust		3,000	-
Eastbourne Borough Council		4,000	-
Community Works		14,793	-
Edward Kleinwort Trust		-	3,000
East Sussex County Council		-	30,000
Versus Arthritis		-	4,986
Police and Crime Commissioner for Sussex		-	10,000
Social Enterprise Support Fund		-	37,324
Garfield Weston Foundation		-	25,000
		527,130	637,079

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

6 Expenditure

	Staff costs £	Depre- ciation £	Other costs £	Total 2024 £
Costs of generating funds				
Marketing and advertising	-	-	490	490
Charitable activities				
Parent charity activities undertaken directly	1,059,170	-	65,682	1,124,852
Parent charity support costs	134,597	-	60,912	195,509
Trading subsidiary activities undertaken directly	145,796	-	32,072	177,868
Trading subsidiary support costs	18,402	-	50,622	69,024
	1,357,965	-	209,288	1,567,253
Total expenditure	1,357,965	-	209,778	1,567,743
	Staff costs £	Depre- ciation £	Other costs £	Total 2023 £
Costs of generating funds				
Marketing and advertising	-	-	1,451	1,451
Charitable activities				
Parent charity activities undertaken directly	1,133,970	-	89,465	1,223,435
Parent charity support costs	141,602	-	72,356	213,958
Trading subsidiary activities undertaken directly	151,199	-	23,282	174,481
Trading subsidiary support costs	18,881	-	47,620	66,501
	1,445,652	-	232,723	1,678,375
Total expenditure	1,445,652	-	234,174	1,679,826
Analysis of support costs (including Governance costs)				2024 £
Wages and salaries				152,999
Legal and professional				17,752
General office and administration				71,676
Vehicle and travel				6,376
Governance costs:				
Audit and accountancy fees				15,430
Other services provided by auditors				300
				264,533
				2023 £
Wages and salaries				160,483
Legal and professional				22,941
General office and administration				77,846
Vehicle and travel				6,389
Governance costs:				
Audit and accountancy fees				12,500
Other services provided by auditors				300
				280,459

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of 1 (2023 – 2) trustees totalling £73 (2023: £239).

8 Employees

Employment costs	2024 £	2023 £
Wages and salaries	1,240,177	1,311,264
Social security costs	89,404	101,977
Other pension costs	28,384	32,411
	<u>1,357,965</u>	<u>1,445,652</u>

The average number of persons employed by the charity during the year was **78** (2023: 75). No individual's emoluments were greater than £60,000, (2023: 1).

The key management personnel of the charity consisted of the Chief Officer, with the total employee benefits being **£22,187** (2023: £64,817); and the interim Chief Executive Officer with total employee benefits being **£57,324** (inclusive of remuneration prior to appointment). These figures include employers' national insurance and also employer's pension contribution where incurred.

9 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

10 Auditors' remuneration

The auditors' remuneration amounts to an audit fee of £15,600 (2023: £7,375).

11 Trading activities

	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Subsidiary trading income	318,497	-	318,497	296,758
Subsidiary trading expenses	248,991	-	248,991	245,482
	<u>69,506</u>	<u>-</u>	<u>69,506</u>	<u>51,276</u>

In 2023, of the net income from trading activities £69,506 was to unrestricted funds and £nil was to restricted funds.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

12 Net income/(expenditure)

	2024 £	2023 £
This is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	-	-
	-	-

13 Tangible fixed assets - Charity and Group

	Computer equipment £	Specialist equipment £	Fixtures, fittings & equipment £	Total £
Cost				
At 1 April 2023	26,028	30,463	25,543	82,034
At 31 March 2024	26,028	30,463	25,543	82,034
Depreciation				
At 1 April 2023	26,028	30,463	25,543	82,034
Charge for the year	-	-	-	-
At 31 March 2024	26,028	30,463	25,543	82,034
Net book value				
At 31 March 2024	-	-	-	-
At 31 March 2023	-	-	-	-

14 Fixed asset investments - Charity

	Shares in group undertaking £
Cost at 31 March 2023 and 31 March 2024	2
Historical cost:	
At 31 March 2023	2
At 31 March 2024	2

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

15 Debtors

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade debtors	139,726	169,533	91,192	107,010
Other debtors	16,800	37,470	8,000	30,270
Amounts owed by group undertakings	-	-	22,252	46,064
Prepayments	9,988	11,188	7,700	8,900
	<u>166,514</u>	<u>218,191</u>	<u>129,144</u>	<u>192,244</u>

16 Creditors: amounts falling due within one year

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade creditors	10,698	7,988	8,420	5,876
Taxes and social security costs	43,642	45,435	22,012	25,616
Other creditors	16,020	16,332	15,970	16,331
Accruals	35,350	36,400	31,850	31,900
	<u>105,710</u>	<u>106,155</u>	<u>78,252</u>	<u>79,723</u>

17 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2024	2023
	£	£
Contributions payable by the company for the year	<u>28,384</u>	<u>32,411</u>

Pension contribution commitments at the year-end amounted to £4,496 (2023: £5,473).

18 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Statement of funds

Statement of funds – current year

	Balance at 1 April 2023 £	Movement in funds			Balance at 31 March 2024 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	130,796	753,095	(759,030)	23,257	148,117
PPTL Reserves	51,278	318,497	(248,992)	(51,276)	69,508
	<u>182,074</u>	<u>1,071,592</u>	<u>(1,008,022)</u>	<u>(28,019)</u>	<u>217,625</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2023 £	Movement in funds			Balance at 31 March 2024 £
		Income £	Expenditure £	Transfers £	
Restricted funds – current year					
Advice centre	47,000	90,669	(116,835)	-	20,834
Get Involved	-	41,793	(41,793)	-	-
Mental Health Lived Experience	2,169	126,474	(96,475)	832	33,000
Get Set Opening Doors	-	52,073	(79,260)	27,187	-
Right Track	1,614	-	(1,614)	-	-
Hospital Discharge Service	-	192,208	(192,208)	-	-
Shopmobility	5,436	26,100	(31,536)	-	-
	<u>56,219</u>	<u>529,317</u>	<u>(559,721)</u>	<u>28,019</u>	<u>53,834</u>

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Statement of funds – prior year

	Balance at 1 April 2022 £	Movement in funds			Balance at 31 March 2023 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	144,498	693,340	(739,902)	32,860	130,796
PPTL Reserves	75,193	296,758	(245,482)	(75,191)	51,278
	<u>219,691</u>	<u>990,098</u>	<u>(985,384)</u>	<u>(42,331)</u>	<u>182,074</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2022 £	Movement in funds			Balance at 31 March 2023 £
		Income £	Expenditure £	Transfers £	
Restricted funds					
Advice centre	42,363	123,574	(132,642)	13,705	47,000
Get Involved	-	51,000	(55,468)	4,468	-
Mental Health Lived Experience	-	70,029	(67,860)	-	2,169
At Home	12,728	41,824	(60,671)	6,119	-
Get Set Opening Doors	-	134,252	(151,433)	17,181	-
Right Track	1,800	4,986	(5,172)	-	1,614
Hospital Discharge Service	494	191,250	(192,602)	858	-
Shopmobility	7,931	26,100	(28,595)	-	5,436
	<u>65,316</u>	<u>643,015</u>	<u>(694,443)</u>	<u>42,331</u>	<u>56,219</u>

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Get Set Opening Doors (Continuing Employment Service) supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

Mental Health Lived Experience provides support for people who have a lived experience of using mental health services to influence decision makers.

Right Track supports people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

Hospital Discharge Service is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

At Home is a care service which is run as a social enterprise. It enables disabled people to stay independent and safe at home.

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

20 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	-	-	-
Current assets	323,335	53,834	377,169
Creditors: amounts falling due within one year	(105,710)	-	(105,710)
	<u>219,691</u>	<u>53,834</u>	<u>271,549</u>
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	-	-	-
Current assets	288,229	56,219	344,448
Creditors: amounts falling due within one year	(106,155)	-	(106,155)
	<u>182,074</u>	<u>56,219</u>	<u>238,293</u>

21 Commitments under operating leases

At 31 March 2024 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2024	2023	2024	2023
	£	£	£	£
Within one year	4,050	3,894	2,393	2,393
Between two and five years	-	-	7,179	9,572
	<u>4,050</u>	<u>3,894</u>	<u>9,572</u>	<u>11,965</u>

22 Net cash (outflow)/inflow from operating activities

	2024 £	2023 £
Net income/(expenditure)	33,166	(46,714)
Increase/(decrease) in creditors	(445)	5,095
Decrease/(increase) in debtors	51,677	(66,294)
	<u>84,398</u>	<u>(107,913)</u>

23 Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	126,257	84,398	210,655

24 Related parties

For the financial year ended 31 March 2024 the company had no disclosable related party transactions.

POSSABILITY PEOPLE LIMITED

England & Wales - Charity number 1114435

Accounts

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Charity Registration No. 1114435

Company Registration No. 05706441 (England and
Wales)

POSSABILITY PEOPLE LIMITED ((limited by guarantee)

Known as Possability People

LEGAL AND ADMINISTRATIVE INFORMATION

Management Committee

Claire Arielle Leon (resigned 29/11/23)
Gerry Zarb
Linda Elisha (Vice Chair)
Maddy Hamp (Chair)
Mark Green
Samantha Oakley
Sarah Chambers (appointed 7/9/22)
Sophie Reilly
Danielle Evans (resigned 30/10/22)
Kathy Goddon (resigned 7/7/23)

Patron

Vacant

Chief Officer

Geraldine Des Moulins – to 7/7/23
Angela Graham – interim appointment from 7/7/23

Charity number

1114435

Company number

05706441

Registered office & Principal address

Montague House
Somerset Street
Brighton
East Sussex
BN2 1JE

Auditors

Kreston Reeves LLP
Plus X Innovation Hub
Lewes Road
Brighton
East Sussex
BN2 4GL

Bankers

CAF Bank Limited
Kings Hill
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

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Charity Balance Sheet	38
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Foreword by Maddy Hamp, Chair of Trustees

As I write this foreword to the 22/23 accounts, I have been reflecting on all that we have been through over the past year. Against the backdrop of significant events such as the pandemic, the energy crisis and the cost-of-living crisis, all of which have disproportionately affected disabled people (including myself), we have continued to provide a range of services that support disabled people in Brighton and East Sussex, enabling and empowering them to live the life they choose.

I am incredibly proud that through it all we have continued to support people with their benefits claims through our Advice Centre, provided them with care and support through our At Home service, given them the skills they need for employment, facilitated them leaving hospital and returning home, hired out scooters and wheelchairs to enable them to get out and about more quickly and easily and helped them to advertise for a PA.

We also help people who have lived experience (including lived experience of using mental health services) influence decision makers throughout Brighton and East Sussex via the Get Involved Group.

For example, during the year 2022/2023 we dealt with 7,600 Advice Centre enquiries, 318 people supported by employment service, 1565 referrals to our Hospital Discharge Service, and 944 people supported by our Payroll and Support Bank Account service. In total, 12,637 people were supported by Possability People.

None of this would have been possible without the hard work and dedication of our staff and volunteers, and I want to take this opportunity to thank them for going above and beyond in such difficult times.

On a side note, in July 23, I was very sad to say goodbye to our outgoing Chief Officer, Geraldine Des Moulins, who retired after 17 years as Chief Office for Possability People. Under Geraldine's leadership the charity had expanded from a small organisation aiming to connect and support disabled people in Brighton and Hove, to one covering a far more extensive area with many projects and areas of expertise while still retaining its core values. I would like to thank Geraldine for her many years of devoted service to the charity and to wish her a very happy retirement.

At the same time, I was very happy to welcome our new Interim Chief Officer, Angela Graham, who has worked with Possability People for many years, most recently as Community Employment Service Manager. With the change in leadership comes change for Possability People too but we will, as always, be there to support, advise and serve the disabled people who rely on us."

Maddy Hamp
Chair of Trustees

This year, we have supported 12,637 people.

“To promote social inclusion of disabled people in the South East (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment”. (From our memorandum of association.)

How our activities deliver public benefit

The trustees confirm they have complied with their duty to have due regard to public benefit guidance published by the Charity Commission. The main activities undertaken to further the charity's purposes for the public benefit are detailed in the section Objectives from page 9*.

Possability People's underlying principle is the Social Model of Disability. The organisation believes disabled people are disabled not by limitations of their bodies and minds but by the societal barriers of unequal access, prejudice, discrimination, and social exclusion.

Possability People is a membership organisation. Currently our membership comprises of 29 organisations and 0 individuals.

We are the leading organisation in Brighton and Hove which supports people with a wide range of health conditions (pan impairment).

The trustees are pleased to present their annual group report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a group directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2019).

Structure, governance, and management

The organisation is a charitable company limited by guarantee (05706441), incorporated on 13 February 2006, and registered as a charity (1114435) on 31 May 2006 and originally registered 27 January 1981 (281731). The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In 2011 we developed a new brand confirming our working name as: The Fed – Centre for Independent Living (The Fed) which is the name by which we were more commonly known. In June 2016 we rebranded the organisation and our registered name The Brighton & Hove Federation of Disabled People was changed to Possability People.

Possability People is a **user led** specialist infrastructure organisation whose membership is drawn from individuals or organisations with a personal or professional experience of disability services and rights.

Our membership elect a Board of Trustees made up of volunteer representatives (57% of whom have lived experience of disability). Possability People can demonstrate that it meets the exacting criteria of the Department of Health regarding its user led status.

The Trustees are also the directors for the purpose of company law. Trustees serving during the period were:

Sarah Chambers (*appointed 7 September 2022*)

Linda Elisha

Danielle Evans (*resigned 30 October 2022*)

Kathy Goddon (*resigned 07 July 2023*)

Mark Green

Maddy Hamp

Claire Arielle Leon (*resigned 29 November 2023*)

Samantha Oakley

Sophie Reilly

Gerry Zarb

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Group Structure and Relationships

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people. Its trading performance and further information is detailed on page 47* of the financial statements.

Recruitment and Appointment of the Board of Trustees

Trustee recruitment process:

1. The trustee board identifies the skills and experience needed by a board member to lead the charity.
2. The role description is advertised widely on appropriate lists and on our website. As a user led organisation, we actively encourage applications from people with a lived experience of being disabled.
3. Potential candidates are sent a trustee recruitment pack with information about the organisation and the essential requirements for trustees including a role description and person specification.
4. Applications are reviewed and shortlisted by the board. A panel is then chosen of two trustees supported by the Chief Officer. The panel sends its recommendation to the board.
5. Our Memorandum and Articles states that successful candidates can be co-opted on to the board prior to being voted on by the membership at the next AGM.
6. Appointees are given a thorough induction which includes a presentation of the activities of the charity, confirmation of an understanding of the charity's policies and procedures, meetings with senior team members. A DBS check will be carried out and also at the time of induction any identified training needs will be addressed.
7. The recruitment process is reviewed and evaluated.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.

Possability People's Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the charity.

Day to Day Responsibility

Possability People has a Senior Leadership Team consisting of:

Chief Officer Strategy and Business Development.

Finance Officer Central Finance, Payroll and Supported Bank Accounts.

Business Development & Services Manager Service provision and development of new services.

People & Operations Manager Delivery and development, income generation, central services, monitoring, and evaluation.

Pay policy for senior staff

The Chief Officer and Senior Leadership Team are in charge of directing and controlling, running, and operating the charity on a day-to-day basis. The trustees provide oversight, governance, and strategic direction to the charity. Details of trustee expenses and related party transactions are disclosed in note 7 to the accounts. The pay of the senior staff is reviewed annually.

Risk Management

The management committee discusses risk on an ongoing basis. Possability People holds a risk register.

The biggest risk to the charity is the pressure on budgets in the public sector which remains a significant source of our income. We have seen cuts to contracted budgets and also discontinued activities. There is further risk as some contracts are now payment by results and in arrears which could potentially put the organisation's cash under pressure.

Although public sector funding is under pressure statutory bodies value and recognise our contribution and we continue to receive commissions and contracts from them.

To mitigate this risk, we continually look for other opportunities to diversify our offer. This includes successfully increasing our social enterprise activities and looking at strengthening our fundraising activities including bids to trusts and foundations.

We do not anticipate going concern issues in the foreseeable period ahead.

Objectives

The charity's objectives are contained in the company's memorandum of association.

To promote social inclusion of disabled people in Sussex (1) by facilitating their involvement and participation in the planning and decision-making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing, and employment.

Vision and mission

Our Vision: A society where anything is possible regardless of ability

Our Mission: Ensuring disabled people can live independently, with dignity and without prejudice

Aim	Outcome	Objective
To improve accessible services	Access People are accessing the personalised services they need	• To co-design services • To make use of digital technology • To make our services available in other locations and across communities
To ensure people have good quality accessible information	Information People are making informed choices	• To communicate options and offer realistic options • To produce user friendly materials • To achieve and maintain appropriate quality standards
To enable people to live more independently	Support People are enjoying improved health & well-being	• To help join up services across all sectors • To help and encourage people to take part in community life and work • To offer and champion a range of accessible volunteering opportunities
To increase the range of options people have	Choice People have the possibility to choose	• To expand and develop services • To raise awareness of what's out there • To facilitate partnership working
To have well trained knowledgeable staff and volunteer teams	Ability People are supported by a passionate and committed staff & volunteer team	• To work to Possability People's vision and mission • To commit to learning and developing in their own work • To be self-aware and regularly reflect on own work

Our impact

**The names of people featured in the case studies have been changed to protect their identity. Photographs have been posed by models.*

Advice Centre

Our Advice Centre is one of our core services supporting the community in Brighton & Hove as well as across East and West Sussex.

The staff team comprises 6 part time advisors, supported by volunteers. Volunteering had been put on hold during the pandemic and recruitment of new volunteers continued to be challenging due to continuing concerns around the increased risk of covid; as the year progressed confidence returned and we were able to recruit 3 new volunteers.

Available Monday to Friday (closed Wednesdays), the Advice Centre offers telephone and email support, including bookable form filling appointments by telephone, in person or by video call. Most work is benefit related, such as helping clients successfully apply for Personal Independence Payment (PIP) or navigating the changeover to Universal Credit. Other enquiries include advice on Blue Badge applications, housing enquiries, adaptations to the home, bus pass or disabled access queries.

Our success rate for form filling PIP and other benefit applications was 85%, compared to 52% national average.

“Advisor was amazing and so on my side and empathetic to fight my cause. A real star.”

The Advice Centre liaises with other Possability People services, as well as engaging in partnership working with local agencies to increase efficiency and address needs holistically. We work in partnership with the MS Society to provide advice for people living with MS as well as their carers. We have also partnered with Blatchington Court Trust to provide support to young people with sight loss.

Since September 2022, The Advice Centre has become a third-party reporting centre, providing a safe and confidential reporting space for people who have experienced hate incidents.

Our client base continues to face a number of challenges, from proposed government changes to Work Capability Assessments, to migration to Universal Credit from legacy benefits, to the continued Cost of Living crisis increasing food and fuel poverty for many as well as raising mortgage, rental, and care costs. The ongoing effects of the pandemic have continued to be felt in delayed PIP reviews, as well as many clients losing their Blue Badges and Motability vehicles due to delayed assessments and renewals. Cuts to public services have meant an increased demand for support from many as they struggle access GP and other NHS services or face long delays in receiving treatment.

“Advisor was brilliant, really understood what I was going through, was patient, very empathic and very kind.”

The demand for our services continues to grow year on year with a 9% increase in contacts this year compared to last year. Total contacts for this period were **7596**.

We are grateful to have received grant funding from the local authority and other grant providers. Alongside our fundraising, such as participation in the sponsored Legal Walk, this has allowed us to continue our vital work.

We were pleased to renew our Advice Quality Standard (AQS) in March 2022 which helps to ensure development, continual improvement and sustainability of the service and the charity as a whole. The assessment report identified areas of good practice including; recruitment and induction processes during the pandemic period; the emphasis and importance of safeguarding; quality checks and good practice. The report praised the high levels of training support that staff and volunteers receive, as well as their involvement in best practice and forward planning.

Ali's story

Ali has COPD, asthma, a heart condition, and high blood pressure. Their Chronic Obstructive Pulmonary Disease (COPD) has worsened over the years and causes Ali to be short of breath when moving around their home and doing daily activities. Ali also has a constant cough, even at rest and when talking. They also get regular chest infections which impacts of their ability to manage even simple daily tasks.

Ali lives alone in a ground floor flat but requires support from family on a daily basis; for food preparation, washing and bathing, prompting to take medication and to help getting out and about. Due to their COPD, Ali struggles to socialise, due to breathlessness and feeling anxious and embarrassed due to their cough.

Ali approached the Advice Centre for support with a PIP application. Ali required a phone appointment due to struggling to get out, relating to their condition. This meant Ali had the appointment in the comfort of their own home, which enabled them to fully engage in the appointment. Following the appointment Ali needed assistance with a Blue Badge application, again by telephone.

Following their assessment, the Department for Work and Pensions (DWP) awarded the enhanced rates for both daily living and mobility components of PIP. The award was agreed on papers, meaning that Ali did not need to attend a medical assessment. Ali's Blue Badge application was also successful.

Ali was extremely happy with the outcome of both applications. Not having to attend a medical assessment made a big difference and reduced the stress of the whole process. Ali has since recommended our service to family members.

At Home

Possability People's At Home service enables people living with health conditions to do so safely and independently. Working across Brighton and Hove, we are proud of our highly skilled and experienced care team. Over the 12 month period we saw numbers of clients and hours of care provided continuing to increase at a steady pace.

No two clients are the same and service user needs vary from personal care, help at home, getting out and about, empowering independence, medication support, and more.

The effects of the pandemic continued to be felt through the year by both our clients and Personal Assistants (PAs), albeit at a reduced level. Mandatory lateral flow testing for PAs was no longer required, however our PAs still wear PPE when requested by our clients.

This year, the At Home service achieved the Gold Standard Framework (GSF) Quality Performance Mark (QPM) in end-of-life care. This is a nationally recognised QPM. GSF Accreditation is recognised by the Care Quality Commission regulator and endorsed and supported by the Royal College of GPs, Care England and other national care homes bodies, British Geriatrics Society, the Community Hospital Association, Association of Retirement Community Operators, and others.

The Gold Standards Framework (GSF) is an evidence based systematic approach to formalising best practice through improving the organisation and coordination of care for all people with any condition in any setting in the final year or so of life.

In September 2022 we received funding from the Social Enterprise Support Fund, allowing us to employ 2 core PAs. This has allowed us to provide support to **7** new clients during recruitment of their PAs, generating **£11,385** in annual income, preventing loss of **4** new clients, and enhancing At Home's service offering-over the 12-month grant period.

Our PAs are integral to the service and often go above and beyond what's expected of them. We are so proud of our team and want them to know how much they are appreciated.

Our PAs encouraged an elderly client to take up their hobby of painting. The client never thought they would paint again but with the help of their PA painted many beautiful paintings and when they sadly passed away recently, their family gifted the office a painting he wished for us to have as a thank you.

Our Registered Manager said:

"They always have the clients' interest first and themselves second. They have respect for clients and their families. They build a relationship with their clients, so they become like extended family. They worry about their clients as though they are family. Their clients are not just a job, they are special to them. They get on with what's needed."

One of the biggest challenges facing the service faced was recruitment of new care staff, particularly those who can drive. To counter this several recruitment days were run as well as a leaflet campaign targeting specific areas. In August 2022 we launched our new PA recruitment film (<https://www.youtube.com/watch?v=slQKk94W1-s>) sharing what a PA role might involve.

100% of staff who responded rated their job security, inclusion with the team, and support from the office as good, very good, or excellent.

The team were successful in recruiting new team members in a very difficult job market, many of which were recommendations from existing staff members encouraging who have felt so supported and secure during their employment with us.

“I feel very supported”

“The office team show their appreciation to PAs regularly”

“I would say it’s very good. I did improve the last three years, I gained more knowledge and experience and the training course provide me with a lot of information”

“I would say it’s excellent and the team always listen to what I wanted and always understanding”

Community Employment Service

Possability People’s Community Employment Services Programme ‘Get Set’ empowers and enables people to overcome the barriers they might face to getting a job, with our support on each step of the journey. The support we offer is for the long term, supporting people not only into work but to sustain work. This year, the Get Set Opening Doors project ran in Eastbourne, Bexhill, and Hastings.

Our employment support projects are used as examples of best practice and year on year exceed funding expectations. Between April 2022 and March 2023, we supported 181 people to move towards or into work, volunteering, or further education.

We work with those for whom the impact of their health is such that they cannot see a way forward and are furthest from the job market. Most have complex health conditions as well as additional issues in their life.

We provide a welcoming, friendly environment and 'safe space' where we encourage each individual to fulfil their potential and move forward in a way and at a pace which is comfortable for them. We enable them to take the first step on their journey to employment and then are there each step of the way to offer continued support to reach their goals. Our approach is unique, designed and delivered by people with lived-experience of long-term health conditions.

Through engaging with the Get Set Programme, our participants have access to a range of courses and one-to-one support from practical skills such as IT and interview skills, but also around how to manage their health conditions and talk to their employer about these.

Our engagement starts with one-to-one support. understanding the persons situation and engaging them with specialist support to enable them to manage their health and other issues/crises they are experiencing. Following this, they then access a range of courses and one-to-one support to:

- Build self-confidence and self-esteem, manage their health, see past "I can't".
- Develop employability skills, CV's, Cover Letters, interview skills.
- Learn/build IT-skills.
- Build self-management toolkits, understand reasonable adjustments, build a Wellness Action Plan to ensure work is sustainable.
- Talk to employers about their health, understanding reasonable adjustments.
- Become re-engaged in their community, overcome social isolation.
- Move into work.

The lives of this vulnerable group have deteriorated in the post-Covid period. Compared to 2020, participants present with lower physical health, increased mental health issues, addictions, housing problems/homelessness. Also increased domestic abuse / relationship issues and debt/financial problems. Many (82%) are at crisis point. Whereas prior to Covid-19 we would work on a one-to-one basis for around 2 weeks before group work, this is now 15 weeks.

Our participants are unable, due to the severe impact of their health and other issues, access mainstream employment services for those with health impairments, these services cannot offer the level of support we do. Programmes such as Restart and Work and Health refer people to us, as do job coaches, when people's needs are so great they are unable to engage with those offers. GSOD benefits those people with the greatest need and with the least support in our communities.

We will support people to move into work, further education or volunteering to achieve their goals and live life as they choose, with 60% doing so. As well as these quantitative outcomes, we also evidence qualitative outcomes including:

- Crisis prevention: where to find support if circumstances deteriorate.
- Increased self-esteem, wellbeing, and self-confidence.
- Skills to manage their health and sustain work.
- Increased confidence in their skills and abilities
- Reduced isolation and greater connection to their community
- Engagement with the correct supports for their health inc. medical and therapeutic.
- Increased digital and IT skills

Get Involved Group (GIG)

The Get Involved Group (GIG) provides opportunities for disabled people to join strategic conversations about the services they need to access and ensures their voice is heard when changes to services are planned.

Operating primarily in Brighton and Hove, but also into coastal and mid Sussex, the GIG currently has around 500 members with over 400 people engaging through the Facebook group.

One of the project's core activities this year continues to be the Disabled Car User's Forum, facilitated in partnership with Brighton & Hove City Council (BHCC). Now in its second year, the forum ensures Blue Badge holders and other disabled car users in the city have a direct link to parking services and other council teams. The number of members and stakeholders has increased by a third from last year and continues to grow, with currently around 40 representatives. The forum gives community groups and individuals a legitimate platform for the issues they face relating to parking and car use and gives them a voice in design, implementation, and decisions at the early stages. Members describe genuinely feeling heard and being part of the conversation.

In December 2022 we took over running the Eastbourne Access Group (EAG), having had a long-standing affiliation with the group. With around 200 members, the EAG consists of disabled people, their families, friends and carers and a number of professional stakeholders from local charities and council members. The group exists to promote inclusion of disabled people as equal citizens, champion the voice of disabled people and influence decision makers. The group works in partnership to share our voice with other national and local disability groups.

Other work in East Sussex includes the East Sussex County Council (ESCC) Adult Social Care Strategy Focus Group, and participating in the ESCC Local Transport Plan focus groups.

We continued our partnership work with Disabled Motoring UK on an exciting pilot designing and developing Blue Badge bays with electric vehicle charging facilities – the first of its kind in the country. We enabled disabled people to be involved in discussions about the design, implementation, and decisions from the outset. We hope more bays of this nature to come into the city over the next year.

Throughout the year, engagement activities and focus groups, have had a wide-ranging impact and reach. We continued to provide access audits across the city, ensuring the lived experience of disabled people using spaces and buildings was heard and considered. Consultation around the King Alfred redevelopment continues, with our work resulting in a disabled access route to the car park and leisure centre being developed for the first time over 40 years. We are grateful to our committed team of GIG members and volunteers who help ensure that access needs for people with varying health conditions are met.

Working with the NHS, we were commissioned to run the Winter Access Fund (WAF) project. The project engaged the residents of Rye, Peacehaven and Newhaven around their experiences of GP and healthcare services, with a view to implementing a wider programme of behaviour change around appropriate use of services. 240 people were consulted in total. We were also commissioned by the NHS to design a 'While You Wait' leaflet for people on long waiting lists for mental health services and treatment; to run covid vaccination 'quiet sessions' across the city; and to audit and report on accessibility of mobile vaccination units across the city.

We continued to work with Brighton and Hove County Council (BHCC) to ensure communications for public consultations are as accessible as possible, resulting in more disabled people participating in public consultation activities. With the BHCC Health Lifestyles team, we ran discussion groups for disabled people in the city around barriers to being active and how these could be removed. Consultation and auditing around the proposed Hanover Low Traffic Neighbourhood continued, although unfortunately the project was ultimately cancelled.

The GIG was commissioned by JAW Design to carry out several focus groups regarding the Madeira Terrace Archways redevelopment. These focused on access for disabled people including road and parking changes, access to terraces, and plans for seafront elevators, with many of the comments and suggestions implemented into the final designs.

Our Safer Together project continued until July 2022. The project supported disabled people in mid and rural Sussex at risk of social isolation to engage again with their community post-pandemic. The project engaged with about 20 people, taking them out on excursions, organising regular meet-ups and coffee mornings, and having regular one-to-one meetings with the group facilitator. The project was very successful at having a positive impact on participants' mental health and social confidence.

In July 2022 we were very pleased to deliver our GIG Conference. The conference was run as a hybrid event in Brighton city centre, allowing people to attend either in person or online and making it accessible for all; around 40 people attended. Sessions covered GIG activities over the pandemic, details of future plans, plus engagement activities with members on what their priorities were. The event was very well received with positive feedback from members.

As activities opened up again post-pandemic and people started to re-engage with their community, we were excited to restart our GIG meetings, having previously only been able to do so online. Discussions centred around post-covid accessibility in the city, with many changes having been made over the course of the pandemic which were detrimental to disabled people, such as loss of pavements to seating areas, and removal of accessible parking bays. Around 15 to 20 people have attended each time with numbers increasing steadily.

Mental Health Lived Experience Advice Group (MH LEAG)

Now in its second year, our Mental Health Lived Experience Advisory Group (MH LEAG) expanded in September 2022 to cover East Sussex as well as Brighton and Hove. The groups include a variety of people who have accessed different mental health services in their area. There are many opportunities for people to feed their views into discussions even if they do not want to join a regular meeting.

We currently have 23 regular LEAG members, whilst over 160 people have engaged with the service across Brighton and Hove and East Sussex.

100% of members agreed that being a part of the LEAG helped them to feel that their lived experience makes a difference to the development of mental health services.

The LEAG has created a safe and secure environment for its members to be able to fully share their experiences of mental health services and give honest feedback to the NHS Integrated Care Boards (ICB). The LEAG has also been asked to advise council staff on effective service engagement and co-production.

The staff team are all trained mental health first aiders and use a trauma-informed and coproduced model of one-to-one support, mentoring and agreeing individualised training for the members.

“The facilitators chair our meetings in an effective way, allowing everyone time to have their say but also keeping a focus on the key issues, which at the moment is discovering where, and how we can be most effective. They also have an impressive breadth of knowledge about the overall (Sussex and Nationwide) mental health landscape which has helped me to better understand the context.”

(E Sussex LEAG member)

The LEAGs meet once a month and set their own agendas, inviting mental health staff, commissioners, and relevant speakers to give updates of services, with the group then feeding back and asking questions. Meetings are held online to allow as many people as possible to attend, with additional face-to-face monthly socials offered. Members are encouraged to offer each other peer support. LEAG members also attend other mental

health workstream meetings to share their lived experience and feed this back to the group, in total over 1000 hours of lived experience representation at meetings, with over 50 opportunities to attend strategic meetings.

The LEAG has worked with our voluntary and community sector partners across the system to challenge decision-making and enhance the visibility of service users and the voluntary organisations that work with them. Working with local council colleagues, we have produced 2 Sussex wide community mental health transformation (CMHT) workshops, as well as workshops for both Brighton and Hove and East Sussex.

“We have found it incredibly helpful and beneficial to work alongside Possability People as part of the work we are doing to support the transformation of mental health services in Sussex. We have worked with the team on the key events, activities, meetings, projects and work connected to the programme.

“[...] Possability People really are a leader in terms of understanding, educating and delivering true coproduction.”

VCSE Mental Health Transformation Team,
Brighton & Hove and East Sussex

We were excited in March 2003 to deliver our Sussex wide Co-production Conference which was attended by over 100 people. Collaborating with Changing Futures Sussex and Capital Project Trust we brought together people with lived experience, carers, professionals, and commissioners.

Pat's story

“Being a LEAG member has been hugely empowering and also positively challenging at the same time. The incredible enormous support, patience and understanding of what was my situation by the Facilitator [...] allowed me to have a glimpse of the outside world.

[...] My world had become small, just the four walls in my flat and detrimental, intrusive thoughts. I simply struggled with all daily activities too. I was suffering from depression associated with very, very low motivation, anxiety and recovering from a severe mental illness diagnosis, schizoaffective disorder. I had no confidence and self-esteem. The past trauma got the better of me. [...].

As I speak today, I currently no longer struggle with any mental health symptoms. I feel well. On reflection, this has been hugely through my journey through coproduction with the LEAG and Mental Health Service Transformation Team and socialisation, tremendous support from my community, family, and friends. From being voiceless and a feeling of being defeated by the world and illness, I developed a voice and felt equipped and empowered to face my life. A glimpse of hope and light at the end of the tunnel. I looked forward to the supportive, friendly and understanding LEAG members every month [...]

As service users in the different advisory groups and with the support of health care providers and Transformation of Services Teams, we have and are successfully mapping out strategies which will ideally suit the service user, carers, and healthcare providers. We work better connected. As an Advisory Group we have positively had the privilege and honour to work with everyone involved in the transformation of Mental Health services.”

Pat, LEAG member

Jo's story

“As someone who both works in healthcare co-production and uses mental health services, the LEAG fascinated me from the get go. Professionally, I know all too well how co-production can revolutionise the way services are run and was keen to see how I could use my own experiences of long-term mental illness to do this. [...]

I've met some brilliant people through the LEAG, and it's been so refreshing to hear new perspectives about service improvement. It's a privilege for people to be willing to be open and vulnerable about their experiences in front of the group [...]

Having a safer space to share our often painful experiences in a constructive way is cathartic. The traditional power imbalance of professionals' voices being valued over patients' is turned on its head by the LEAG - we genuinely work together in partnership. [...]

Jo, LEAG member

Hospital Discharge Support (HDS)

Hospital Discharge Support provides a unique model of hospital discharge support combining access to hospital discharge funding with ongoing personalised assistance to promote independence and well-being.

We collaborate with University Hospitals Sussex, Urgent Community Response services, community health teams, and the community and voluntary sector. Together, we ensure that vulnerable patients get the support they require for a better recovery. This helps reduce unnecessary hospital readmissions, which eases the burden on hospitals and intermediate care services already under strain.

“Possability People is a unique service which has helped me in my role as an occupational therapist to access help and support for patients and clients being discharged from hospital and in the community.

This is a service I recommend to many of my colleagues and patients with confidence and none of us have ever been disappointed.”

Cigdem Ford, Clinical Specialist Occupational Therapist,
East and Central Brighton PCN

The service comprises three projects which work collectively to ensure comprehensive and effective support.

Post Discharge Support is available for individuals aged 55 and over after a recent hospital stay and includes practical solutions for daily life as well as information and advice; this might include providing emergency food shopping, sourcing mobility equipment, advice with housing, and more. This helps individuals transition home successfully, enhance their independence, and prevents hospital readmission by connecting them to community support services.

Our Wellbeing Service is overseen by a part-time volunteer coordinator. We receive lists of patients aged over 55 who have recently left the hospital and reach out to around 100 of these patients each month, inquiring about their well-being post-discharge, assessing if they require additional support, and connecting them with the necessary help or referring them to the appropriate service. Our team of volunteers is expanding to help with client calls and project administration.

Arthur's story

When I made my wellbeing call to Arthur he had been readmitted to hospital with a worsened condition and I spoke to his wife, who was very concerned as she had various health issues of her own and was struggling at home. She raised several issues such as a mice infestation, the need for decluttering and a difficulty in accessing? and preparing food. I then reported these to the HDG team who emailed the hospital, highlighting the concerns and suggesting a referral, which was then made and both HDG and PDS addressed the various issues, which also included repair to their front door, gardening help and advice with benefits.

Hospital Discharge Grants and Handy Person's Grants (part of Brighton & Hove City Council's Disabled Facilities Grants) provide financial assistance and support through the urgent provision of repairs, adaptations, equipment, property deep cleans and so on. This work enables people to return home to a suitable environment swiftly, prevents unnecessary readmission, and promotes independence by ensuring the home environment is appropriate. Beneficiaries can then access the ongoing post-discharge support from our team of link workers. This improves the connection between acute-based health and social care settings and the Community & Voluntary Sector. It provides clear referral pathways for vulnerable people coming out of hospital to the service best able to support them.

As life started to return to normal following the pandemic, routine medical treatment resumed and more patients were admitted to hospital. In previous years when a person was referred to our service, they had just been discharged or would be within 24-48 hours. Due to the challenge of getting care packages in place, we are continuing to see discharge being delayed, despite people being referred to our service. This has meant at times the team has to track patients referred in for between 2-8 weeks, often trying to keep tabs on them as they are transferred between wards and to intermediate care beds.

Not just an administrative challenge, the impact an increased stay in hospital has on people, reduces their confidence, mobility, and independence. Therefore, more of these people require post-discharge support to help rebuild their confidence and skills after hospital. There was a dramatic increase in the number of referrals into the service on last year, with over 3 times as many referrals made compared to the previous 2 years.

- **1565** total patients referred to the service following a hospital admission (21/22 – 463, 20/21 – 440)
- **1003** referrals to the Hospital Discharge Wellbeing Service
- **205** patients accessed Hospital Discharge Grants (21/22 = 187, 20/21 – 83)
- **16** referrals to the Personal Health Grant (21/22 – 3)
- **395** Post Discharge Support (PDS) clients supported to access community-based services (21/22 – 300, 20/21 – 309)

- **115** urgent interventions made into PDS and the Wellbeing service.
- **98** PDS supported referrals into community, voluntary, private, and public sector services.

This has highlighted the lack of reablement support in the community as a critical need Possability People would love to address. Other vital gaps in service to refer our beneficiaries to include low-cost counselling or mental health support (for those who do not meet the threshold of statutory interventions), befriending and increased welling services for people who experience complex mental health and those with substance misuse issues.

Seeking service feedback and evaluation can be challenging for the HDS; their beneficiaries can have memory issues and confusion over what service was provided and from where. We have however endeavoured to capture the key outcome areas based on 452 contacts this includes hospital staff as well as our clients.

- 41% said they were better informed about local services
- 9% said they had improved finance and access to benefits
- 37% felt better supported to live independently
- 13% felt more socially active and engaged

Feedback from clients and families

“I don’t know what I would have done without you”.

“It’s taken the weight off my mind. Thank-you!”

“They were so helpful with advice and help, honestly and truly they were, nice to have people to explain and help you”.

Fred’s story

We came to support Fred who was feeling weakened from surgery, following his discharge for shopping support and domestic tasks. Fred lived alone so we coordinated an emergency supply of food, making sure that he had enough to keep him going, alongside the items that the Red Cross were initially bringing in. At our initial home visit, we identified that Fred’s fridge was not working properly, that it was dank and mouldy inside. It was also apparent that Fred’s shower no longer worked and had been out of action for some time.

We shared these concerns with our wider team on the condition of the property, and with Fred's agreement were able to liaise with the letting agents to highlight the general deterioration of the fridge and shower. Having alerted the housing agent to the need to address repairs, the ball was set in motion by our service, and work began to replace the fridge and the shower.

In addition to organising an emergency shop we also referred Fred along to Impact Initiatives who were able to discuss and plan with Fred a regular food parcel and meal delivery service going forwards.

We then went on to connect Fred to our Advice Service so he could apply for Attendance Allowance, and possibly pension credit, as it was clear that he needed general benefits review now that Fred's mobility had changed.

Fred also shared with us how he had been locked out of his iPad and that he could no longer get online, the iPad was important to Fred as he used it to stay on top of admin and connect with his family abroad. We arranged a referral to help Fred find a replacement, and within a few weeks Fred had a refurbished iPad ready for him to collect from Digital Brighton.

When we last spoke with Fred, he shared how he was happy to be back at home and was especially glad to have a working shower and fridge, and also enjoying the fresh meals from the East Brighton Food Coop each week. Before withdrawing our support, we updated Fred's new social prescriber from his GP surgery, indicating the impact we had made, and updating the social prescriber on the referrals that were still in progress.

Payroll

Payroll and Supported Bank Account services remain vital to disabled people who manage their own care and support. They alleviate the administrative burden of running a payroll service for PAs, such as generating payslips and reporting to HMRC.

The service can also provide a secure, separate bank account for its clients so that care and support payments can be easily managed.

The team has continued with a hybrid model of working, with more time now spent in the office. This has allowed us to increase the number of volunteer shifts, giving opportunities for new volunteers to join us and help support our vital work and we thank them for their continued support.

Many of our clients are in receipt of Direct Payments from the local authority and have a wide range of access needs. As well as providing the payroll service, the team continued to be a trusted source of information and advice, building on the trusted relationships with clients during the pandemic period.

The service supported **944** people throughout the year, an increase of 20% on the previous year.

Possability Place

Possability Place is our fully accessible venue in the Seven Dials area of Brighton. With level access and wide corridors, large accessible toilet, hearing loop and acoustic ceiling, this lovely light and calm space has long been popular with community groups and local organisations.

As covid restrictions lifted and confidence increased we were pleased to see an increase in bookings as confidence and the desire for face-to-face meetings returned.

Hires steadily increased from April onwards, with previous bookers returning but also a growth in new bookers who had tried us for the first time over the pandemic. Our flexible approach and solid covid practices meant we were an attractive venue.

Activities during the year ranged from support groups, social clubs, training, meetings, art therapy, drama rehearsals, parenting groups and dance workshops for those with visual impairments.

8 regular bookers use the venue monthly or weekly meetings in the evening, as well as for 2.5 days during office hours. We also have a range of people booking the space for one-off events or short bursts such as a 6-week course or weekend event.

Revenue for the year was almost double that of 21/22 and higher than any of the previous 5 years.

Musculoskeletal (MSK) Service (formerly 'Right Track')

We provide a social prescribing service to support clinicians at Sussex MSK Partnership. The service gives people time and space to talk about what matters to them and identify the changes they want to make in their lives. We support people by referring or signposting them to community services. We help them to meet the goals they set for themselves, make changes in their lives, and improve their health.

The service returned to face-to-face working this year, with clinics in Crawley, Haywards Heath, Horsham, and Brighton. Telephone and video appointments were also offered.

We have attended team meetings and met with clinicians to promote and explain the service. We have also produced new digital leaflets and information that offer clinicians prompting questions to help determine who is best suited for a referral. We have provided clinicians with appropriate services to direct people to if/when they are in crisis – the social prescribing service is not urgent or emergency support; therefore, it is essential that people in need of this type of support can be directed to it effectively and efficiently.

Social Prescribers have been present in physio and multi-disciplinary team meetings to promote the service and work with clinicians to improve referral pathways. After much promotion of the service within Sussex MSK Partnership, we had fully booked clinics and a list of clients waiting. We continue to monitor this to ensure it remains within acceptable levels. However, the service is clear that it is not an 'urgent' or 'emergency' provision; therefore, beneficiaries are not at risk of harm due to delay.

Social Prescribers have worked with beneficiaries presenting with a broad range of needs and interests including, but not limited to:

- Mental health
- Housing
- Domestic violence
- Financial difficulties
- Employment difficulties
- Social isolation
- Weight management
- Substance misuse
- Pain management

Feedback suggests many people would like to be offered longer appointments as well as opportunities for follow up conversations. However, this remains outside the contract specification.

Steady and strong

In response to feedback from beneficiaries, we continued to develop and adapt the provision of our gentle exercise classes. Running throughout the year, we produced content to allow different exercises each session, rather than repetition and build-up.

A total of **156** tickets have been purchased over 19 exercise classes.

To complement the class, we added 3 more videos to the YouTube channel bringing the total to 11. These videos have had almost 1000 views.

<https://www.youtube.com/@PossabilityPeople>

"Cat is a brilliant trainer, giving us lots of encouragement and support and changing exercises from class to class to keep us (quite literally) on our toes. Undertaking exercises and physio alone can be challenging, so having a regular, welcoming and supportive environment in which to exercise and learn with others is amazing."

Shopmobility

Our Shopmobility service continues to be popular with residents and visitors alike. With mobility scooters and wheelchairs of all sizes available for hire from just £5 per day, this useful and affordable service is vital to many people.

We have 3 sites across the city with our main site in the Churchill Square shopping centre. Customers can book by phone or email or can drop in to one of our sites.

The service is predominantly staffed by volunteers who clean and maintain our scooters, meet and greet customers, deliver and collect scooters, and take booking details. We were pleased to welcome 2 new volunteers into the service this year whose help has been invaluable. Customers are quick to comment on the friendly and professional service given and we are so grateful to our volunteers for giving their time and energy to help disabled people get out and about.

“Yesterday, I hired a mobility scooter from you in Brighton on a visit to see my daughter. I have to say, it made my day so much more enjoyable, because I could keep up with her and my companion and stopped me from being in pain. The people in the collection/return point were so helpful and friendly I couldn't believe my good fortune. Thank you so much, I hope to see you all there again.”

Shopmobility customer

As we emerged from the aftermath of the pandemic, we saw a strong growth in hires with a 40% increase on the previous year for 511 hires in total. As visitors returned to the city and local people took to getting out more there was a corresponding increase in deliveries and collections, with these increasing by 159% to 381. The delivery and collection service is invaluable for Shopmobility users who are unable to access public transport or other means of getting to our collection points and we have many local people who rely on this service.

“I just wanted to share my thanks and appreciation for providing me with a scooter this week when I visited Brighton. It made the trip absolutely perfect; it's been years since I was able to go where I want without risking a severe [energy] crash. Thanks for all that you do.”

Shopmobility customer

Financial review

The most significant event during the reporting period was the significant increase in inflation to a level not experienced for several decades. The unexpected increases in costs without the ability to increase income by similar amounts resulted in a potential liquidity crisis. However, the charity reacted to this with a complete restructure of the central management team. Together with some staff hours being reduced, while ensuring services continued to operate in accordance with the terms of grants and contracts, and the annual cost of living increase in pay being cancelled, savings in excess of £250,000 per annum have been realised. From September 2023, the charity's monthly losses were stemmed and, going forward, it is expected surpluses will be made to improve the reserves cover of ongoing expenditure.

The principal sources of our income are shown in notes 3 to 5 to the financial statements. Incoming resources during the year increased to £1,633,112 (2022 - £1,555,285).

Our results for the year show an overall deficit of £(46,714); £4,714 surplus from unrestricted funds offset by a deficit of £(51,428) from restricted funds; (2022 - total surplus of £467 of which £50,142 from restricted funds offset a deficit of £(49,675) from unrestricted funds).

A net transfer to restricted funds of £42,331 was required (2022, a £60,086 transfer from restricted funds arose). The final result was an overall deficit of £(37,617) (2022 – surplus of £20,296) to unrestricted funds.

Going Concern

At the time of publication, there is no reason to conclude that our current funds flow will fail to cover the cost of our activities over the 18-24 months from the balance sheet date of 31 March 2023. Consequently, we have no Going Concern issues to report.

Reserves policy

Unrestricted funds held at the year-end were £182,074 (2022 - £219,691). Tangible fixed assets have been written down to £nil, (2022 - £nil). Therefore, the free reserves as defined by the Charity Commission were £182,074, (2022 - £219,691).

The Management Committee has examined the charity's requirements for reserves considering the main risks to the organisation. At the end of 2021/22 a cover of 1.4 months of monthly expenditure by unrestricted funds was deemed to be acceptable. As a consequence of the rapid and unexpected inflation in costs, this was not achieved at the end of 2022/23 with the cover at that point being 1.3. However, as a result of the staffing restructure and pay constraints in 2023/24, it is expected that the cover will

improve from 2022/23 with the intention of returning to, at least, 2 months and preferably 3.

Restricted funds held at the year-end were £56,219 (2022 - £65,316). These funds can only be used for specific purposes as defined by the funders.

The Advice Centre was funded by The Henry Smith Charity, The Ernest Kleinwort Charitable Trust, East Sussex County Council & Brighton & Hove City Council, to provide an advice service for disabled people. At the year-end a reserve of £47,000 (2022 - £42,363) was carried forward following a transfer of £13,705 from general reserves.

Get Involved Group was funded by Brighton & Hove City Council via The Trust for Developing Communities, the National Lottery Community Fund and Brighton & Hove Clinical Commissioning Group (CCG). The Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them. Safe At Home was launched in direct response to the pandemic and connected with isolated, vulnerable disabled people. Overall, a deficit of £(4,486) (2022 - £(11,045)) was incurred on this activity requiring a transfer from unrestricted funds.

The Get Set Opening Doors service is funded by a successful bid to the National Lottery Community Fund. This will see the charity receive almost £400,000 for a four-year programme to support disabled people into work, volunteering or training in Brighton, Hove and across East Sussex. In the current year a deficit of £(17,181) (2022 - £(6,277)) was incurred on this activity requiring a transfer from unrestricted funds.

The Right Track project received additional funding from Sport England and Disability Rights UK for our MSK Social Prescribing service. At the year-end a reserve of £1,614 (2022 - £1,800) was carried forward.

Hospital Discharge Service (formerly Link Back) is funded by:

- NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions; and
- Brighton and Hove City Council via their Hospital Discharge Disabled Facilities Grant.

In the current year a deficit of £(858) (2022 - £494 surplus)) was incurred on this activity requiring a transfer from unrestricted funds.

A new project, Mental Health Lived Experience (MHLE) provides support for people who have a lived experience of using mental health services to influence decision makers at the year-end a reserve of £2,169 (2022 - £nil) was carried forward.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. At the year-end a reserve of £5,436 (2022 - £7,931) was carried forward.

At Home is a care & support service run by the charity to generate unrestricted income. A grant was received from the Social Enterprise Support Fund as capital to allow more

clients to be taken on and further develop the service. £12,728 (2022: £nil) was brought forward from grants received in 2021/22 and used in full during 2022/23.

Responsibilities of Board of Trustees

The trustees, who are also the directors of Possability People Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice);
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditors

The Directors who held office at the date of approval of this Directors report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditors are unaware; and each Director has taken all the steps that they ought to have taken as a Director to make themselves aware of any relevant audit information and to establish that the Company's auditors are aware of that information.



On behalf of the board of trustees

Linda Elisha

Dated: 19/12/23

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

Independent Auditor's Report to the Members of Possability People Limited

Opinion

We have audited the financial statements of Possability People (the 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 group's and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

POSSABILITY PEOPLE LIMITED
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Independent Auditor's Report to the Members of Possability People Limited
(continued)

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

Other information

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the Group and parent charitable company 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 Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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

POSSABILITY PEOPLE LIMITED
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Independent Auditor's Report to the Members of Possability People Limited
(continued)

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

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the group, parent charitable company and sector, and through discussion with the Trustees and management (as required by auditing standards), we identified the principal risks of non-compliance with laws and regulations. We considered the extent to which non-compliance might have a material effect on the financial statements.

POSSABILITY PEOPLE LIMITED
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Independent Auditor's Report to the Members of Possability People Limited
(continued)

We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, Statement of Recommended Practice, taxation and pension legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inappropriate journal entries to increase income to reduce the deficit generated. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations and fraud, and review of the reports made by management; and Assessment of identified fraud risk factors; and
- Assessment of identified fraud risk factors; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.

POSSABILITY PEOPLE LIMITED
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Independent Auditor's Report to the Members of Possability People Limited
(continued)

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves LLP

Lucy Hammond FCA BSc (Senior statutory auditor)

for and on behalf of

Kreston Reeves LLP

Chartered Accountants

Statutory Auditor

Brighton

Date: 20 December 2023

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
<u>Income from:</u>	Note				
Donations	3	9,227	5,936	15,163	7,738
Activities for raising funds	4	37,900	-	37,900	26,069
Charitable activities – trading subsidiary	11	296,758	-	296,758	304,024
Charitable activities – parent charity	5	646,212	637,079	1,283,291	1,217,454
Total income		990,097	643,015	1,633,112	1,555,285
<u>Expenditure on:</u>					
Costs of raising funds					
Marketing and advertising	6	1,451	-	1,451	2,699
			-		2,699
Charitable activities					
Trading subsidiary	11	244,664	-	244,664	228,833
Parent charity	6	739,268	694,443	1,433,711	1,323,286
		983,932	694,443	1,678,375	1,552,119
Total expenditure		985,383	694,443	1,679,826	1,554,818
Net income for the year		4,714	(51,428)	(46,714)	467
Gross transfers between funds	19	(42,331)	42,331	-	-
Net movement in funds		(37,617)	(9,097)	(46,714)	467
Fund balances at 1 April 2022		219,691	65,316	285,007	284,540
Fund balances at 31 March 2023		182,074	56,219	238,293	285,007
				2023	2022
				£	£
(Deficit) / Surplus attributable to Possability People Limited				(98,808)	(74,724)

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 40 to 53* form part of these financial statements.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
			-		-
Current assets					
Debtors	15	218,191		151,897	
Cash at bank and in hand		126,257		234,170	
		344,448		386,067	
Creditors: amounts falling due within one year	16	(106,155)		(101,060)	
Net current assets			238,293		285,007
Total assets less current liabilities					
			238,293		285,007
Income funds					
Restricted funds	19		56,219		65,316
Unrestricted funds	19		182,074		219,691
			238,293		285,007

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 19/12/23 and signed on their behalf, by:



Linda Elisha

Trustee

Company Registration No. 05706441

The notes on pages 40 to 53* form part of these financial statements.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

CHARITY BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
Investments	14		2		2
			<u>2</u>		<u>2</u>
Current assets					
Debtors	15	192,244		144,541	
Cash at bank and in hand		74,492		142,053	
		<u>266,736</u>		<u>286,594</u>	
Creditors: amounts falling due within one year	16	(79,723)		(76,782)	
Net current assets			<u>187,013</u>		<u>209,812</u>
Total assets less current liabilities			<u>187,015</u>		<u>209,814</u>
Income funds					
Restricted funds	19		56,219		65,316
Unrestricted funds	19		130,796		144,498
			<u>187,015</u>		<u>209,814</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 19/12/23..... and signed on their behalf, by:



Linda Elisha

Trustee

Company Registration No. 05706441

The notes on pages 40 to 53* form part of these financial statements.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

CONSOLIDATED CASH FLOW STATEMENT

AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Net cash (used by) / provided by operating activities	22	(107,913)	(53,630)
(Decrease) / Increase in cash		(107,913)	(53,630)
Cash and cash equivalents at the beginning of the year		234,170	287,800
Cash and cash equivalents at the end of the year		126,257	234,170

POSSABILITY PEOPLE LIMITED

(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Statutory information

Possability People Limited is a charitable private company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address and principal place of business can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied.

The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line-by-line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.

The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

2.3 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential continued future financial impact arising from the COVID-19 pandemic. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have no material uncertainty.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Accounting policies (continued)

2.4 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered.

Grant income is recognised over the period for which it is granted.

Donations and gifts are recognised when receivable.

Subsidiary income is derived from services to clients with Direct Payments budgets and small employers' payroll services. Additionally, there is licence fee income from use of proprietary software. All income is recognised when invoiced.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

2.5 Government Grants

Grants of a revenue nature are recognised in the Statement of Financial Activities in the same period as the related expenditure. During the year the company received assistance from the coronavirus job retention scheme.

2.6 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.8 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments.

2.10 Creditors and provisions

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.

2.11 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.14 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

3 Donations

	Unrestricted funds	Restricted funds	Total 2023
	£	£	£
Donations	9,227	5,936	15,163
	Unrestricted funds	Restricted funds	Total 2022
	£	£	£
Donations	2,714	5,024	7,738

4 Income from activities for raising funds

	Unrestricted funds	Restricted funds	Total 2023
	£	£	£
Shopmobility	9,420	-	9,420
Fund Generation	28,481	-	28,481
	37,901	-	37,901
	Unrestricted funds	Restricted funds	Total 2022
	£	£	£
Shopmobility	6,806	-	6,806
Fund Generation	19,263	-	19,263
	26,069	-	26,069

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2023 £
Income received	646,212	637,079	1,283,291
	Unrestricted funds £	Restricted funds £	Total 2022 £
Income received	685,133	532,321	1,217,454
Included within income received are the following:			
		2023 £	2022 £
<u>Unrestricted funds</u>			
At Home		571,212	456,149
Here		75,000	75,000
DWP		-	134,368
Sussex Community Foundation		-	19,616
		646,212	685,133
<u>Restricted funds</u>			
Brighton & Hove City Council		25,061	67,681
Brighton & Hove CCG		-	21,391
NHS Sussex ICB		68,529	-
Brighton & Hove City Council - Shopmobility		26,100	26,100
Edward Kleinwort Trust		3,000	2,500
The Henry Smith Charity		44,300	40,700
Trust For Developing Communities		23,000	23,000
Moneyworks		9,777	16,573
Hospital Discharge Service project		179,250	156,787
National Lottery Community Fund		109,252	107,309
Disability Rights		-	2,410
East Sussex County Council		30,000	65,000
Versus Arthritis		4,986	-
Southdown Housing Association		41,500	-
Police and Crime Commissioner for Sussex		10,000	-
Social Enterprise Support Fund		37,324	-
Garfield Weston Foundation		25,000	-
Sport England		-	2,870
		637,079	532,321

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

6 Expenditure

	Staff costs £	Depre- ciation £	Other costs £	Total 2023 £
Costs of generating funds				
Marketing and advertising	-	-	1,451	1,451
Charitable activities				
Parent charity activities undertaken directly	1,133,970	-	89,465	1,223,435
Parent charity support costs	141,602	-	72,356	213,958
Trading subsidiary activities undertaken directly	151,199	-	23,282	174,481
Trading subsidiary support costs	18,881	-	47,620	66,501
	1,445,652	-	232,723	1,678,375
Total expenditure	1,445,652	-	234,174	1,679,826
	Staff costs £	Depre- ciation £	Other costs £	Total 2022 £
Costs of generating funds				
Marketing and advertising	-	-	2,699	2,699
Charitable activities				
Parent charity activities undertaken directly	974,914	-	86,255	1,061,169
Parent charity support costs	170,487	-	94,775	265,262
Trading subsidiary activities undertaken directly	138,103	-	22,385	160,488
Trading subsidiary support costs	24,151	-	41,049	65,200
	1,307,655	-	244,464	1,552,119
Total expenditure	1,307,655	-	247,163	1,554,818
Analysis of support costs (including Governance costs)				2023
				£
Wages and salaries				160,483
Legal and professional				22,941
General office and administration				77,846
Vehicle and travel				6,389
Governance costs:				
Audit and accountancy fees				12,500
Other services provided by auditors				300
				280,459

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

	2022 £
Wages and salaries	194,638
Legal and professional	29,069
General office and administration	93,142
Vehicle and travel	3,834
Governance costs:	
Audit and accountancy fees	9,480
Other services provided by auditors	300
	330,462

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of 2 (2022 – 3) trustees totalling £239 (2022: £1,052).

8 Employees

Employment costs	2023 £	2022 £
Wages and salaries	1,311,264	1,199,126
Social security costs	101,977	80,184
Other pension costs	32,411	28,345
	1,445,652	1,307,655

The average number of persons employed by the charity during the year was **79** (2022: 70). One individual's emoluments were in the range of £60,000 - £69,999, (2022: £60,000 - £69,999 - 1).

The key management personnel of the charity consists of the Chief Officer, with the total employee benefits being **£64,817** (2022: £64,903). This figure includes employers' national insurance and also employer's pension contribution.

9 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

10 Auditors' remuneration

The auditors' remuneration amounts to an audit fee of £11,000 (2022: £6,780).

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

11 Trading activities

	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Subsidiary trading income	296,758	-	296,758	304,024
Subsidiary trading expenses	245,482	-	245,482	228,834
	<u>51,276</u>	<u>-</u>	<u>51,276</u>	<u>75,190</u>

In 2022, of the net income from trading activities £75,190 was to unrestricted funds and £nil was to restricted funds.

12 Net income/(expenditure)

	2023 £	2022 £
This is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	-	-
	<u>-</u>	<u>-</u>

13 Tangible fixed assets - Charity and Group

	Computer equipment £	Specialist equipment £	Fixtures, fittings & equipment £	Total £
Cost				
At 1 April 2022	26,028	30,463	25,543	82,034
At 31 March 2023	<u>26,028</u>	<u>30,463</u>	<u>25,543</u>	<u>82,034</u>
Depreciation				
At 1 April 2022	26,028	30,463	25,543	82,034
Charge for the year	-	-	-	-
At 31 March 2023	<u>26,028</u>	<u>30,463</u>	<u>25,543</u>	<u>82,034</u>
Net book value				
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2022	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Fixed asset investments - Charity

	Shares in group undertaking
	£
Cost at 31 March 2022 and 31 March 2023	2
Historical cost:	
At 31 March 2022	2
At 31 March 2023	2

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

15 Debtors

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade debtors	169,533	114,518	107,010	59,652
Other debtors	37,470	22,841	30,270	16,441
Amounts owed by group undertakings	-	-	46,064	56,036
Prepayments	11,188	14,538	8,900	12,412
	218,191	151,897	192,244	144,541

16 Creditors: amounts falling due within one year

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	7,988	4,284	5,876	2,332
Taxes and social security costs	45,435	17,627	25,616	-
Other creditors	16,332	12,105	16,331	10,556
Accruals	36,400	67,044	31,900	63,894
	106,155	101,060	79,723	76,782

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2023	2022
	£	£
Contributions payable by the company for the year	32,411	28,354

Pension contribution commitments at the year-end amounted to **£5,473** (2022: £nil).

18 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member.

19 Statement of funds

Statement of funds – current year

	Balance at 1 April 2022	Movement in funds			Balance at 31 March 2023
	£	Income	Expenditure	Transfers	£
		£	£	£	
Unrestricted funds					
General funds	144,498	693,340	(739,902)	32,860	130,796
PPTL Reserves	75,193	296,758	(245,482)	(75,191)	51,278
	<u>219,691</u>	<u>990,098</u>	<u>(985,384)</u>	<u>(42,331)</u>	<u>182,074</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2022	Movement in funds			Balance at 31 March 2023
	£	Income	Expenditure	Transfers	£
		£	£	£	
Restricted funds – current year					
Advice centre	42,363	123,574	(132,642)	13,705	47,000
Get Involved	-	51,000	(55,468)	4,468	-
Mental Health Lived Experience	-	70,029	(67,860)	-	2,169
At Home	12,728	41,824	(60,671)	6,119	-
Get Set Opening Doors	-	134,252	(151,433)	17,181	-
Right Track	1,800	4,986	(5,172)	-	1,614
Hospital Discharge Service	494	191,250	(192,602)	858	-
Shopmobility	7,931	26,100	(28,595)	-	5,436
	<u>65,316</u>	<u>643,015</u>	<u>(694,443)</u>	<u>42,331</u>	<u>56,219</u>

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Statement of funds (continued)

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Get Set Opening Doors (Continuing Employment Service) supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

Mental Health Lived Experience provides support for people who have a lived experience of using mental health services to influence decision makers.

Right Track supports people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

Hospital Discharge Service is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

At Home is a care service which is run as a social enterprise. It enables disabled people to stay independent and safe at home.

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Statement of funds – prior year

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	99,442	713,916	(799,051)	130,191	144,498
PPTL Reserves	70,107	304,024	(228,833)	(70,105)	75,193
	<u>169,549</u>	<u>1,017,940</u>	<u>(1,027,884)</u>	<u>60,086</u>	<u>219,691</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income £	Expenditure £	Transfers £	
Restricted funds					
Advice centre	20,330	162,435	(140,402)	-	42,363
Get Involved	-	59,272	(70,317)	11,045	-
COVID-19 Community Relief	77,408	-	-	(77,408)	-
At Home	-	31,562	(18,834)	-	12,728
Get Set Opening Doors	-	95,909	(102,186)	6,277	-
Right Track	1,344	5,280	(4,824)	-	1,800
Hospital Discharge Service	3,147	156,787	(159,400)	-	494
Shopmobility	12,762	26,100	(30,931)	-	7,931
	<u>114,991</u>	<u>537,345</u>	<u>(526,934)</u>	<u>(60,086)</u>	<u>65,316</u>

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	-	-	-
Current assets	288,229	56,219	344,448
Creditors: amounts falling due within one year	(106,155)	-	(106,155)
	<u>182,074</u>	<u>56,219</u>	<u>238,293</u>
Fund balances at 31 March 2022 are represented by:			
Tangible fixed assets	-	-	-
Current assets	320,751	65,316	386,067
Creditors: amounts falling due within one year	(101,060)	-	(101,060)
	<u>219,691</u>	<u>65,316</u>	<u>285,007</u>

21 Commitments under operating leases

At 31 March 2023 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2023	2022	2023	2022
	£	£	£	£
Within one year	3,894	3,572	2,393	4,372
Between two and five years	-	-	9,572	-
	<u>3,894</u>	<u>3,572</u>	<u>11,965</u>	<u>4,372</u>

22 Net cash (outflow)/inflow from operating activities

	2023	2022
	£	£
Net income/(expenditure)	(46,714)	467
Increase/(decrease) in creditors	5,095	(22,939)
Decrease in debtors	(66,294)	(31,158)
	<u>(107,913)</u>	<u>(53,630)</u>

23 Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	234,170	(107,913)	126,257

POSSABILITY PEOPLE LIMITED
(A Company Limited by Guarantee)

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

24 Related parties

For the financial year ended 31 March 2023 the company had no disclosable related party transactions.

POSSABILITY PEOPLE LIMITED

England & Wales - Charity number 1114435

Accounts



Annual report and accounts 2021/2022

Over 10,500 people supported by us this year

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2022

Charity Registration No. 1114435

Company Registration No. 05706441 (England and Wales)

POSSABILITY PEOPLE LIMITED ((limited by guarantee)

Known as Possability People

Legal and administrative information

Management Committee & Trustees

Maddy Hamp
Kathy Goddon
Samantha Oakley
Sophie Reilly
Mark Green
Linda Elisha
Claire Arielle Leon
Danielle Evans
Gerry Zarb

Patron

Vacant

Chief Officer

Geraldine DesMoulins

Registered office & Principal address

Montague House
Somerset Street
Brighton
East Sussex
BN2 1JE

Auditors

Kreston Reeves LLP
Plus X Innovation Hub
Lewes Road
Brighton
East Sussex
BN2 4GL

Bankers

CAF Bank Limited
Kings Hill
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

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This publication is available to download at www.possabilitypeople.org.uk

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Foreword by Maddy Hamp, Chair of Trustees

This time last year, I described how proud I was to be involved with an organisation which dealt so courageously and creatively with the impact of the pandemic.



As the pandemic surged, so did my admiration for our staff and volunteers.

Disabled people, myself included, continue to be affected by COVID-19 threefold: not only is there a greater chance the disease will affect us more adversely than non disabled people, our routine health care services have become far more difficult to access as well.

Furthermore, the restrictions placed on us to try and halt the spread of the pandemic have left many without the vital social support and interaction necessary for mental, emotional and physical wellbeing.

Our staff have gone over and above the call of duty to cover absences and gaps in provisioning once again.

Our virtual services have enabled us to keep working with people and, in some cases, even allowed us to reach more people than before. The reality of a second year of pandemic is an increase in disabled people who need our support.

Our Advice Centre has had a record number of enquiries, even before the cost of living crisis. Our Hospital Discharge team's work meant people could come out of hospital more quickly, freeing up the extra beds so desperately needed during the crisis.

Our achievements are only possible because of the support of our funders and donors. Our larger funders have understood our need to pivot quickly, while our friends and supporters have continued to raise awareness of our work through sponsored events, or by sharing our Just Giving campaigns.

All of them are part of the last year's tapestry and all of them are thanked enormously.

Maddy.

"To promote social inclusion of disabled people in the South East (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment". From our memorandum of association.

How our activities deliver public benefit

The trustees confirm they have complied with their duty to have due regard to public benefit guidance published by the Charity Commission. The main activities undertaken to further the charity's purposes for the public benefit are detailed in the section Our aims and objectives on page nine.

Possability People's underlying principle is the Social Model of Disability. The organisation believes disabled people are disabled not by limitations of their bodies and minds but by the societal barriers of unequal access, prejudice, discrimination, and social exclusion.

Possability People is a membership organisation. Currently our membership comprises of 29 organisations and zero individuals.

We are the leading organisation in Brighton and Hove which supports people with a wide range of disabilities (pan impairment).

The trustees are pleased to present their annual group report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a group directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2019).

Structure, governance and management

The organisation is a charitable company limited by guarantee (05706441), incorporated on 13 of February 2006 and registered as a charity (1114435) on 31 May 2006 and originally registered 27 January 1981 (281731). The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In 2011 we developed a new brand confirming our working name as: The Fed – Centre for Independent Living (The Fed) which is the name by which we were more commonly known. In June 2016 we rebranded the organisation and our registered name The Brighton & Hove Federation of Disabled People was changed to Possability People.

Possability People is a user led specialist infrastructure organisation whose membership is drawn from individuals or organisations with a personal or professional experience of disability services and rights.

Our membership elect a Board of Trustees made up of volunteer representatives (78% of whom are disabled people). Possability People can demonstrate that it meets the exacting criteria of the Department of Health regarding its user led status, which requires 75% user representation.

The Trustees are also the directors for the purpose of company law. Trustees serving during the period were:

Maddy Hamp	
Kathy Goddon	
Sophie Reilly	Re-Elected 21/10/2021
Linda Elisha	
Samantha Oakley	
Mark Green	Re-Elected 21/10/2021
Claire Arielle Leon	Re-Elected 21/10/2021
Danielle Evans	Elected 21/10/2021
Gerry Zarb	Elected 21/10/2021

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Group Structure and Relationships

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people. Its trading performance and further information is detailed on page 67 of the financial statements.

Recruitment and Appointment of the Board of Trustees

Trustee recruitment process

The trustee board identifies the skills and experience needed by a board member to lead the charity.

The role description is advertised, widely on appropriate lists and on our website. As a user led organisation, we actively encourage applications from people with a lived experience of being disabled.

Potential candidates are sent a trustee recruitment pack with information about the organisation and the essential requirements for trustees including a role description and person specification.

Applications are reviewed and shortlisted by the board. A panel is then chosen of two trustees supported by the Chief Officer. The panel sends its recommendation to the board.

Our Memorandum and Articles states that successful candidates can be co-opted on to the board prior to being voted on by the membership at the next AGM.

Appointees are given a thorough induction which includes a presentation of the activities of the charity, confirmation of an understanding of the charity's policies and procedures, meetings with senior team members. A DBS check will be carried out and also at the time of induction any identified training needs will be addressed.

The recruitment process is reviewed and evaluated.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.

Possability People's Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the charity.

Day to Day Responsibility

Possability People have a Senior Leadership Team supported by an Offices & Resources Volunteer Manager. The Senior Leadership Team consists of:

Chief Officer Strategy and Business Development.

Finance Officer Central Finance, Payroll and Supported Bank Accounts.

Operations & Development Manager Project and service delivery and development, income generation, monitoring and evaluation.

Business Development & Services Manager Service provision and development of new services.

Communications Manager Communications strategy.

Offices & Resources Volunteer Manager HR, central services, and project delivery.

Pay policy for senior staff

The Chief Officer and Senior Leadership Team are in charge of directing and controlling, running and operating the charity on a day to day basis. The trustees provide oversight, governance and strategic direction to the charity. Details of trustee's expenses and related party transactions are disclosed in note 7 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with changes to National Joint Council (NJC) pay-scales.

Risk Management

The management committee discusses risk on an ongoing basis. Possability People holds a risk register.

The biggest risk to the charity is the pressure on budgets in the public sector which remains a significant source of our income. We have seen cuts to contracted budgets and also discontinued activities. There is further risk as some contracts are now payment by results and in arrears which could potentially put the organisation's cash under pressure.

Although public sector funding is under pressure statutory bodies value and recognise our contribution and we continue to receive commissions and contracts from them.

To mitigate this risk, we continually look for other opportunities to diversify our offer. This includes successfully increasing our social enterprise activities and looking at strengthening our fundraising activities including bids to trusts and foundations.

We do not anticipate going concern issues in the foreseeable period ahead.

COVID-19

The community and voluntary sector recognise the significant risks it faces, and has faced, since the COVID-19 health emergency.

We were successful in applying for grants from various emergency funds in the first year of the COVID-19 disruption that mitigated lost income streams. During 2021-22, our activities started to return to normal and there is now no specific threat arising from COVID-19 that is foreseeable.

The charity's objectives are contained in the company's memorandum of association

Our Vision

A society where anything is possible regardless of ability

Our Mission

Ensuring disabled people can live independently, with dignity and without prejudice

Aim	Outcome	Objective
To improve accessible services	Access People can access life, society and the personalised services they need	- To co-design services - To make use of digital technology - To make our services available in other locations and across communities - To provide quality training and consultancy for other providers to improve their offer to disabled people - To give strength to the voice of our beneficiaries in their communities
To ensure people have good quality accessible information	Information People have the information they need to make decisions and plan their lives	- To communicate and offer realistic options - To produce user friendly material - To provide innovative platforms to share the information disabled people need - To give people expert advice to solve the problems they face
To enable people to live more independently	Support People are enjoying improved health & well-being, able to move forward in their lives	- To help join up services across all sectors - To help and encourage people to take part in community life and work - To offer and champion a range of accessible volunteering opportunities - To provide modern, bespoke care and support to disabled people - To give people the tools and support to tackle injustice and discrimination
To increase the range of options people have	Choices People have access to a wide range of options to meet their needs	- To expand and develop services - To raise awareness of what's out there - To facilitate partnership working - To identify gaps in the market and bring the right people together to fill them
To have well trained knowledgeable staff and volunteer teams	Ability People are supported by a passionate and committed staff & volunteer team	- To work to Possability People's vision and mission - To listen and respond to the voice of our beneficiaries and their experiences in all we do - To commit to learning and developing in their own work - To be self-aware and regularly reflect on own work - To achieve and maintain appropriate quality marks for our work

Strategic Aim: To improve accessible services

1. To co-design services

Possability People is a user-led charity whose services are co-designed. The trustees and senior leadership team ensure every project and service offered is designed and delivered according to our beneficiaries' feedback and stated needs.

Of our nine trustees, 78% identify as disabled people.

Their ages reflect the age range of our beneficiaries: 18-25 = 11% 26-35 = 11% 36-45 = 22%, 46-55 = 11% 56-65=22% 65+=11%

The Advice Centre team has an impressive track record of supporting service users to become volunteers, who often move into paid work in the service when opportunities arise.

Community Employment Service projects are co-designed. All project staff and volunteers have lived experiences of our beneficiaries' barriers; many have come through the project as beneficiaries themselves. Drop-in sessions are designed and developed with course participants to meet their needs and aspirations. Encouraging and developing peer support in all activities further underpins this approach. Our work with employers is driven by listening to the experience of disabled people in various workplace settings.

Our Get Involved Group (GIG) leads our engagement and inclusion activities. The Disabled Car User Forum is designed and developed in partnership with community members joining the group. The project team has lived experience of the barriers our beneficiaries face. Engagement activities, wherever possible, are workshopped and co-designed to ensure any surveys and mechanisms used for engagement are accessible for disabled people. Our new Mental Health Lived Experience Advisory Group exemplifies co-production principles in practice.

Our social enterprise activities support our charitable aims and objectives. Possability People: At Home and our Payroll and Supported Bank Accounts Service (SBA) support the articulated needs of our beneficiaries. At Home was developed in response to feedback from disabled people who found a gap in the market between self-directed care and support and care agencies. The responsibility and administration of employing their care staff was a barrier to opting for the benefits of self-directed care. Wherever possible, PAs who match the client's cultural, ethnic or other community of interest characteristics are employed.

Our Payroll and Supported Bank Account Service supports people who opt to direct their care and employ a PA. Many disabled people told us managing the legal and administrative requirements alongside their daily challenges was overwhelming. Our service removes all these stresses so people can concentrate on ensuring that their staff deliver the personalised support they need.

As a user-led disabled people's organisation, our volunteering programme must listen to and meet the needs of people who wish to engage with it. Currently 70 per cent of our volunteers identify as disabled either at recruitment or in our annual volunteer survey; many of them access our other services. We take all possible steps to ensure our volunteering opportunities are accessible and match the volunteers' skills, qualities, and aspirations.

We continually develop new opportunities within our organisation. We also keep up to date with volunteer opportunities outside of Possability People, so potential volunteers have more options. By making the most of every development opportunity, volunteers have a better experience, improving our impact and the socioeconomic return on investment in all our work.

2. To make use of digital technology

Possability People have explored opportunities to use new digital technology to improve accessibility, which has been vital since the start of the COVID-19 health emergency. It ensures we continue to deliver practical and accessible support to our beneficiaries.

Online meeting options such as Zoom and MS Teams have been vital alongside telephone communication. Online collaboration tools such as Slack and Padlet have effectively shared ideas and resources. We have supported people to access our offers online or have referred people to specialist community organisations such as Digital Brighton & Hove or Ability Net for further support.

Our Advice Centre deploys various digital tools, including online form filling support and benefit calculators, to determine their beneficiary's entitlement.

At Home uses digital technology to improve compliance and service delivery. Near Field Communication (NFC) tags and online rotas provide real-time updates that benefit the client, and the PA and enhance the operation of the service. Care plans are updated and operate in real-time via a digital system.

Our regional Get Set projects actively build the digital skills of our participants. We run courses in digital basics and digital employability. Participants learn the digital skills they need to search and apply for work in today's labour market. All participants have access to a shared Dropbox folder enabling the team to share documents and work collaboratively. We can deliver course sessions online if face-to-face sessions are not possible due to the restrictions of the pandemic. A free-phone telephone access option was provided to ensure people without suitable equipment or connection were not left out and could still engage with group support.

Our Brighton & Hove and Mid-Sussex database of low-cost and free activities is called 'Its Local Actually'. Many micro activity providers do not have their own website, so this is the online presence they maintain. We continue to develop the Support at Home section of the database, connecting people to home visiting providers of a range of services such as opticians, nail cutting, gardening and hairdressers.

Shopmobility bookings are now fully online, with telephone support for people who need it. A completely contactless booking, collection and return service has been implemented.

PA Noticeboard is a valuable resource for Direct Payment users in Brighton, Hove and East Sussex looking to employ their care and support staff. It allows potential PAs and potential employers to post adverts and communicate with each other safely and effectively, removing many of the barriers to PA recruitment disabled people have experienced in the past. This platform provides a valuable tool in workforce development. It has been purchased by Portsmouth and Isle of Wight local authorities and interest is shown from other authorities. We are in the early stages of discussion with other areas.

3. To make our services available in other locations and across communities

Possability People explores and expands services beyond our historical base of Brighton & Hove.

Our Community Employment Service continues to deliver in Brighton & Hove and across East Sussex.

As well as clients in Brighton and Hove, At Home has provided care and support to East and West Sussex beneficiaries. A campaign to launch and develop the service across East Sussex is underway.

Possability People supports local disabled peoples' groups in towns within the region, such as Eastbourne. We support Eastbourne Access Group and Disability Involvement Group to improve accessibility and inclusivity in the town. Regular columns in local publications (such as Eastbourne Voice and The Best of Eastbourne) allow us to showcase various issues important to disabled people to a broad audience.

We developed our West Sussex engagement and inclusion work with a COVID-19 response project called Safe At Home. It became Safe Together and encouraged people to build trust and confidence getting out and about as COVID-19 restrictions eased.

Our Advice Centre works in partnership with the MS Society, supporting people in Brighton & Hove and surrounding towns in East and West Sussex. It runs the East Sussex Information & Advice line, which offers general advice about day-to-day life as a disabled person. It also signposts specialist support in East Sussex for in-depth queries. Funding this year enabled benefits advice to be provided to East Sussex residents.

Right Track in Brighton & Hove and Mid Sussex delivers Sussex MSK (Musculoskeletal) Partnership's new social prescribing service, where we offer self-management support. After providing the service remotely, we returned to face to face sessions with our partners in MSK clinics across Brighton & Hove, Crawley, Horsham and Haywards Heath.

4. To train and consult with other providers, improving their offer to disabled people

This year we have delivered extensive training to organisations, including:

- The Hut Group PLC (an eCommerce retailer operating across 100 international websites) – multiple sessions across multiple staff teams and senior leaders
- Sussex Police Senior Leadership
- Brighton & Hove Food Partnership staff team
- Adur & Worthing Councils – numerous sessions in various staff teams and senior leaders
- Brighton & Hove City Council – elected members
- Brighton & Hove City Council – senior managers
- Eastbourne Jobcentre Plus work coaches.

5. To give strength to the voice of our beneficiaries in their communities

Possability People regularly seek feedback to improve and develop our services. Where we find gaps in our provision, we act on them.

The Get Involved Group engaged in access audits and continued the development of the Disabled Car User Advisory Group, enabling blue badge holders and other disabled drivers to talk to Brighton & Hove City Council staff regularly.

As well as specific engagement and inclusion work, Possability People represent the voice of disabled people on a range of local, regional and national panels and forums. This includes, but is not limited to:

- Office for Disability Issues regional stakeholder network
- NHS England Peer Leadership network
- Brighton & Hove Community Transformation Design network
- Brighton & Hove Adult Learning & Skills Network
- Brighton & Hove Special Educational Needs & Disability Network (chair)
- East Sussex VCSE Alliance
- Various local authority and CCG communications and engagement
- East Sussex Health Overview Scrutiny Committee
- East Sussex Community Oversight Board
- Disability Rights Reference Group (joint chair)
- Health & Wellbeing Board
- Partnership Plus
- Equality and Inclusion Partnership (joint chair)
- Transport Partnership
- Community Works Representatives Council (Disability & learning & skills reps)
- Brighton Active Travel Community action Group
- Carers centre network
- Disability External Reference Group – Sussex Police
- Upstanders network; Tennant Disability Network
- Brighton Festival Stakeholder Group
- NHS Working Together group
- Get Active For Life steering group
- The Big Conversation
- Changing Chalk
- DWP Disability Confident Reference Group
- Self-funding Knowledge Exchange
- Arts, Health and Wellbeing Working Group
- Work and Learning Working Group
- Equality and Inclusion Partnership
- East Sussex Inclusion Advisory Group
- South East Network of Disabled People's organisations.

We continue to engage with the DWP Regional Stakeholder Network to represent the views and experiences of disabled people to the Office of Disability Issues. We continue striving to understand better the needs and experiences of disabled people at government level. DWP policymakers and officials recognise Possability People as experts in our field. Our track record is cited in delivering personalised, holistic support to disabled people looking to return to or remain at work. We regularly consult on approaches to influence change and improve opportunities for disabled people. Our positive relationships with local DWP teams allow us to feedback directly to staff working with disabled people in local job centres. We deliver training where appropriate to improve disabled people's experiences. We share best practice and understanding and quickly resolve potential issues so disabled people do not experience unnecessary distress or delays when making their claims.

The GIG actively engages with disabled people and their representatives on matters of concern or interest. It regularly convenes focus groups for statutory partners wishing to understand these views and experiences. Staff and volunteers use their own lived experiences to foster trust. They have meaningful, open, honest conversations with statutory service providers and businesses. Disabled people are encouraged to take a solution focussed approach to issues. Their views are constructive and effective.

Disabled people who face challenges in getting out and about have told us the Shopmobility service is essential for their ongoing independence. It is the leading service for many people who do not own or cannot store their equipment. It provides safe and effective temporary equipment when scooters or wheelchairs require maintenance or servicing or are otherwise unavailable. As Brighton and Hove is a tourist destination, Shopmobility also provides a valuable service to disabled people visiting the city. Partnerships with local hotels enable us to promote the service and reach holidaymakers.

With our user-led focus, Possability People ensures disabled people are represented in local, regional or national discussions. Disability is a cross-cutting theme. Acting without prejudice should be an essential consideration for anybody working with people in the community.

Strategic Aim: To ensure people have good quality accessible information

1. To communicate and offer realistic options

Possability People enable and support people to understand their situation and take control. Offering realistic and solution focussed options are an essential element of this; we take care to communicate the reality of any given situation and do all we can to support people to move forward and achieve their goals.

The Advice Centre team's skills and expertise are crucial for disabled people, enabling them to understand their options and how best to access the support they are entitled to. It would be unrealistic, unethical, and inappropriate for the team to raise false expectations, so exploring each situation in-depth and giving timely, accurate information is essential. The success rate of the benefit applications they support and decisions they help people to challenge speaks to the effectiveness of this approach, with an 89% success rate for form filling and appeals.

Our Community Employment Service is unique because it doesn't offer time-limited support. The support given is needs led and tailored to each beneficiary, who's needs are explored in-depth, and their dreams, aspirations, and goals for the short-medium and long term are understood. Building action plans is a thorough and detailed process, giving people space and time to consider all opportunities, including pros and cons. The team takes time to discuss all options with people and plot each journey step. We explore what needs to be done and find the tools and techniques required. Setting goals, breaking them down into manageable steps and gradually overcoming barriers step by step are fundamental to our bespoke service.

The Hospital Discharge Support service begins with an in-depth conversation to understand someone's needs when returning home from the hospital. It explores connections to friends, family and community which may have been lost and looks at additional support an individual would need to remain independent and thrive.

Hospital Discharge Grants ensure people can access the funding they need for a safe home suitable for their recuperation. Action plans are created to offer people activities and services which meet their needs, and they are supported to access them as required. Hospital Discharge Support will not just sign post; it may make referrals on a beneficiary's behalf to overcome initial barriers to engagement. Clients may act independently, knowing they have the correct information for their choice.

Right Track supports people with MSK conditions who have been directed to the service by a clinician. It provides advice, support, and information on lifestyle changes to give people options to manage their condition alongside medical support. The Right Track team listens carefully to people's needs, aspirations, and the changes they want to make in their lives. They then gather and share information and provide packs of information for their beneficiaries. The team ensure appropriate options are available to the individual and conversations supporting their choice happen as and when needed. We have found this approach provides the best outcomes.

Possability People carefully manage the expectations of potential volunteers, including the availability of volunteering opportunities. For example, our Payroll and Supported Bank Accounts service offers a clear pathway to employment. It is so popular we must often operate a volunteer waiting list. We do this so staff can provide volunteers with meaningful support and progression opportunities. Suppose the role the volunteer applies for is not vacant. In that case, the Volunteer Manager will try and match potential volunteers with other roles in the interim. Volunteers who temporarily joined our reception, Shopmobility, GIG and Community Employment Service often stay with the new project even if it wasn't their first choice - sometimes in addition to the other role.

All Possability People's social enterprise activities must communicate realistically about people's options. At Home ensures the beneficiary is at the heart of their care and support planning, making choices about the care and support they want to receive. Clients discuss their needs with the team who create a bespoke and personalised service for each person, rather than slotting people into a one size fits all service. We ensure people feel involved and are in complete agreement with any decisions about their care, and they have every opportunity to have the support they need to live independently. They also have opportunities to be involved in the choice and recruitment of their support staff.

2. To provide user friendly and accessible materials

Possability People strives to ensure everything we produce to communicate about our projects and services meets the needs of the communities we want to reach. From website and social media to print and email communications, we try to share engaging information tailored to the needs and interests of our audiences.

Information sent or shared to beneficiaries considers their access needs and communication preferences. Reminder systems are in place across projects for appointments, meetings, calls or sessions, used in line with beneficiary choices.

An appointment letter will be enough for some people, while for others, texts or calls nearer the time ensure people can access a service appropriately and with confidence. If a Community Employment Service beneficiary is feeling apprehensive about attending a group session for the first time, we will make a series of calls and texts to them in the lead up to the day, and a named person will meet them outside the venue so they feel comfortable and settled to come inside.

Action plans, session handouts and resources are shared, explained and co-designed to meet the beneficiary's needs. Their style and content are continually reviewed. Materials are produced in various formats on demand, including large print, specific coloured paper, or to meet other access needs.

The films on our YouTube channel are subtitled and include British Sign Language translations. We employ interpreters for clients who require them and have produced a set of Advice Centre leaflets in 13 community languages.

3. To provide innovative platforms to share the information disabled people need

Providing clear, concise, accessible information remained vital with changing COVID-19 rules and restrictions. Our role in filtering, simplifying and disseminating an unprecedented amount of information to different audiences has been crucial.

Services continued to adapt and deliver flexibly. Teams worked hard to ensure beneficiaries remained safe while not reducing the volume or quality of support available. This has been particularly challenging because remote service delivery is often more time intensive. At the same time, people's needs have increased with the impact of the pandemic on their health and wellbeing.

Steady and Strong, our gentle exercise programme, continued to run remotely with technical support offered initially for anyone who needed it. We expanded the range of exercise tutorials so people could safely build strength and balance in their homes via our YouTube channel.

Our flagship database, Its Local Actually, enabled people across Brighton & Hove and West Sussex to search for over 1500 free or low-cost community activities. Home visiting services are listed on Support at Home, helping older and disabled people stay independent, safe and well.

Our website is one of many people's main routes into the organisation. It is often the first place people learn about our projects, services, and support. This year, after analysing feedback, we invested in a full redesign of the site to make it more accessible and easier to navigate. The site had nearly 85,000 visits during the year, with a 10% increase in users, up to almost 25,000.

Our social media accounts continued to grow and remain an important method for engaging our supporters, telling our stories, and promoting events and fundraising drives. Our communications assistant was furloughed but we still maintained a strong presence and grew our networks.

Our Facebook page has more than 1,400 fans; we posted to it 528 times, reaching 15,510 people.

Our Twitter account has 4,000 followers. We tweeted over 900 times with 9,300 clicks on the links they contained. There were 1,200 engagements with our posts.

Our Instagram posts reached 2,000 people, and we have 591 followers. We posted 631 times.

We have added a range of new films to our YouTube channel, including two produced by a student we supported: Introducing the GIG and Introducing At Home. We have continued to build our Steady and Strong exercise library.

We produced information about our Advice Centre in 14 community languages.

This year, work began on a new film designed to attract people to work for At Home as PAs.

We have begun to include QR Codes on our information and publicity materials so that people can quickly scan to a webpage. This has worked well at events and for Shopmobility, where people who are out and about with only a smartphone can quickly scan and find opening times, for example.

With appropriate consent, our Payroll Service shares information and updates via regular communications with direct payment users. They use email signatures, payroll messages or mailouts. Our service users trust us, so this is an effective way to disseminate information from other services that can support their ongoing independence, wellbeing and dignity.

4. To give people expert advice to solve the problems they face

Possability People ensures all volunteers and staff receive appropriate training and can provide the best advice to our beneficiaries. We are recognised locally, regionally and nationally as experts in our field.

We are committed to giving effective and accurate advice to others. This is borne out through input into policy decisions and service designs that affect disabled people in all aspects of their lives.

Many of the Advice Centre's beneficiaries would experience great difficulty navigating the complex benefits system without our support. People often tell us they are entirely overwhelmed; they don't know where to start, have tight deadlines and feel so distressed they can't even face opening the letters they are receiving.

As a trusted, local provider, we have the confidence of our community. We provide personalised support. Many of our staff and volunteers have experienced difficulties navigating the system and can offer understanding and empathy. As there are fewer and fewer lifetime benefit awards, people know when the benefit form lands again, there is someone there to provide a helping hand at what can be a distressing and overwhelming time.

Hospital Discharge Support and Right Track's expertise and understanding of the local market are essential so people accessing their services can navigate the full range of options available. Knowing what's out there, including capacity and potential waiting lists, presents the best options. For a good outcome, people are connected to appropriate support promptly. Both ensure they provide the support services needed to prevent people from experiencing unnecessary readmission to hospital. It provides the tools people need to improve their chances of successfully self-managing a long-term health condition.

The Shopmobility team makes skilled and valuable equipment recommendations based on everyone's situation and the built environment. They liaise and form relationships with local hotels, other venues and transport providers to ensure people are not disadvantaged and can enjoy the many facilities the city offers in the same way as non-disabled people.

The Community Employment Service shares expertise in condition management, coping strategies, employability skills and digital skills with beneficiaries. It shares recruitment, retention and workplace wellbeing expertise with employers to create accessible, inclusive workplaces where people can thrive. It advises disabled people on their rights in the workplace to reasonable adjustments. It gives people the confidence to talk to employers about any support or flexible workplace solutions they may need. It advises employers on innovative ways to support their employees' health, wellbeing, and resilience, ultimately boosting their own business and staff retention.

Our Payroll and Supported Bank Accounts services explain complex financial information to disabled people who have a wide range of access needs. They describe how problems can be resolved, provide advice to resolve conflicts and handle conversations that can be very challenging.

Strategic Aim: To enable people to live more independently

1. To help join up services across all sectors

Possability People work with all sectors – health and social care, local authority, community and voluntary, private and independent - in a 'whole person' way, enabling our beneficiaries to access all the support they need to live independently. Joint working has made our services more successful during the pandemic. Ensuring services wrap around vulnerable people is at the heart of our approach.

At Home brings together staff from the NHS, Clinical Commissioning Group, Sussex NHS Partnership Trust, GPs, pharmacies, Adult Social Care and organisations from within the community and voluntary sector to benefit its clients.

Shopmobility makes it easier for disabled people to use private-sector hotels and tourist attractions. It also builds relationships between sheltered housing schemes and the voluntary sector. We have supported disabled people to store their mobility equipment and scooters safely. Our dedicated team of volunteers has built productive relationships across the city, making it more accessible for residents and visitors.

Right Track develops relationships across sectors. It signposts and refers to a broad range of groups and services, from health advice and advocacy to local groups in church halls, from counselling and employment workshops to peer support groups, from large programmes of council-led activity to sessions aimed at specific groups such as older people, women, BME and LGBTQ communities.

Right Track and Hospital Discharge Support are members of the Social Prescribing Network. They keep up to date with the local picture, share best practice, and build relationships with other referral organisations.

As part of a Sussex and Surrey wide group focusing on disability and health, Right Track taps into a large pool of knowledge and experience, making referrals to services faster and with minimal waiting times for beneficiaries.

They have also built relationships with Sussex MSK Partnership clinicians across Brighton & Hove and West Sussex. This year they have taken on new projects within the service, including the flagship "Revalidation" pilot, which involves working with people on a waiting list for a clinician. This may be rolled out nationally if successful.

Hospital Discharge Support works with providers from health, social care, the voluntary and community sector, social enterprises and the private sector. This year, the service has expanded to offer new grant funding, including Personal Health Budgets and Handyperson Grants, leading to more robust and broader partnerships with statutory colleagues. Effective communication and partnership work promotes better understanding and trust between organisations for future collaboration. We have improved our service by working in partnership with hospital departments to make effective, appropriate referrals from across the hospital for anyone who needs our support.

New and effective relationships with a broad range of local tradespeople are essential to how effectively our Hospital Discharge Grants can facilitate a timely discharge from hospital. We have strengthened links with various Brighton & Hove City Council teams, including social workers and housing adaptations. Effective working relationships with hospital Responsive Service colleagues in the Health and Social Care sectors have been made.

The Get Involved Group has built and sustained effective partnerships with Brighton & Hove City Council's parking and transport teams. It has overcome complex relationships to develop genuine partnership working, ensuring disabled voices are heard, understood and included in service design and delivery.

Because Community Employment Service beneficiaries identify their own employment goals and aspirations, the team builds positive relationships with professionals in all sectors to broker suitable, sustainable employment opportunities where needed. With many beneficiaries facing a crisis this year, our long-term support and holistic approach were essential to their coping ability.

Because our participants trusted us, they talked honestly about their situations. We found out if they had reliable food supplies, medication, money, and shopping and whether or not their mental health was affected. As the support needs of people have increased over the year due to the ongoing impact of the epidemic, it has taken the expert advice and guidance of the staff and volunteer team to enable them to develop resilience and find a way to move forward.

Connections to local support services, knowledge, and up to date resources (including capacity and waiting times for services) mean we connect people to the best support at the right time. We stayed in touch with employers, so we knew who was recruiting despite the lockdown. Many disabled people gained employment despite restrictions, which shows our approach works.

2. To help and encourage people to take part in community life and work

Possability People enable people to develop the tools, skills and confidence they need to implement their own solutions instead of us trying to fix things for them.

This could be working together to remove practical barriers (incorrect benefit entitlements, unsafe housing situations, or how to start exercising safely), to long term coaching to make lifestyle changes or move towards employment. We aim not to create dependence on our services. We build on the assets and resources of our beneficiaries, enabling them to achieve more, feel part of their communities and live independently, with dignity and without prejudice.

Financial hardship or insecure housing are significant crises many of our beneficiaries face. Without support, people can spiral into poorer mental health, social isolation, economic insecurity and so on. This can also affect their physical health by escalating existing conditions or self-neglect. We support people through the current crisis and then consider what else they may need to be able to move on. This is becoming increasingly important as we look towards next year with the growing cost of living affecting disabled people disproportionately. We know our work will be more needed than ever before.

Our approach makes jobs sustainable with people better equipped to deal with life's challenges and find additional support if needed. Our knowledge of someone's personal life and health and its effect on daily activities helps us understand the impact at work and deal with potential barriers to employment. Community Employment participants create Wellness Action Plans, which consider the impact of their health on their whole life. Considering support and activities to remain well and enjoy time with family and friends is as essential as remaining well for work. It enables people to live life their way and engage with their community as much as they choose.

When planning support, the Hospital Discharge Support and Right Track teams explore an individual's needs and aspirations. Many are socially isolated, but with achievable goals, reconnection to communities is possible. This might be through befriending services, and lunch activity groups around their interests, such as choirs or art sessions.

Overcoming mobility barriers is essential for many people to get out and on with their days. Shopmobility achieves this. Providing a satellite service across the city with flexible delivery and collection removes mobility barriers.

Volunteering with Possability People is rewarding and increases skills, confidence and knowledge of other services. Volunteering can be a stepping stone to employment. Volunteers learn new skills or refresh old ones, test out condition management techniques and have up to date experience for CVs and job applications. We can provide a professional reference after six months.

At Home provides personalised care and support, giving people more freedom and flexibility. PAs can accompany clients to community activities they would otherwise be unable to attend. Support with health or medical needs at the right time of day means clients can work or go out in a way that might otherwise be impossible.

At Home clients determine the support that best suits their lifestyle. Having care provided consistently with PAs they know and for the right length of time means people can attend work and other appointments without waiting for a call from a traditional care agency.

3. To offer and champion a range of accessible volunteering opportunities

Possability People hold the Investing in Volunteers Quality Mark, which has assessed and acknowledged good practice in our volunteering programme.

As a respected local organisation, our training and consultancy programme shares best practice in volunteering for disabled people. We ensure organisations understand the difference between supported and accessible volunteering and work with them to remove many barriers to participation disabled people have told us they have faced. For example, because of our training session with Brighton & Hove Food Partnership this year, they considered potential barriers to volunteering with their organisation to identify positive steps to overcome them.

This year has continued to be challenging for many of our volunteers. Not all have been able to engage remotely with their projects. However, at the end of the year, we have 52 volunteers registered (and interested in returning when possible, if not currently active). As we emerge from two years of restrictions, we already see increased interest in volunteering. We are optimistic about more people joining our volunteer team in the coming months.

We began to start a phased return to our offices from August 2021, the point at which many volunteers returned. Until then, two committed and dedicated volunteers kept Shopmobility running efficiently. Volunteers who were able to offer remote support to our Advice, Payroll and Community Employment Teams. Wherever possible, our adapted roles and volunteers supported us to be involved as much as they chose

For some roles and people, remote volunteering wasn't viable. Maintaining contact with those unable to actively volunteer was essential through email, telephone and video calls. For many volunteers, the social aspect of being part of a team and working with others is crucial. Therefore, finding all possible ways to maintain communication for them was essential and has resulted in many returning as soon as possible.

We are proud of the contribution our volunteers make as essential team members. Based on the Brighton & Hove living wage, their contribution for the six months to March (when they were able to volunteer) is equivalent to £59,460, and 6.6 full time equivalent employees.

Over 1,000 volunteer hours every month.

These figures do not include our nine trustees, who also give their time voluntarily.

4. To provide modern, bespoke care and support to disabled people.

Our Care Quality Commission registered At Home service was created because disabled people told us traditional care agencies didn't meet their needs. People experienced many different, unhappy situations, including not knowing who would be arriving to give care, short 15 minute visits and few options for socialising.

At Home is different because it matches people with their PAs, often recruited directly in partnership with the disabled person.

Clients build meaningful, professional, trusting relationships with their care staff, who understand the subtle preferences and nuances needed to provide bespoke support. The flexible service means people can move their hours of support to suit their needs, such as receiving care early enough to get to work or late enough not to go to bed too early. Clients have the flexibility to increase or decrease support hours as they choose, making travel or days out viable. It means they can get on with life in ways many of us take for granted.

5. To give people the tools and support to tackle injustice and discrimination.

Our person-centred, enabling approach means people are informed, understand their rights and entitlements and have the skills and confidence to challenge injustice or discrimination.

We are members of Brighton & Hove Upstanders Network, which brings together organisations supporting people who may experience hate incidents. It supports a city-wide approach to inclusion and reducing hate crime. We will also be a Hate Crime Reporting Centre early next.

We are members of Sussex Police Disability External Reference Group, which ensures statutory services understand the needs of disabled people and how they may be affected by police and others' actions. We delivered a training session to Sussex Police senior leadership team about being a disabled person, including best practice approaches to inclusion.

Our Community Employment Service is an expert in the Equality Act 2010 and its relation to disabled people at work. It trains disabled people and employers about what may or may not be discrimination. Hence, people feel more empowered to talk openly, honestly and professionally about their health condition or impairment and know where to go for more support should they encounter any difficulties.

Strategic Aim: To increase the range of options people have

1. To expand and develop services

Constantly finding and developing new ways for disabled people to achieve their potential and improve their lives helps Possability People make our existing services successful and sustainable.

This year Possability People received funding from Sussex Clinical Commissioning Group to develop and deliver the new Mental Health Lived Experience Advisory Group. A three-year programme will develop and enhance mental health services across Sussex. This group has been commissioned to bring together people with lived experience of using mental health services to feed into the plans. Co-production is at the core of the activity. During the year, the group have developed and taken on additional roles, representing themselves and the group at various strategic meetings. The voices of people with experience using the service are vital to developing the programme if it is going to meet the community's needs.

This year, our engagement and inclusion activity has continued in West Sussex. We worked according to changing restrictions, initially supporting disabled people to stay safe at home and gradually rebuilding their trust and confidence in safely getting out and about again.

This year, our Community Employment Service has expanded and delivered programmes in Brighton & Hove, Hastings, Bexhill and Eastbourne.

Our advice service has launched benefits advice in East Sussex.

Volunteers add invaluable capacity to Possability People. This year, we have a volunteer in Surrey while the Advice Centre has provided peer support and buddying activities. Steady and Strong uses a volunteer 'spotter' and GIG volunteers user-test and review accessibility.

Hospital Discharge Support's unique combination of fast-track access to grants and ongoing post-discharge support continues to develop creative and practical solutions to barriers people face being discharged from the hospital. We have organised deep cleaning, decluttering, building work, new appliances, and pet support. We have arranged alternative accommodation with access to hot food for short periods. When people do return home, they have the range of support services they need. The work of this team has been increasingly challenging throughout the year with the ongoing pressure to free-up hospital beds and the challenges around getting care packages in place due to the limited availability of care staff. Therefore, creative and innovative solutions from our dedicated team have been vital for our beneficiaries and the hospital and healthcare teams we work alongside.

2. To raise awareness of what's out there.

We connect disabled people to services, activities and resources in their local communities, which has been vital this year to help people through ever-changing restrictions and the ongoing COVID-19 related crises.

Our Community Employment Service staff and volunteers have a wide range of up-to-date local information to meet the needs of beneficiaries. From knowing about digital support through job clubs; 1:1 discussion; support with making phone enquiries or buddying people to appointments. As well as essential crisis-support services, the team share information on the broadest possible range of support services and options for people to access.

The GIG cascades information through its networks. A monthly newsletter, regular email updates, meetings, and informal social events are shared with disabled people. This was replicated in West Sussex with the Safe At Home and Safe Together projects.

Hospital Discharge Support and Right Track research new or existing knowledge to plan support for their beneficiaries. Keeping up to date information during the pandemic has been challenging, just as it has for the Community Employment Service. Information is made accessible, so beneficiaries (and their friends, family and other support networks) understand the resources available in their communities. When they become more confident, they are more likely to look for opportunities to increase their resilience and connection to the community

3. To facilitate partnership working.

Possability People are keen to work with and, where appropriate, lead positive partnerships to achieve more for our beneficiaries.

The Advice Centre works closely with other local advice agencies to pool expertise and resources and maximise reach. We provide a fast track support service for the Multiple Sclerosis (MS) Society and members of Money Works partnership. We are members of the Advice Services Network and Advice Partnership. Most recently and in response to the pandemic, the Advice Centre has joined The East Sussex Voluntary, Community and Social Enterprise (VCSE) to work in partnership to provide more support for East Sussex residents.

Hospital Discharge Support has built trusted partnerships with hospital staff supporting the Home First Pathway. The provision of Hospital Discharge Grants has strengthened these relationships and built relationships with Brighton & Hove City Council teams, including the Hospital Discharge Grant service and Adult Social Care services.

The Community Employment Service works with Job Centre Plus in Brighton & Hove, Eastbourne, Hastings, Bexhill and Surrey. It also works in partnership with various colleges, training and other support providers to provide effective referrals that meet beneficiary's needs without duplication. It understands employers' and businesses' recruitment and retention needs and involves them in service delivery wherever possible.

At Home works with social work teams within local authorities to promote the benefits of personalised care and with CCGs to promote the use of personal health budgets.

The Payroll and SBA work with BHCC Children's Direct Payment Teams to ensure direct payments are delivered in a way that gives Direct Payment users a choice and control when directing their own care.

4. To identify gaps in the market and bring the right people together to fill them.

Possability People improve local service provision to deliver what our beneficiaries need to promote their independence. We monitor local services and activities and look for ways of filling gaps identified by our beneficiaries. Our COVID-19 response projects, Safe At Home and Safe Together, are an example of this, as is the Mental Health Lived Experience Advisory Group formed this year.

Disabled people tell us that while they need personalised care, they don't want the responsibility of becoming an employer. With no other options that suited or understood their needs, At Home was developed to fill this market gap.

Right Track identified a gap in the market for exercise classes for people with long term pain or restricted mobility which allowed for progression and development. We have continued to research and develop our popular Steady and Strong offer, through both hosted classes and with classes posted to our You Tube channel.

We developed participants' digital skills so they could take part in an online class. We have a series of Steady and Strong films on our YouTube channel to share the classes more widely so more people can take or repeat classes.

Strategic Aim: To have well trained and knowledgeable staff and volunteer teams

1. To work to Possability People's vision and mission

Our aims and objectives are derived from our vision and mission statement. Our fundraising strategy seeks funding from trusts, foundations, companies and individuals, enabling us to deliver our objectives. When we feedback to our funders, we describe how we meet their key performance indicators (KPIs), demonstrating our success in meeting our aims and objectives.

The Senior Leadership Team and project leads are responsible for delivering services as planned. Performance is fed back through team meetings, staff supervision and appraisal, planning days and volunteer support sessions.

2. To listen and respond to our beneficiaries' voice and their experiences in all we do

Possability People are proud to be a user-led disabled people's organisation. We embrace lived experience at every level, from our trustees, senior management, the entire staff team, and volunteers. Coupled with beneficiary engagement, we have a unique insight into the experiences of disabled people in our communities and the things that enable them to thrive.

Our projects and services ensure disabled peoples' experiences are reflected in service design and development. Every voice is heard, from volunteer input to improve Shopmobility to a Right Track participant updating us on a new group or activity. All have the opportunity to contribute.

Our engagement and inclusion work keeps up to date with the needs of disabled people, understanding their experiences in various settings.

Teams actively seek evidence of beneficiary experience. We use our feedback and consultation mechanisms - GIG membership and Mental Health Lived Experience Advisory Group – to reflect the experiences of disabled people both within and from outside the organisation.

3. To commit to learning and developing in their own work.

Possability People ensure its staff and volunteer teams are recognised as experts in their field. All staff and volunteers can and are encouraged to access specialist training related to their roles.

We provide regular in-house training and briefings for our teams, so they have up to date and accurate knowledge. We use external trainers to enhance our skills. All At Home PAs receive full training to meet the requirements of the Care Certificate.

This year, staff and volunteers have accessed training in a range of fields including, but not limited to:

- Benefits for Older People
- Disability Confident
- Domestic Abuse Awareness
- EEA Nationals (advanced and standard)
- Emergency First Aid at work
- Health & Safety (levels 1, 2, and 3)
- Income maximisation for older people
- Manual Handling
- Peer Support for Mental Health
- RISE overview
- Safeguarding adults
- Safer people Handling
- Telephone Advice Skills
- Universal Credit
(Induction, The Problem areas and Universal Credit from Scratch)
- Understanding autism
- Advanced Behaviour Change
- OTAGO trainer training
- Mental Health First Aid.

4. To be self-aware and regularly reflect on own work

Six weekly supervisions for staff and three-monthly supervisions for volunteers, as well as probationary review and appraisal processes, ensure staff have the opportunity to reflect on their working practices. This provides an opportunity for goal and target setting and to review training and development needs.

Reflective Practice sessions have also been introduced for staff across different teams to access space for peer support and share tips and best practices.

Staff and their managers discuss how projects and services are meeting the needs of our beneficiaries and how they might be developed or improved.

Staff Meetings, Project Lead Meetings and Senior Leadership Team meetings provide a formal structure of sessions for people to come together to discuss organisational goals and objectives.

5. To achieve and maintain appropriate quality marks for our work

We hold the Investing in Volunteers quality mark. Investing in Volunteers (IiV) is the UK quality standard for good practise in volunteer management.

We have achieved the Advice Quality in debt; employment; health and community care; housing, welfare benefits and disability. This was renewed successfully this year.

We are a Disability Confident Leader (level 3). We are a champion within our local and business community, supply chain, and networks. This shows disabled people we are serious about leading the way and helping other businesses become Disability Confident. We have been externally verified by SPECTRUM.

As a Disability Confident Leader, we carefully monitor our employment practices to ensure we are genuinely supporting disabled people.

90% of our staff identified as disabled people during their recruitment process or in our staff survey (not including At Home's PAs).

Disabled people are represented at every level of our staff structure, including the senior management team.

Additionally, around 70% of our volunteers and 78% of our trustees identify as disabled people.

We are a Mindful Employer. Possability People has signed the Charter for Employers who are Positive about Mental Health. To further our commitment and support in this area, we performed our first baseline staff wellbeing survey, which is informing a new plan of action to improve staff wellbeing support in the coming year.

This year we have invested in training an additional staff member to qualify as Mental Health First Aiders and subscribed to the Mindful Employer Plus helpline to provide 24/7 telephone support for all staff and volunteers. We have also signed up to the Mental Health At Work Commitment Standards.

Steps to Environmental Management (STEM) is a step-by-step guide to implementing an environmental management system. Possability People has achieved Blue status: a business with top management support for their environmental programme and has completed a baseline assessment of their current situation.

Contractors Health and Safety Assessment Scheme. CHAS assesses applicants on their health and safety policy statement, their organisation, how it deals with health and safety, and their specific health and safety arrangements. This means everyone will work to an acceptable standard. All members of the CHAS scheme are stored on a database which is accessible by members only.

We are CQC registered. The CQC are England's independent regulator of health and adult social care. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care, and we encourage care services to improve.

We have been awarded the Queen's Award for Voluntary Service.

Our impact

*The names of people featured in the case studies have been changed to protect their identity. In all photographs except for Jackie and Bartholomew, they have been posed by models.

The Advice Centre

The team worked remotely providing telephone, email and Zoom support from the start of the year. As COVID-19 restrictions began to relax, a hybrid model was introduced with staff and volunteers in the office for part of the week and some face-to-face appointments resuming. This hybrid model will continue in the coming year.

The Advice Centre dealt with 7,218 enquiries

The Advice Centre dealt with 7,218 enquiries during the year, just under 5,000 of these by phone, either answered or directed to voicemail.

The MoneyWorks Partnership and MS Society projects continued throughout and new funding for East Sussex benefits advice was secured. Ernest Kleinwort trust provided funding for core advice services including HomeMove applications and housing enquiries, Blue Badge or concessionary Bus Pass applications alongside core services such as Welfare Benefits Support.

Volunteering within the Advice Centre was impacted through remote working with most volunteers only able to participate when the team returned to the office.

The Advice Centre team led a coordinated response to the Sussex & Kent Tribunal Users Group, providing expert insight into the issues beneficiaries face when attending tribunals either by phone or video link.

Peer support focussed on supporting people to prepare for Medical Assessment; a new offer based on beneficiary need. It will continue in the coming year. We have also provided expert support in preparing to attend welfare benefits tribunals.

200 people were supported with form filling in East Sussex

In East Sussex, just under 200 people were supported with form filling, preparing for medical assessments, lodging Mandatory Reconsiderations and lodging appeals; with a total of 82 appointments provided.

In Brighton, 491 appointments were provided for a broad range of issues, from form filling through to appeal support.

The increased cost of living, as well as ongoing changes to the benefits system mean that as we face the coming year, the Advice Centre anticipates being busier than ever, building on existing success and developing new offers such as the Hate Crime Third Party reporting centre.

89% success rate for form filling and appeals

Advice Centre success rate for form filling and appeals is currently maintained at 89% This sits against a national average of 42%.

We are aware of the increase in income received by 90 clients, a total of £413,253.00 per year. This money is vital to enable them to counteract the increased costs of living as a disabled person, and to fund any care or support they may wish to use.

75 clients completed a survey at the end of their support. 99% were more confident about dealing with their benefits situation and were happy that the advice centre understood and supported them.

Jack's story

Jack lives with chronic fatigue syndrome. They contacted us as they were unable to focus on forms for a long time (due to brain fog). They wanted support with an online HomeMove application - the process is all online, which was challenging because their IT skills were limited.

We spoke to Jack over the telephone. They were in the middle of a flare-up of their condition, and at the same time, there were technical problems with the system used for HomeMove.

With Jack's consent, we contacted Brighton and Hove City Council (BHCC) for them. We were advised that because J was temporarily staying with a friend, they were no longer considered homeless, but adequately housed.

At the next appointment with Jack we discussed the application in full and submitted it on their behalf.

We also advised Jack to get written confirmation from their friend to explain why they were only able to stay temporarily. Even staying temporarily was putting their friend's council tenancy at risk. Once we obtained the letter, we were able to add it to Jack's HomeMove account. We also pointed out that Jack's homelessness was a direct result of their redundancy several years ago.

A combination of poor health and limited finances meant that Jack had been forced to sofa surf with friends. To make matters worse, one of their close friends had died, meaning fewer people to stay, adding to the pressure on their current place.

We also supported Jack to gather additional medical evidence which was included with the application.

BHCC made an offer of supported, sheltered housing at this point. Jack felt empowered and independent enough to decline this offer in preference for a one bedroomed property in a sheltered accommodation block.

Jack called to thank our advisor for the support, stating they "absolutely loved" the accommodation, had accepted it and were due to move in very soon. We provided additional support to Jack to help with moving costs through BHCC discretionary Housing payment. Jack now describes their life as settled and enjoyable, and they are finally able to relax.



Client feedback

"Really grateful – someone was able to help as I can't articulate myself well. I can't express how helpful this service is. I was frightened and overwhelmed for well over a year in advance of my PIP renewal process because my previous application was rejected, but overturned thanks to tribunal. It's because of the excellent support and help from those at Possability People that I was able to correctly approach it myself successfully. Thanks to Possability People my PIP was renewed for 1 year".

The peer support service trialled through a Henry Smith grant proved unsuitable for most people's needs. Therefore, this year, with agreement from the funder, the team offered support for medical assessments, another beneficiary-identified need.

Personal Independence Payment (PIP) questions were the most common enquiries, followed by questions on appeals, then benefit entitlement checks. Universal Credit enquiries have increased steadily throughout the year. We anticipate a further increase as furlough comes to an end and more people find themselves unemployed and reliant upon welfare benefits.

Support for Mandatory Reconsideration of benefit decisions has increased steadily since December 2020 and the team has re-prioritised time to meet anticipated rises now the Department for Work and Pensions (DWP) is processing them again.

The team coordinated and led a response to the Sussex & Kent Tribunal Users Group ensuring the voice of disabled people is heard effectively within the tribunal process.

Peer support 'buddies' supported clients remotely, 16 clients on the pre-tribunal process and 9 with advice and preparation for medical assessments.

Of the 89 cases we know the outcome of, there were 41 successful applications, 27 successful appeals and eight successful tribunals. Only 13 were unsuccessful. We can only report on beneficiaries who have provided this data.

Still, for the 76 people who reported an increase in income as a result of our support, this amounts to £481,959 per annum (£9,268 per week).

We rely upon clients reporting this information to us. However, it is worth noting that the DWP still has a considerable backlog, meaning we may not know the outcome until many months after we supported someone.

100% of people completing a questionnaire after receiving Advice Centre support report that they feel:

- More confident about dealing with their benefits situation
- Happy with the information provided to them
- Satisfied we met their access requirements
- Understood and supported by the team.

The Community Employment Service

Our Community Employment service ran several projects this year: Get Set Opening Doors in Brighton until January 2021. Get Set Opening Doors ran in Eastbourne from January 2021 until the end of the reporting year. Get Set Get Connected ran in Bexhill, Hastings, and Eastbourne for the whole year from April 2021 to March 2022. The service provides long-term, personalised support to move towards work.

Our Get Set projects are recognised as exemplars of best practice, offering a unique blend of 1:1 support, stabilising existing or emerging crisis points, peer support and facilitated group sessions. We support people every step of the way with confidence building, support to increase self-esteem and resilience, overcoming negative thinking, action planning and goal setting, digital skills, employability skills and tools to manage the impact of their health both in work and in their lives in general.

Beneficiaries create Wellness Action Plans, which help them identify how to manage their health at work and understand how to update these should their health or other circumstances change.

Unlike other providers, we are not simply focused on getting someone in to work, but in supporting them in all aspects of their lives to ensure that work will be sustainable in the long term and once they start, they can thrive and build a meaningful career.

This year, The Community Employment Service supported 372 people.

The service supported 372 people, 190 through Get Set Opening Doors and 182 through Get Set Get Connected. The unique factor in Get Set Get Connected, a provision targeted at disabled people aged 18-24, is the opportunity to reconnect with their communities to overcome social isolation and the sense of youth disconnect, with opportunities to design and complete a community project of their choosing.

The effects of the pandemic on our beneficiaries have been significant, with people presenting to the service with far more complex needs. Before Covid-19, the average time we would need to work with someone 1:1 before they could engage in group settings was 2 weeks. This has now increased to 2 months or more. Complexity and severity of need have primarily been exacerbated by a lack of access to medical, mental health and community-based services. Additionally, many of our beneficiaries are also experiencing further complications due to debt, housing and additional issues. Building a solid foundation through stabilising the impact of these external factors has been challenging, complex and resource-intensive. Still, it is essential as, without this 1:1 support to build a strong foundation, people will not be able to move forward.

Finding work has been more challenging than ever for the people we work with. The ongoing impact of Covid-19 on the labour market means that there is fierce competition for every vacancy, and without the right tools and support, disabled people can often feel they are at the back of the queue. We are delighted to report the following outcomes achieved by our beneficiaries this year: 15 people moved into further education, 22 began volunteering, and 78 moved into sustainable paid employment.

As well as tracking those hard outcomes, a broad range of soft outcomes are monitored throughout the life of the project, and we are proud to report the following increases this year:

Question	Participants recording positive change	Uplift
How confident do you feel about finding & starting work?	100%	145%
Do you feel you are ready and have the skills you need to start and sustain work?	100%	166%
How high or low are your self-confidence and self-belief?	100%	178%
Do you feel connected to your community?	100%	137%
How Isolated do you feel? (percentage decrease in feeling isolated)	100%	-67%
How confident do you feel about managing your health in work?	100%	166%
Do you feel you have the right skills to manage your health in work?	100%	179%
Do you know the difference between mental health and mental wellbeing?	100%	282%
Do you feel that you have good mental wellbeing?	100%	179%
How confident do you feel about applying for and getting a job?	100%	207%
How confident are you that you have the right employability skills to get a job?	100%	113%
How confident are you that your CV and cover letter are strong and reflect you, your skills and qualities?	100%	173%
How confident do you feel that you know what to do in an interview?	100%	112%
How confident do you feel about your digital employability skills?	100%	108%
Do you have the right digital and IT skills to find employment?	100%	134%
Do you feel you have the right documents to find employment?	100%	144%
How confident do you feel managing your Universal Credit account online?	100%	107%

Aamaal's story

Aamaal was referred to us by the Brighton Women's Centre. She was a survivor of domestic abuse and had a long-term mental health impairment. We did an initial call with her and learnt that Aamaal was a qualified architect who had worked in several high-profile roles in Pakistan.

She was then married - an arranged marriage - and her husband got a job in London. When they moved to London, the physical and emotional abuse began, worsening over the next 3 years. Because she was in a foreign country, Aamaal didn't know where to turn or what to do. The abuse continued for 3 years. At this point, she could go to a GP appointment alone, tell her GP what was happening, and receive support. She moved to a refuge in Brighton.

When she first started engaging with us, we referred her for mental health support and therapies and worked with her in our workshops and 1:1 on self-confidence and self-esteem. With the situation she had come from, this was very low and impacted her ability to manage her mental health.

As Aamaal's self-esteem rose and the therapy gave her the tools to start managing her mental health, we focused on her CV and looking toward her career goals. She was worried that as her qualifications and experience were in Pakistan, this would not be transferrable to this country.

We discussed with Aamaal types of roles that she had done before, and she had worked within firms on both architecture and interior design on expensive and exclusive buildings.

We then got volunteers to research companies that fit this brief by gathering contact details. The service manager then sent a speculative cover letter to all of these companies explaining all of the experience and skills that she had to offer in this role and asking them to contact us if they would be interested in discussing this further. Several companies came back to us wanting further details and to meet with Aamaal.

During this time, we worked on Aamaal's Wellness Action Plan so there was a clear understanding for her and any potential employer of what reasonable adjustments may be required. Aamaal had also requested that we accompany her to any meetings, which we did, asking that we disclose her health impairment. From her first interview, Aamaal was offered the perfect role, which she accepted. She has now been in this role for 12 months and was promoted 3 months into the role.

We stayed in touch with Aamaal to ensure reasonable adjustments were working for her and that work was sustainable, which it was, and she is now focused on a career path and looking forward to living her new life.



Participant feedback

"I have been on many courses, but none like this – on the others, they treat you as a number on a list. Never has anyone addressed my health, listened to my fears and barriers, never mind addressed them, but that is what happened here, and that made all of the difference. Because of this, I am now in a place where I can and am looking for work and know exactly what I CAN do.

"This project is a must for people struggling with health issues, anxiety, or low confidence. It has equality at its core and a 'can do attitude that has proved itself over and over. Thank you so much for believing"!

Partner feedback

"I cannot thank you enough for how quickly and positively you've taken on all my referrals today/yesterday. It does mean the world to me to see these kids and young adults getting some much needed support and making these big steps in the right direction. [anon] is one that I am chuffed to bits about being referred to you guys as she's had more than her fair share to deal with and is long overdue some positivity".

"As always I can't stress my gratitude enough for all the work you guys continue to do".

The Get Involved Group

The Get Involved Group provides opportunities for disabled people to join strategic conversations about services they need to access and ensures their voice is heard when changes to services are planned.

One of the project's core activities this year has been the Disabled Car User's Forum, facilitated in partnership with Brighton & Hove City Council (BHCC). The forum ensures Blue Badge holders and other disabled car users in the city have a direct link to parking services and other council teams.

The current Disabled Car User Forum's membership is 30 people/representatives, and it continues to grow.

This has given community groups and individuals a legitimate platform for the issues they face relating to parking and car use and take part in design, implementation, and decisions at the early stages. Previously, people and groups often had to challenge decisions retrospectively, feeling like they were "on the outside, shouting about problems." In contrast, they now describe genuinely feeling heard, part of the conversation, and work progresses more effectively from the start to consider the needs of disabled people.

Through the work of this group and increasingly strong relationships with BHCC parking services, we are discussing Disability Confident training for parking enforcement officers and other parking staff.

This work has enabled us to form a partnership with Disabled Motoring UK to work on an exciting pilot designing and developing blue badge bays with electric vehicle charging facilities – the first of its kind in the country. We have enabled disabled people to be involved in discussions about the design, implementation and decisions from the outset. We are proud to be involved with the live "demonstrator bay" and expect more bays of this nature to come into the city next year.

Feedback from member

"The Disabled Car Users Advisory Group is a beneficial touch point between disabled Blue Badge holders and officers who implement local policy around vehicle use and access in our city.

"It enables a more proactive and effective delivery of the city's transport policy and the Blue Badge parking scheme, which needs to ensure it holds the lived experience of disabled car users at the forefront. BADGE appreciates the 'can-do' attitude demonstrated by the Blue Badge and Parking Design and Implementation Team officers who attend these meetings. We will continue to support Possability People with attendance and encourage our BADGE members to stay involved" (Pippa Hodge – BADGE co-founder).

We continued to provide access audits throughout the year, ensuring the lived experience of disabled people using spaces and buildings was heard and considered. Following the access audit of Valley Gardens (a local regeneration project), a proposal for a new accessible toilet and twice the number of Blue Badge accessible parking bays in the area has been made. This will significantly improve access for disabled people and tourists using a key attraction in the city.

We have worked with BHCC to ensure communications for public consultations are as accessible as possible, resulting in more disabled people participating in public consultation activities.

Throughout the year, engagement activities, including access audits and focus groups, have had a wide-ranging impact and reach. Notably, the King Alfred Centre, Old Shoreham Road and Western Road have been explored and examined through the lens of accessibility.

We have also been involved in ensuring the accessibility of the plans for low traffic neighbourhood developments in Hanover. Our work with the King Alfred Leisure Centre means that for the first time in over 40 years, a disabled access route to the car park and leisure centre is now in development.

We were delighted this year to be commissioned by Brighton & Hove Clinical Commissioning Group (CCG) to begin a Mental Health Lived Experience Advisory Group (LEAG) to support the Community Transformation Delivery Project. The group meets monthly and comprises a variety of people who have accessed different mental health services in Brighton and Hove. There are many opportunities for people to feed their views into discussions even if they do not want to join a regular meeting.

The LEAG has fed back on a variety of topics to the CCG, including:

- Questioning priorities for community & voluntary sector funding
- Pilot schemes for mental health teams in primary care
- Supporting the development of the peer support worker proposals
- Feedback on the design and content of the Sussex Mental Health & Housing survey
- Carer engagement and representation in the Sussex Health & Care Partnership
- An important success of this programme has been the development and empowerment of group members to attend and represent themselves and their peers at various strategic meetings within the healthcare system.

LEAG meetings include presentations, questions and feedback discussions with representatives of services and the Clinical Commissioning Group. Members also raise important issues or concerns which we have the opportunity to support them in pursuing.

Meetings were initially online due to ongoing pandemic restrictions, but as these have relaxed, a hybrid model is in place, allowing people to attend in the way which works best for them. Regular socials are held outside the group meetings for members to get to know one another and aid in overcoming social isolation. 1:1 meetings also regularly occur with the group facilitator to ensure that everyone can engage in discussions as much as possible and provide support as required.

An expert by experience, in their own words

I am an Expert By Experience that sits within the Mental Health Lived Experience Advisory Group; we are a community of people who want to use our experiences to make an active change and make a difference in the community that we live in. Over the last several months, we have made recommendations to Brighton & Hove's Mental Health Transformation Plan and worked collaboratively with CCG partners to give them a real understanding of what living with a mental health condition or diagnosis is like. Through the power of Co-Production, we play a vital part in creating, developing and delivering change within our mental health services.

Hospital Discharge Support (formerly Link Back and Early Response)

This year, the service was renamed and restructured. This makes it easier for beneficiaries to understand who we are and what we offer and makes it simpler for our NHS colleagues to refer people to us.

The Pandemic required hospital discharge to change dramatically to cope with the demand for beds and prevent cross-infection. The pressure to free up beds and discharge patients home rapidly resulted in many older and frail patients finding themselves back home without the support they needed to continue their recovery, in some cases, without a package of care.

This situation is more difficult because of challenges (which are nationwide) in recruiting and retaining staff. This has led to an increasing shortage of care provision. Therefore, even as things have started to return to normal on a global and national scale, the service must continue to be vigilant and flexible in its response.

As we come out of the Pandemic, staff teams continue to deliver the service on a hybrid home/office basis. The most significant change in working practice for the service is an increase in home-based visits (in line with Covid guidelines) alongside contractors. These visits enable the Hospital Discharge Grant Coordinator to do a fuller assessment to identify essential works and associated risks, thus ensuring the best outcomes.

Hospital Discharge Support provides a unique model of hospital discharge support combining access to hospital discharge funding to facilitate safer patient discharge with ongoing person-centred link work to enhance independence and wellbeing.

Working with University Hospital (UHS) colleagues, community responsive services, community health teams and the community and voluntary sector, we ensure vulnerable patients get the support they need to optimise their recovery and reduce avoidable readmission rates. This eases pressure on already stretched hospital and intermediate care services.

A total of 463 people were referred to the service following a hospital admission.

- 187 people supported to access hospital Discharge Funding, enabling them to return home as soon as possible
- 300 people supported to access community-based services to support recovery, ongoing health and wellbeing
- 71 urgent interventions were provided to optimise patient recovery
- 150 supported referrals were made to ongoing community, voluntary, private and public sector support
- A total of 205 signposting information and support packages were provided

Based on a conservative estimate of 2 hospital bed days saved per beneficiary, 256 bed days were saved over the year, an NHS cost saving of £102,400*

The service aims to provide a seamless pathway between all our support services to ensure the best possible recovery and recuperation following a hospital stay.

Hospital Discharge Grants and Handy Person's Grants (part of Brighton & Hove City Council's Disabled Facilities Grants) provide financial assistance and support through the urgent provision of repairs, adaptations, equipment, property deep cleans and so on.

This work enables people to return home to a suitable environment swiftly, prevents unnecessary readmission, and promotes independence by ensuring the home environment is appropriate. Beneficiaries can then access the ongoing post-discharge support from our team of link workers. This improves the connection between acute-based health and social care settings and the Community & Voluntary Sector. It provides clear referral pathways for vulnerable people coming out of hospital to the service best able to support them.

The eligibility criteria for Hospital Discharge Funding is any patient over the age of 65 or any age if they are a disabled person. The eligibility criteria for the post-discharge support remain for anyone age 55+. This inequality of access remains a challenge that we seek to address and regularly communicate with our funders to resolve. There are also inequalities within the grant support related to accommodation type, which we are mindful of and seek to overcome. Younger people referred to us for grant support seem to have a broader range of acute mental and physical health concerns. The work to provide their interventions is often labour-intensive but with positive outcomes.

We have an "urgent" flagging system within our referral process, enabling the team to triage the referrals we receive effectively and prioritise work based on need. We hope to improve this further in the coming year, with a new team structure already in place and new support services coming online.

Traditionally when a person was referred to our service, they had just been discharged or would be within 24-48 hours. Due to the challenge of getting care packages in place, we are not seeing discharge being delayed, despite people being referred to our service. This has meant the team now needs to track patients referred in for between 2-8 weeks, often trying to keep tabs on them as they are transferred between wards and to intermediate care beds.

Not only is this an administrative challenge, but we are also aware of the impact an increased stay in hospital has on people, with their confidence, mobility and independence potentially reduced. Therefore, more of these people require post-discharge support to help rebuild their confidence and skills after hospital.

**based on the £400 per day rate our hospital colleagues have provided for reference*

This has also highlighted the lack of reablement support in the community as a critical need Possability People would love to address. Other vital gaps in service to refer our beneficiaries to include low cost counselling or mental health support (for those who do not meet the threshold of statutory interventions), befriending and welling services for people who experience complex mental health and those with substance misuse issues.

The range of support and services provided has continued to diversify this year and includes:

- Hospital Discharge Funding
- Deep cleans
- Emergency food parcel
- Kitchen appliances
- Electrical items
- Plumber
- Gas engineer
- Electrician
- Building repairs/adaptations
- Locksmith
- Furniture
- Bedding
- Pest control
- Removals
- Transports
- Laundry services
- Storage
- Incontinence aids
- Utility meter key top-up
- Mobility Technical Equipment
- Emergency Shopping
- Housing
- Medical, GP and Pharmacy
- Access Point/Adult Social Care
- IT and digital support
- Statutory Mental Health services
- CVS Health and wellbeing services
- Reablement support
- Home help or PA support
- Carer support
- Befriending and 1:1 support
- Advocacy
- Finance management
- Disability, money and benefits advice
- Pet support services
- Mobility aids, scooters etc.
- Transport support
- Meal delivery services
- Mobile services
- Social activities and engagement.

Seeking service feedback and evaluation can be challenging for the HDS; their beneficiaries can have memory issues and confusion over what service was provided and from where. We have plans to improve the collection and reporting of this data in the coming year.

However, this year, we can report that based on 452 people supported, 52% reported better access to local services, 31% reported being able to live more independently, and 10% reported being more socially supported and engaged.

Of the 81 people who directly responded to our satisfaction survey and received a service directly from us, 17% reported that they were satisfied, 81% reported feeling very satisfied, and 99% felt that their needs were addressed by the service.

Client feedback

"Thank you, it's been helpful. I'm especially surprised at how much I look forward to the befriending visit. It's been good to have a listening ear and reassuring to know I can call if I need to".

"Really appreciated the support and kind follow up. My daughter now has all the information and will get in touch if more support is needed".

"Thank you for all your help. I'm not sure how I would have managed with my daughter in France and my neighbours leading busy lives. It's good to know there is someone I can call".

Partner feedback

"What can I say about Possability People? Always supporting our clients with the utmost professionalism and a strong sense of social justice. Very clear about their roles and limitations, including funding available. Knowledgeable (they know so many resources that can help our community and us). Communication is clear, swift and to the point. Person-centred and anti-oppressive approaches underpin their professional practices (willing to go the extra mile to ensure our clients get what they need – within their remit, of course).

"Willing to give us feedback and create a strong partnership among services, agencies and stakeholders. The referral process is straightforward. Strong sense of safeguarding, aware of how to report abuse (and protect their own contractors) and, if need be, monitor risky situations (allowing us social workers to continue to protect our clients against abuse). Communication here is critical. Without Possability People, our clients would struggle to acquire the necessary resources to have at least essential life items to continue living at home.

"It goes without saying that Possability People provide much more than essential life items. This is fundamentally important in any society and country. Possability people provide us, social workers, a vital service that allows us to continue to bring a sense of normality into people's lives (lives that are already in crisis)".

Eduardo Dias, Social Worker. Hospital Responsive Service Social Work Team.

Milly's story

Milly, who is 92, was referred to us by a physiotherapist at Royal Sussex County Hospital after falling and fracturing her foot. The fracture meant she couldn't put weight on it and needed practical support.

Milly required assistance emptying their commode, taking out the rubbish, shopping, and attending hospital and GP appointments. Milly has family, but they live abroad, so nobody local she could rely upon. She occasionally asked their neighbours for help with tasks such as taking the rubbish out but felt uncomfortable asking them to do more.

We discussed transport options and linked Milly up with Bluebird Hospital Transport, so a volunteer driver could attend hospital appointments with her. We discovered Milly was finding it hard getting in and out of the bath and was interested in a walk-in shower. We discussed potential grant funding for this and made a referral to the Occupational Therapist to support the application. The Occupational Therapist was happy to support to the claim but requested our team support Milly with the paperwork and forms.

Milly was provided information about the Easy Link Shopping Bus, which helped her shop independently. However, Milly was not confident walking with just a stick so we discussed different options, and Milly used a local mobility shop to buy a walker.

The neighbours continued to provide ad-hoc support. Milly was a member of the University of the Third Age and felt had all the social interaction she needed.

As Milly's family lived abroad, she commented that having someone "local" to talk to about services, who they could call when needed, was great peace of mind.

We supported Milly to apply for a Disabled Facilities Grant and supported her at each stage, meaning the Occupational Therapist didn't have to input very much. Arranging support in advance for a hospital appointment in Lewes reduced Milly's anxiety, knowing she would get there safely and on time.

The information on local services was the icing on the cake, with Milly able to get out and about safely with the new walker and access the Easy Link bus. This made her mobile and feel more independent.

Milly says, "thank you for all your help. I'm not sure how I would have managed with my family in France and my neighbours leading busy lives. It's good to know there's someone I can call."



"I always like to feedback as you guys are such a God send in the hospital, and I honestly don't know what we would do without your team. I am a social worker at RSCH, and I make regular referrals to PP HDS to support patients to get home from the hospital. They, in my eyes, are essential to getting patients home, and I feel the service is incredibly powerful and efficient in what they do. They understand the hospital's time pressures and work incredibly person-centred ways to ensure patients and their loved ones are kept in the loop and happy with what's being done. I have not once heard anything but praise for the service from a patient or a patient's loved ones. They have brought patients' specialist wheelchairs in (to the hospital) to support safe discharge. They have organised deep cleans, essential white goods, mattresses, gas safety checks and fixing anything that needs fixing to ensure safety – and I'm sure there are many more things than what I've listed. Still, I can only go on the support I have received for patients I've worked with. I feel incredibly lucky to be able to refer. I've also definitely had issues where I have called up and been supported with problem solving to find solutions at home to reduce informal carer stress and other risks that home may present. On the whole, the service supported to mitigate any unnecessary delays or stay in interim beds – which helps reduce the risks around the patients deconditioning and losing their independence – helping patients to return and remain in their own home – which is always our goal".

Ashleigh Harper, social worker, hospital responsive services discharge team/social work office.

Right Track/MSK

We provide a social prescribing service to support clinicians at Sussex MSK Partnership. The service gives people time and space to talk about what matters to them and identify the changes they want to make in their lives. We support people by referring or signposting them to community services. We help them to meet the goals they set for themselves, make changes in their lives, and improve their health.

A total of 393 people were seen by the service this year. The service continued remotely, although, in the final month, we have begun to return to clinic based services in Crawley, Haywards Heath, Horsham and Brighton. In the coming year, social prescribers will continue on-site delivery, and beneficiaries will be offered a choice of face-to-face or telephone appointments. We can also provide video-call appointments, although there has been no interest from beneficiaries in this to date.

After much promotion of the service within Sussex MSK Partnership, we have fully booked clinics and are implementing a waiting list. We will continue to monitor this to ensure it remains within acceptable levels. However, the service is clear that it is not an "urgent" or "emergency" provision; therefore, a short delay in accessing will not cause any beneficiaries any harm.

Social Prescribers have been present in physio and multi-disciplinary team meetings to promote the service and work with clinicians to improve referral pathways.

Additional projects we have been involved with include a 4:1 supervision model (4 trainee advanced practitioner specialists are overseen by one senior practitioner with group supervision. We were provided with the opportunity to observe clinical practice, join the supervision process and feedback on any opportunities where person-centred approaches could be improved). Feedback for our involvement in this has been consistently positive, with clinicians noting the need to remain person-centred in their choice of language.

We have also been involved in the Clinical Validation Project (Waiting Well Programme – a pilot with the potential for national roll out). This project targets the most socially disadvantaged people on surgical waiting lists. It explores what information they need about their options and what could support them while waiting. These projects have increased awareness of and driven referrals to our Social Prescribing Services.

We look forward to other partnership opportunities with SMSKP in the coming year.

Social Prescribers have worked with beneficiaries presenting with a broad range of needs and interests including, but not limited to:

- Mental health
- Housing
- Domestic violence
- Financial difficulties
- Employment difficulties
- Social isolation
- Weight management
- Substance misuse
- Pain management.

Feedback suggests many people would like longer appointments and/or more opportunities for follow up conversations. This is currently outside the contract specification, but we continue monitoring these demands to discuss with SMSKP.

We also identified that some people coming to the service were unclear about the social prescribing service and its aims. To resolve this issue and support clinicians to refer appropriately, we have created a detailed explanation of the social prescriber role, which is presented at relevant team meetings. We have also produced new digital leaflets and information that offer clinicians prompting questions to help determine who is best suited for a referral. We have provided clinicians with appropriate services to direct people to if/when they are in crisis – the Social Prescriber service is not urgent or emergency support; therefore, it is essential that people in need of this type of support can be directed to it effectively and efficiently.

Feedback

“I have started making small changes, such as not drinking coffee. My first conversation my social prescriber helped me appreciate the importance of micro-changes and build confidence in my ability to achieve them”.

Clinician feedback

“A great conversation about how to better present patient treatment options so that the patient has a better opportunity to understand them”

“I became more aware of the language I used to communicate with patients and how some of this could be changed”.

Mel's story

Mel, who is 41, is diagnosed with Ehlers-Danlos Syndrome, chronic pain, and osteopenia. They were referred to the social prescribers to explore ways to become more active. They had investigated some local exercise options but found several barriers to participating. Local yoga and Pilates classes were too expensive, and other classes were beyond their fitness level and ability.

Mel used to be very active, going to the gym and various classes. Still, as their condition progressed, they were unable to continue this. They experienced a disconnect between their brain and their body, often pushing past physical limits and then having energy crashes. Mel also disclosed Autism and told us they thought this related to the rigid thinking patterns around what they can or cannot do. Mel used to enjoy swimming but no longer had anyone to go with and didn't enjoy going alone. They had lost the motivation to keep going.

We supported Mel in identifying what mattered most to them. They wanted to find a form of exercise they could stick to, with support to do it in a managed way and avoid crashing. Mel was aware of a keep fit class in the local park but didn't have the confidence to attend. The following plan was agreed:

Mel would observe a class to see what they do, noting the exercises and the environment. This would help to reduce anxiety around going the first time.

Mel would get the contact details for the instructor, speak to the instructor about their concerns, and let them know about the anxieties related to attending. This would help to reassure Mel that the instructor would be welcoming.

Mel to discuss with their partner what support could be put in place. Partner could use prompts such as "have you checked your energy levels today?" or "what is the most important thing to get done today?". This would support M in developing healthy coping strategies to manage their energy levels.

3 weeks later, Mel returned for a follow up appointment. Mel had observed the keep fit class and noticed that lots of people did modified versions of the exercises, which gave Mel more confidence about joining in. Mel spoke to the instructor after class and found them helpful, kind and friendly. The instructor suggested Mel join for half a class and the build-up, which Mel plans to do for the first time next week. Mel shared a video on "Spoon Theory" with their partner. They both found it to be a valuable tool for understanding energy levels. Their partner now regularly asks about Mel's "Spoons" as a way to check in and support condition management.

Overall, Mel reported feeling good, with improved confidence in their ability to start exercising again and managing their health condition effectively.



Steady and strong

In response to feedback from beneficiaries, we have continued to develop and adapt the provision of our gentle exercise classes.

Throughout the year, we reduced the course length. We produced content to allow different exercises each session, rather than repetition and build-up. Two 10-week classes, two 6-week classes and a one-off Christmas class have been run this year.

A total of 144 tickets have been purchased. We have added two more videos to the YouTube channel to complement the class, bringing the total to eight.

These videos have been viewed 1,1670 times

[Link to our You Tube Channel.](#)

Feedback from Steady and Strong participants

"Thank you so much for providing this class. The exercises are accessible with a range of options clearly explained and demonstrated so you can do what is right for you. Cat is a brilliant trained, giving us lots of encouragement and support and changing exercises from class to class. It keeps us (quite literally) on our toes. Undertaking exercises and physio alone can be challenging, so having a regular, welcoming and supportive environment to exercise and learn with others is amazing, so please keep providing the class".

"My strength and balance have improved. I do some of the exercises at home while I'm making tea or when I'm standing on the bus".

"It takes into account people's differing abilities. It offers harder or easier things, letting people choose what works for them".

"The zoom classes can be done from home, so we don't have to leave the house".

"Steady & Strong classes are a "window of opportunity" that has improved my health and mental wellbeing over the last year. I look forward to the classes as part of my routine; they've helped my confidence".

Social enterprises

At Home

As the pandemic guidelines changed throughout the year, the team implemented effective systems to provide and monitor Covid-19 testing, PPE delivery and distribution and, more recently, vaccinations. Two PPE storage systems have been set up, with regular deliveries arriving via the NHS portal each week. Department of Health and Social Care Capacity Tracker questionnaires are completed daily based on cases, capacity, vaccinations and testing. Staff are testing via lateral flow test daily, and we are in discussions with local authorities to maintain that level of testing rather than reduce it to twice weekly. Additional Brighton & Hove City Council funding for workplace retention and infection control has supported the purchase of lateral flow test kits and associated infrastructure.

The business has continued a slow but steady growth throughout the year, with the highest number of billable hours and highest income generated within this period. Overnight care packages have been taken on, and over the past year, around 20,000 hours of care were provided.

The main reason for people leaving the service continues to be an increase in care needs to the point of requiring live-in, residential or hospital care.

Our client satisfaction survey this year, again, reaped overwhelmingly positive results.

- 100% of beneficiaries confirmed:
- Service is flexible enough to meet needs
- Beneficiaries are dealt with in a courteous and professional manner
- Support staff take care of the personal property they encounter
- The team listen and take notice of what I say
- The service gives me a chance to talk about things confidentially
- I know how to make a complaint if I need to.

When asked what difference their care makes to their lives, comments include "I am active and go out more", "I wouldn't manage without it", "independence", and "I like having company."

We did not change our ratings for consistency, but based on the previous year, this slipped from 100% to 75%. Part of this is likely due to the Pandemic. 17 members of staff have had COVID-19 at some point during the year, making it essential we do all we can to reduce the impact on the service.

We are actively working to mitigate this impact and build more flexibility into the team. Where clients only have one PA, we are working to build resilience in the service and introduce them to other staff members so we can provide known substitutes when holiday or sickness impact availability.

We are also working on various recruitment measures, including a film to be released next year and a PR campaign.

We conducted a survey of our PAs this year, which generally demonstrated high levels of staff satisfaction:

- Job satisfaction 91% positive
- Current workload: 100% positive

- Job security: 91% positive
- Team inclusivity: 91% positive
- Support from the office: 91% positive
- Treated equally and fairly: 82% positive
- Valued as an employee: 82% positive
- Career development 73% positive
- Rate of pay: 64% positive
- Training received: 73% positive
- Work/life balance: 82% positive
- Communication: 82% positive
- Involvement in decisions that impact you: 91%

(It is worth noting that for almost all measures less than 100% positive, this reflects people skipping the question rather than providing a negative response).

PA feedback

- I feel very supported
- The office team show their appreciation for PAs
- I would say it's very good. It did improve the past three years, I gained more knowledge and experience, and the training course provided me with a lot of information.
- I would say it's excellent, and the team always listened to what I wanted and understood.
- With the introduction of overnight care packages, changes to the on-call rota have been necessary to ensure a safe and effective service to our beneficiaries. This now means a 24-7 on-call cover rota is shared between office staff across the week.



Allow us to introduce ourselves

Hello. We are Possability People, a Sussex charity that supports disabled people and people who live with long term health conditions or impairments.

We do that through a range of services and programmes that enable thousands of people to live independently, with dignity and without prejudice.

This year is our 40 Anniversary - that's a wealth of experience and knowledge that our brilliant teams put to good use every day.

We care passionately about people and we understand that gaining your trust is going to be really important.

Please take a few minutes to read what we have to say for ourselves.

We'd love to have the chance to talk to you in person, so if you would like to quiz us a bit more, do get in touch so we can fix a time for a chat.

We're approved

It's easy for us to say how good we are but we understand the importance of being regularly checked and approved.

We are Care Quality Commission registered to provide personal care (we have a 'good' rating)

We also have a range of quality standards throughout the organisation.

We're experienced

Our job is to enable you, or your family or friends, to live safely and independently at home.

We are proud of our highly skilled, experienced and very capable care team.

With over 20 years of service providing experience, we know about budgeting, the local scene, and the importance of the right support for you to meet your day to day support needs.

Cover image credits L - R: Andre Ouellet, Unsplash; Ivan Chudakov, Alexander Rothis, Shutterstock

Jason and Bartholomew's story

"Possibility People have been nothing but supportive. We have had excellent carers in here everyday Mon to Fri. Not only do they provide a break for me and some certainty that I can be out of the house, they have supported Bartholomew in his rehab".

Jason and Bartholomew, for example, have attended joint meetings with the Speech and Language therapist about how to support Bartholomew's language recovery.

"Bartholomew is able to plan independent activities of his choice which may include a simple coffee, a short trip to see the bluebells (our first date), or shopping in Sainsburys. Jason and Bartholomew took time to plan a birthday celebration for me, something of which Bartholomew was incredibly proud.

"In many ways the carers have given him his life and choices back again".

As a strategy we have focused on enabling Bartholomew achieve his goals as opposed to simply sitting with him or cleaning. Although if he is having a "bad" day there can be an element of that.

Bartholomew's condition is highly unpredictable. As a team we divided the days into Green/Amber/Red. Green days are when he is full of energy/determination and will want to take on the world. Amber days are when he wants to engage and can achieve small tasks – normally in the house. Red days are when, because of seizures of stroke exhaustion he is unable to complete any task and will often be asleep. Days can move from green to red quickly.

Chris is the newest carer. Having a male carer allows Bartholomew to go swimming. The council pay for a warm swimming pool and Bartholomew is able to relax his muscles. Chris has also bought a new interest into the house. His passion for snooker has been transferred to Bartholomew. Snooker is a non-verbal game with many disabled one-handed players. In fact, there is a one-handed snooker league. Chris brings a different energy to the house and Bartholomew enjoys his company.



Payroll and Supported Bank Accounts

Payroll and Supported Bank Account services remain vital to disabled people who manage their own care and support. They alleviate the administrative burden of running a payroll service for PAs, are generating payslips and reporting to HMRC.

The service can also provide a secure, separate bank account for its clients so that care and support payments can be easily managed.

Photo courtesy of Jason & Bartholomew

Over the last year, many of the team's volunteers could not provide support remotely, so the staff have picked up this additional work. As restrictions eased, the team adopted a hybrid model of working, allowing its previous volunteers, as well as many new ones, to come back to the office.

As well as providing the payroll service, the team continued to be a trusted source of information and advice about the changing COVID-19 requirements and regulations. Direct payment users were not specified in public information guidelines on care homes or domiciliary care, so the team researched and shared up to date, appropriate information in an accessible way.

The service supported 785 people throughout the year.

Possability Place

Our accessible venue was available for hire for support groups of up to 15 people throughout the Pandemic in line with government guidance. Once these restrictions were lifted, we worked within the guidance to open to community groups and charities in the local area.

Hirers steadily increased from September onwards. We've seen the return of our previous regular hirers, but also attracted new ones. This is often because other venues were not confident enough to open during lockdowns, so new groups tried us and decided to stay.

We are pleased to be able to support fellow charities by providing a welcoming and COVID-19 secure venue for them to provide their own services. Activities range from support groups, social clubs, training, meetings, art therapy, parenting groups and dance workshops for those with visual impairments.

We were operated as an accessible polling station in May.

6 regular bookers use the venue for 2.5 days plus 2 evenings per week. We also have a range of people booking the space for one-off events or short bursts such as a 6-week course.

Our revenue from these bookings has increased 12.5 times that of the previous year.

Shopmobility

Shopmobility opening hours gradually increased throughout the year, in line with reducing restrictions. A contactless service initially opened in mid April (alongside non-essential retail) for 2 days per week and only for pre-booked hires.

From the beginning of June, we began to offer a 5 day a week service again, still contactless and for pre-booked hires only. It wasn't until the 19 July that we could provide a drop-in service.

Even on days when we were technically closed, we ensured disabled people knew they could contact us if they needed to hire equipment, and we were able to provide equipment hires on days we were closed.

Robust cleaning and contactless procedures were put in place to protect visitors, staff and volunteers. This also helped to ensure customer confidence in using the service, as many of our customer groups are vulnerable to COVID-19 due to existing health conditions or impairments.

Our bookings this year were lower than pre-pandemic figures, but a significant improvement on the year before with a hope to return to normal service levels in the coming year.

Interestingly, with a total of 360 hires, there was an increase in the length of average hire – with people tending to visit hotels for extended periods.

We also noticed an unusual peak in demand between September and January, which we believe is primarily due to the impact of the Pandemic on tourism in general, with a pent-up demand to get away but too many barriers to travelling out of the country.



SHOPMOBILITY

Low cost
scooter
& wheelchair
hire

Possability
People

able

SCAN ME

Welcome to Shopmobility, Brighton and Hove's low cost mobility scooter and wheelchair hire service.

Normally open 10 to 4 Monday to Friday. Weekend, overnight hire and collection & delivery can be arranged.

Day hire (10-4) is just £5

Overnight hire (24 hours) is £10

Delivery/Collection is £5 each way

Find us at Churchill Square (Sat Nav = BN1 2RU)

By car: from A259 coast road, turn into West Street at traffic lights, (Odeon on corner). 2nd left onto Regency Road. Enter car park and turn right after the pay barrier. We're by the accessible parking in the corner.

By foot: In the shopping centre, take the main lift by the information desk to Level P3. Follow the green path to Shopmobility when you leave the lift.



Charity number 1114435 Company number 05706441

Financial review

The most significant event during the reporting period was the COVID-19 health emergency. The charity withstood the financial pressures arising from the Coronavirus pandemic, utilising the balance of COVID emergency support funding from received in the previous reporting year. There was benefit too from a significant reduction in non-payroll expenses, in particular venue hires and travel costs arising as a consequence of social distancing.

The other major and ongoing uncertainty arises from the continuing squeeze on budgets in the public sector. This has the potential to reduce or cease funding for some of our core projects. We continue to provide funds for these through surpluses generated by social enterprise activities, our Payroll and Accounts Service and At Home care agency. Also, we have established a successful fundraising function primarily through bids to trusts and foundations.

The principal sources of our income are shown in notes 3 to 5 to the financial statements. Incoming resources during the year increased to £1,555,285 (2021 - £1,493,625).

Our results for the year show an overall surplus of £467; £50,142 from unrestricted funds offsetting a deficit of £(49,675) from unrestricted funds; (2021 - total surplus of £102,645 of which £27,314 from unrestricted funds and £75,331 from restricted funds).

A net transfer from restricted funds of £60,086 arose (2021, a £7,018 transfer to restricted funds was required). The final result was an overall surplus of £50,142 (2021 – surplus of £20,296) to unrestricted funds.

Going Concern

At the time of publication, there is no reason to conclude that our current funds flow will fail to cover the cost of our activities over the 18-24 months from the balance sheet date of 31 March 2022. Consequently, we have no Going Concern issues to report.

Reserves policy

Unrestricted funds held at the year-end were £219,691 (2021 - £169,549). Tangible fixed assets have been written down to £nil, (2021 - £nil). Therefore, the free reserves as defined by the Charity Commission were £219,691, (2021 - £169,549).

The Management Committee has examined the charity's requirements for reserves considering the main risks to the organisation. It has a long established target for unrestricted funds held by the charity to be 3 months of expected expenditure. Monthly budgeted expenditure for 2022/23 exceeds £120,000 and therefore the target is £360,000 in general funds. However, the present level of free reserves available to the charity falls short of this target level. The Management Committee is comfortable with the cover of expenditure, 1.7 months. The Management Committee remains prepared to curtail existing activities and expenditure should the cover provided by reserves fall below 1.4 months.

Restricted funds held at the year-end were £65,316 (2021 - £114,991). These funds can only be used for specific purposes as defined by the funders.

The Advice Centre was funded by The Henry Smith Charity, The Ernest Kleinwort Charitable Trust, East Sussex County Council & Brighton & Hove City Council, to provide an advice service for disabled people. At the year-end a reserve of £42,363 (2021 - £20,330) was carried forward.

Get Involved Group was funded by Brighton & Hove City Council via The Trust for Developing Communities, the National Lottery Community Fund and Brighton & Hove Clinical Commissioning Group (CCG). The Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them. Safe At Home was launched in direct response to the pandemic and connected with isolated, vulnerable disabled people. Overall, a deficit of £(11,045) (2021 - £(2,556)) was incurred on this activity requiring a transfer from unrestricted funds.

COVID-19 Community Relief was funded by Barclays Charities Trust to cover PPE distribution to our client groups. The anticipated expenditure in the current year was a fraction of that expected. As a consequence, the Management Committee instructed a transfer of the remaining reserve of £77,408 to unrestricted reserves; (2021 - £77,408 was carried forward).

The Get Set Opening Doors service is funded by a successful bid to the National Lottery Community Fund. This will see the charity receive almost £400,000 for a four-year programme to support disabled people into work, volunteering or training in Brighton, Hove and across East Sussex. In the current year a deficit of £(6,277) (2021 - £(4,462)) was incurred on this activity requiring a transfer from unrestricted funds.

The Right Track project received additional funding from Sport England and Disability Rights UK for our MSK Social Prescribing service. At the year-end a reserve of £1,800 (2021 - £1,344) was carried forward.

Hospital Discharge Service (formerly Link Back) is funded by:

- a) NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions; and
- b) Brighton and Hove City Council via their Hospital Discharge Disabled Facilities Grant.

At the year-end a reserve of £494 (2021 - £3,147) was carried forward.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. At the year-end a reserve of £7,931 (2021 - £12,762) was carried forward.

Responsibilities of Board of Trustees

The trustees, who are also the directors of Possability People Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

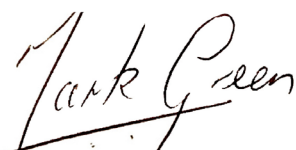
In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities' SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditors

The Directors who held office at the date of approval of this Directors report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditors are unaware; and each Director has taken all the steps that he ought to have taken as a Director to make himself aware of any relevant audit information and to establish that the Company's auditors are aware of that information.



Mark Green
On behalf of the board of trustees

Dated 9 August 2022

Independent auditors' report to the members of Possability People limited

Opinion

We have audited the financial statements of Possability People (the 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 group's and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 our knowledge and understanding of the Group and parent charitable company 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 Companies Act 2006 requires us to report to you if, in our opinion:
- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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 Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditors' 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 Auditors' 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:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the group, parent charitable company and sector, and through discussion with the Trustees and management (as required by auditing standards), we identified the principal risks of non-compliance with laws and regulations. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, Statement of Recommended Practice, taxation and pension legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inappropriate journal entries to increase income to reduce the deficit generated. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations and fraud, and review of the reports made by management; and Assessment of identified fraud risk factors; and
- Assessment of identified fraud risk factors; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and

- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves LLP

Alison Jones FCA (Senior statutory auditor)

for and on behalf of

Kreston Reeves LLP

Chartered Accountants

Statutory Auditor

Brighton

Date: 31 August 2022

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES **(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
<u>Income from:</u>	Notes				
Donations	3	2,714	5,024	7,738	31,529
Activities for raising funds	4	26,069	-	26,069	4,864
Charitable activities – trading subsidiary	11	304,024	-	304,024	293,360
Charitable activities – parent charity	5	685,133	532,321	1,217,454	1,163,872
Total income		1,017,940	537,345	1,555,285	1,493,625
<u>Expenditure on:</u>					
Costs of raising funds					
Marketing and advertising	6	2,699	-	2,699	2,728
		2,699	-	2,699	2,728
Charitable activities					
Trading subsidiary	11	228,833	-	228,833	223,255
Parent charity	6	796,352	526,934	1,323,286	1,164,997
		1,025,185	526,934	1,552,119	1,388,252
Total expenditure		1,027,884	526,934	1,554,818	1,390,980
Net income for the year		(9,944)	10,411	467	102,645
Gross transfers between funds	19	60,086	(60,086)	-	-
Net movement in funds		50,142	(49,675)	467	102,645
Fund balances at 1 April 2021		169,549	114,991	284,540	181,895
Fund balances at 31 March 2022		219,691	65,316	285,007	284,540
				2022	2021
				£	£
(Deficit) / Surplus attributable to Possability People Limited				(74,724)	32,540

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 61 - 72 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2022

		2022		2021	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
			-		-
Current assets					
Debtors	15	151,897		120,739	
Cash at bank and in hand		234,170		287,800	
		386,067		408,539	
Creditors: amounts falling due within one year	16	(101,060)		(123,999)	
Net current assets			285,007		284,540
Total assets less current liabilities					
			285,007		284,540
Income funds					
Restricted funds	19		65,316		114,991
Unrestricted funds	19		219,691		169,549
			285,007		284,540

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 9 August 2022... and signed on their behalf, by:



Mark Green
Trustee

Company Registration No. 05706441

The notes on pages 61 - 72 form part of these financial statements.

CHARITY BALANCE SHEET

AS AT 31 MARCH 2022

		2022		2021	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		-		-
Investments	14		2		2
			<u>2</u>		<u>2</u>
Current assets					
Debtors	15	144,541		113,094	
Cash at bank and in hand		142,053		201,312	
		<u>286,594</u>		<u>314,406</u>	
Creditors: amounts falling due within one year	16	(76,782)		(99,975)	
		<u></u>	<u>209,812</u>	<u></u>	<u>214,431</u>
Net current assets			<u>209,812</u>		<u>214,433</u>
Total assets less current liabilities			<u>209,814</u>		<u>214,433</u>
Income funds					
Restricted funds	19		65,316		114,991
Unrestricted funds	19		144,498		99,442
			<u>209,814</u>		<u>214,433</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 9 August 2022... and signed on their behalf, by:



Mark Green
Trustee

Company Registration No. 05706441

The notes on pages 61 - 72 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT
AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Net cash (used by) / provided by operating activities	22	(53,630)	152,613
(Decrease) / Increase in cash		(53,630)	152,613
Cash and cash equivalents at the beginning of the year		287,800	135,187
Cash and cash equivalents at the end of the year		234,170	287,800

POSSABILITY PEOPLE LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Statutory information

Possability People Limited is a charitable private company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address and principal place of business can be found on the Legal and Administrative information page.

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied.

The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2.2 Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.

The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

2.3 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential continued future financial impact arising from the COVID-19 pandemic. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have no material uncertainty.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies (continued)

2.4 Income

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered.

Grant income is recognised over the period for which it is granted.

Donations and gifts are recognised when receivable.

Subsidiary income is derived from services to clients with Direct Payments budgets and small employers' payroll services. Additionally, there is licence fee income from use of proprietary software. All income is recognised when invoiced.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

2.5 Government Grants

Grants of a revenue nature are recognised in the Statement of Financial Activities in the same period as the related expenditure. During the year the company received assistance from the coronavirus job retention scheme.

2.6 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

POSSABILITY PEOPLE LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.8 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments.

2.10 Creditors and provisions

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.

2.11 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.12 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.13 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.14 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

3 Donations

	Unrestricted funds	Restricted funds	Total 2022
	£	£	£
Donations	2,714	5,024	7,738
Government Grant	-	-	-
	2,714	5,024	7,738
	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Donations	3,169	780	3,949
Government Grant	27,580	-	27,580
	30,749	780	31,529

4 Income from activities for raising funds

	Unrestricted funds	Restricted funds	Total 2022
	£	£	£
Shopmobility	6,806	-	6,806
Fund Generation	19,263	-	19,263
	26,069	-	26,069
	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Shopmobility	975	-	975
Fund Generation	3,889	-	3,889
	4,864	-	4,864

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

5 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2022 £
Income received	685,133	532,321	1,217,454
	Unrestricted funds £	Restricted funds £	Total 2021 £
Income received	650,367	513,505	1,163,872

Included within income received are the following:

	2022 £	2021 £
<u>Unrestricted funds</u>		
At Home	456,149	425,097
Here	75,000	75,000
DWP	134,368	58,623
Sussex Community Foundation	19,616	8,964
Edward Gostling Foundation	-	9,997
Zetetick Housing	-	5,000
CAF Resilience Fund	-	12,153
Garfield Weston	-	25,000
Surrey Community Foundation	-	5,000
BHCC	-	10,000
National Emergencies Trust	-	15,533
	685,133	650,367
<u>Restricted funds</u>		
Brighton & Hove City Council	67,681	25,561
Brighton & Hove CCG	21,391	10,000
Brighton & Hove City Council - Shopmobility	26,100	26,100
Ernest Kleinwort Charitable Trust	2,500	2,500
The Henry Smith Charity	40,700	40,000
Trust For Developing Communities	23,000	23,000
Moneyworks	16,573	9,573
Hospital Discharge Service (formerly Link back) project	156,787	137,088
National Lottery Community Fund	107,309	135,313
Disability Rights	2,410	-
Barclays Charities Trust	-	100,000
East Sussex County Council	65,000	1,500
Sport England	2,870	2,870
	532,321	513,505

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

6 Expenditure

	Staff costs £	Depre- ciation £	Other costs £	Total 2022 £
Costs of generating funds				
Marketing and advertising	-	-	2,699	2,699
Charitable activities				
Parent charity activities undertaken directly	974,914	-	86,255	1,061,169
Parent charity support costs	170,487	-	94,775	265,262
Trading subsidiary activities undertaken directly	138,103	-	22,385	160,488
Trading subsidiary support costs	24,151	-	41,049	65,200
	1,307,655	-	244,464	1,552,119
Total expenditure	1,307,655	-	247,163	1,554,818
	Staff costs £	Depre- ciation £	Other costs £	Total 2021 £
Costs of generating funds				
Marketing and advertising	-	-	2,728	2,728
Charitable activities				
Parent charity activities undertaken directly	902,756	2,603	61,548	832,929
Parent charity support costs	128,149	-	72,838	250,459
Trading subsidiary activities undertaken directly	135,138	-	22,308	151,307
Trading subsidiary support costs	19,183	-	43,729	65,167
	1,185,226	2,603	200,423	1,388,252
Total expenditure	1,185,226	2,603	203,151	1,390,980
Analysis of support costs (including Governance costs)				2022 £
Wages and salaries				194,638
Legal and professional				29,069
General office and administration				93,142
Vehicle and travel				3,834
Governance costs:				
Audit and accountancy fees				9,480
Other services provided by auditors				300
				330,462
				2021 £
Wages and salaries				147,332
Legal and professional				20,918
General office and administration				87,419
Vehicle and travel				1,620
Governance costs:				
Audit and accountancy fees				6,360
Other services provided by auditors				250
				263,899

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of 3 (2021 – nil) trustees totalling £1,052 (2021: £nil).

8 Employees

Employment costs	2022	2021
	£	£
Wages and salaries	1,199,126	1,075,425
Social security costs	80,184	82,423
Other pension costs	28,345	27,378
	1,307,655	1,185,226

The average number of persons employed by the charity during the year was 70 (2021: 62). One individual's emoluments were greater than £60,000, (2021: nil).

The key management personnel of the charity consists of the Chief Officer, with the total employee benefits being **£64,903** (2021: £58,140). This figure includes employers' national insurance and also employer's pension contribution.

9 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

10 Auditors' remuneration

The auditors' remuneration amounts to an audit fee of £6,780 (2021: £6,360).

11 Trading activities

	Unrestricted	Restricted	Total	Total
	funds	funds	2022	2021
	£	£	£	£
Subsidiary trading income	304,024	-	304,024	293,360
Subsidiary trading expenses	228,834	-	228,834	223,255
	75,190	-	75,190	70,105

In 2021, of the net income from trading activities £75,190 was to unrestricted funds and £nil was to restricted funds.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

12 Net income/(expenditure)

	2022	2021
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	-	2,603
	-	2,603

13 Tangible fixed assets - Charity and Group

	Computer equipment	Specialist equipment	Fixtures, fittings & equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	26,028	30,463	25,543	82,034
At 31 March 2022	26,028	30,463	25,543	82,034
Depreciation				
At 1 April 2021	26,028	30,463	25,543	82,034
Charge for the year	-	-	-	-
At 31 March 2022	26,028	30,463	25,543	82,034
Net book value				
At 31 March 2022	-	-	-	-
At 31 March 2021	-	-	-	-

14 Fixed asset investments - Charity

	Shares in group undertaking
	£
Cost at 31 March 2021 and 31 March 2022	2
Historical cost:	
At 31 March 2021	2
At 31 March 2022	2

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

15 Debtors

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Trade debtors	114,518	88,784	59,652	67,373
Other debtors	22,841	19,410	16,441	13,610
Amounts owed by group undertakings	-	-	56,036	21,692
Prepayments	14,538	12,545	12,412	10,419
	151,897	120,739	144,541	113,094

16 Creditors: amounts falling due within one year

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	4,284	4,090	2,332	2,030
Taxes and social security costs	17,627	45,094	-	26,058
Other creditors	12,105	11,553	10,556	11,530
Accruals	67,044	63,262	63,894	60,357
	101,060	123,999	76,782	99,975

17 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2022	2021
	£	£
Contributions payable by the company for the year	28,354	27,378

Pension contribution commitments at the year-end amounted to £nil (2021: £4,640).

18 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

19 Statement of funds

Statement of funds – current year

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	99,442	713,916	(799,051)	130,191	144,498
PPTL Reserves	70,107	304,024	(228,833)	(70,105)	75,193
	<u>169,549</u>	<u>1,017,940</u>	<u>(1,027,884)</u>	<u>60,086</u>	<u>219,691</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income £	Expenditure £	Transfers £	
Restricted funds – current year					
Advice centre	20,330	162,435	(140,402)	-	42,363
Get Involved	-	59,272	(70,317)	11,045	-
COVID-19 Community Relief	77,408	-	-	(77,408)	-
At Home	-	31,562	(18,834)	-	12,728
Get Set Opening Doors	-	95,909	(102,186)	6,277	-
Right Track	1,344	5,280	(4,824)	-	1,800
Hospital Discharge Service (formerly Link Back)	3,147	156,787	(159,400)	-	494
Shopmobility	12,762	26,100	(30,931)	-	7,931
	<u>114,991</u>	<u>537,345</u>	<u>(526,934)</u>	<u>(60,086)</u>	<u>65,316</u>

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Get Set Opening Doors (Continuing Employment Service) supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

COVID-19 Community Relief represents grants received to cover PPE distribution to any of our client groups requiring it.

Right Track supports people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

19 Statement of funds (continued)

Hospital Discharge Service (formerly Link Back) is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

At Home is a care service which is run as a social enterprise. It enables disabled people to stay independent and safe at home.

Statement of funds – prior year

	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Income £	Expenditure £	Transfers £	
Unrestricted funds					
General funds	73,743	685,980	(728,771)	68,490	99,442
PPTL Reserves	75,510	293,360	(223,255)	(75,508)	70,107
	<u>149,253</u>	<u>979,340</u>	<u>(952,026)</u>	<u>(7,018)</u>	<u>169,549</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Income £	Expenditure £	Transfers £	
Restricted funds					
Advice centre	22,598	73,414	(75,682)	-	20,330
Get Involved	-	53,326	(55,882)	2,556	-
COVID-19 Community Relief	-	101,500	(24,092)	-	77,408
Get Set Opening Doors	-	119,987	(124,449)	4,462	-
Right Track	1,261	2,870	(2,787)	-	1,344
Hospital Discharge Service (formerly Link Back)	-	137,088	(133,941)	-	3,147
Shopmobility	8,783	26,100	(22,121)	-	12,762
	<u>32,642</u>	<u>412,785</u>	<u>(438,954)</u>	<u>7,018</u>	<u>114,991</u>

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2022

20 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Tangible fixed assets	-	-	-
Current assets	320,751	65,316	386,067
Creditors: amounts falling due within one year	(101,060)	-	(101,060)
	<u>219,691</u>	<u>65,316</u>	<u>285,007</u>
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	-	-	-
Current assets	293,548	114,991	408,539
Creditors: amounts falling due within one year	(123,999)	-	(123,999)
	<u>169,549</u>	<u>114,991</u>	<u>284,540</u>

21 Commitments under operating leases

At 31 March 2022 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2022	2021	2022	2021
	£	£	£	£
Within one year	3,572	3,572	4,372	5,830
Between two and five years	-	-	-	4,372
	<u>3,572</u>	<u>3,572</u>	<u>4,372</u>	<u>10,202</u>

22 Net cash (outflow)/inflow from operating activities

	2022	2021
	£	£
Net income/(expenditure)	467	102,645
Depreciation charge	-	2,603
Increase in creditors	(22,939)	1,275
Decrease in debtors	(31,158)	46,090
	<u>(53,630)</u>	<u>152,613</u>

23 Analysis of changes in net debt

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	287,800	(53,630)	234,170

24 Related parties

For the financial year ended 31 March 2022 the company had no disclosable related party transactions.

Contact us

We would love to hear from you. Especially if you want advice or support.

Head office

Telephone: 01273 894040

Textphone: 07718 424214

Email: hello@possabilitypeople.org.uk

Advice Centre

Telephone: 01273 894050

Email advice@possabilitypeople.org.uk

If you are in East Sussex and would like advice, please contact our East Sussex team.

Telephone: 01424 234460

Email esussexadvice@possabilitypeople.org.uk

At Home

Telephone: 01273 894070

Email support@possabilitypeople.org.uk

Community Employment Service

Telephone: 07921 453183 or 01273 894044

Email work@possabilitypeople.org.uk

Get Involved Group

Email gig@possabilitypeople.org.uk

Payroll and Supported Bank Accounts

Telephone: 01273 894060

Email payroll@possabilitypeople.org.uk and sba@possabilitypeople.org.uk

Shopmobility

Telephone: 01273 323239

Email shopmo@possabilitypeople.org.uk

If you would like to make a donation to Possability People, you can do so via our website at www.possabilitypeople.org.uk/donate.

Your support makes a massive difference. Thank you.



The Queen's Award for Voluntary Service

The MBE for volunteer groups



Contact us

Telephone: 01273 894040

Textphone: 07718 424214

Email: hello@possabilitypeople.org.uk

Charity Registration No. 1114435

Company Registration No. 05706441 (England and Wales)

www.possabilitypeople.org.uk

POSSABILITY PEOPLE LIMITED

England & Wales - Charity number 1114435

Accounts

Possability People



Annual report and
accounts for the year
ended 31 March 2021

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

POSSABILITY PEOPLE LIMITED (limited by guarantee)
Known as Possability People

LEGAL AND ADMINISTRATIVE INFORMATION

Management Committee

Maddy Hamp
Kathy Goddon
Samantha Oakley
Sophie Reilly
Mark Green
Linda Elisha
Claire Arielle Leon
Mark Lawson

Patron
Vacant

Chief Officer
Geraldine DesMoulins

Charity number 1114435
Company number 05706441

Registered office & principal address

Montague House
Somerset Street
Brighton
East Sussex
BN2 1JE

Auditors

Kreston Reeves LLP
Plus X Innovation Hub
Lewes Road
Brighton
East Sussex
BN2 4GL

Bankers

CAF Bank Limited
Kings Hill
25 Kings Hill Avenue
West Malling
Kent
ME19 4JQ

Contact information

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If you need this publication in an alternative format and/or language, please contact us to discuss your needs. This publication is available to download from the website www.possabilitypeople.org.uk

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Foreword by Maddy Hamp, Chair of the Trustee Board



"Possability People is a unique organisation, filled with courage and creativity..."

It's difficult to know where to start. None of us have lived through a global pandemic or had to deal with such extraordinary circumstances that the year gave us.

Each and every one of us has been affected by Covid-19; no-one has been spared. And while we are now hopeful that life will return to some sort of normality, we are keenly aware that the disease will have left deep scars for many of our friends, beneficiaries, volunteers, and staff.

I am incredibly impressed by, and proud of, the way in which Possability People's staff and volunteer team have found their way through such difficult times.

The teams acted swiftly to move services and projects online wherever possible. They created new projects which held out a virtual hand to anyone who needed it. They didn't baulk in providing face to face support for those clients who needed it. They found ingenious solutions to keep people connected and supported, many of which worked so well that they will continue.

And of course, support for people who will be affected by the ongoing effects of the virus, be that health, wellbeing, or financial will continue to be provided by all our teams.

Possability People is a unique organisation, filled with courage and creativity and a commitment to supporting disabled people and people with long term health conditions.

The fact that many of the staff and volunteers were themselves shielding didn't deter them from providing a compassionate and high quality service during a time of extreme stress.

The organisation has supported 6,743 people over the year, which I think you'll agree is a tremendous achievement.

On behalf of the board, the most sincere thank you to the staff, volunteers and our supporters. I hope you will see from this report just how much they have all achieved.

To promote social inclusion of disabled people in the South East (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment". From our memorandum of association.

How our activities deliver public benefit

The trustees confirm they have complied with their duty to have due regard to public benefit guidance published by the Charity Commission. The main activities undertaken to further the charity’s purposes for the public benefit are detailed in the section Our aims and objectives on page 10.

Possability People’s underlying principle is the Social Model of Disability. The organisation believes disabled people are disabled not by limitations of their bodies and minds but by the societal barriers of unequal access, prejudice, discrimination, and social exclusion.

Possability People is a membership organisation. Currently our membership comprises of 32 organisations and 25 individuals.

We are the leading organisation in Brighton and Hove which supports people with a wide range of disabilities (pan impairment).

The trustees are pleased to present their annual group report together with the financial statements of the charity for the year ending 31 March 2021 which are also prepared to meet the requirements for a group directors’ report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 2019).

Structure, governance and management

The organisation is a charitable company limited by guarantee (05706441), incorporated on 13 of February 2006 and registered as a charity (1114435) on 31 May 2006 and originally registered 27 January 1981 (281731).

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In 2011 we developed a new brand confirming our working name as: The Fed – Centre for Independent Living (The Fed) which is the name by which we were more commonly known. In June 2016 we rebranded the organisation and our registered name The Brighton & Hove Federation of Disabled People was changed to Possability People.

Possability People is a User Led specialist infrastructure organisation whose membership is drawn from individuals or organisations with a personal or professional experience of disability services and rights.

Our membership elect a Board of Trustees made up of volunteer representatives (over 60% of whom are Disabled People). Possability People can demonstrate that it meets the exacting criteria of the Department of Health regarding its user led status.

The Trustees are also the directors for the purpose of company law. Trustees serving during the period were:

Maddy Hamp	Re-Elected 3/12/2020
Kathy Goddon	Re-Elected 3/12/2020
Sophie Reilly	
Linda Elisha	Re-Elected 3/12/2020
Samantha Oakley	
Mark Green	
Claire Arielle Leon	
Mark Lawson	Resigned 1 February 2021

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Group Structure and Relationships

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people. Its trading performance and further information is detailed on page 58 of the financial statements.

Recruitment and Appointment of the Board of Trustees

Trustee recruitment process:

1. The Trustee Board identifies the skills and experience needed by a board member to lead the charity.
2. The role description is advertised, widely on appropriate lists and on our website. As a user-led disability organisation we actively encourage applications from people with lived experience.
3. Potential candidates are sent a Trustee recruitment pack with information about the organisation and the essential requirements for trustees including a role description and person specification.
4. Applications are reviewed and shortlisted by the board. A panel is then chosen of two trustees supported by the Chief Officer. The panel sends its recommendation to the board.
5. Our Memorandum and Articles states that successful candidates can be co-opted on to the board prior to being voted on by the membership at the next AGM.
6. Appointees are given a thorough induction which includes a presentation of the activities of the charity, confirmation of an understanding of the charity’s policies and procedures, meetings with senior team members. A DBS check will be carried out and also at the time of induction any identified training needs will be addressed.
7. The recruitment process is reviewed and evaluated.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.

Possability People’s Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the charity.

Day to Day Responsibility

Possability People have a Senior Leadership Team supported by an Offices and Resources Co-ordinator. The Senior Leadership Team consists of:

Chief Officer Strategy and Business Development.

Finance Officer Central Finance, Payroll and Supported Bank Accounts.

Operations & Development Manager Project and service delivery and development, income generation, monitoring and evaluation.

Business Development & Services Manager Service provision and development of new services.

Communications Manager Communications strategy.

Pay policy for senior staff

The Chief Officer and Senior Leadership Team are in charge of directing and controlling, running and operating the charity on a day to day basis. The trustees provide oversight, governance and strategic direction to the charity. Details of trustee’s expenses and related party transactions are disclosed in note 7 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with changes to National Joint Council (NJC) pay-scales.

Risk Management

The management committee discusses risk on an ongoing basis. Possability People holds a risk register.

The biggest risk to the charity is the pressure on budgets in the public sector which remains a significant source of our income. We have seen cuts to contracted budgets and also discontinued activities. There is further risk as some contracts are now payment by results and in arrears which could potentially put the organisation's cash under pressure.

To mitigate this risk, we continually look for other opportunities to diversify our offer. This includes successfully increasing our social enterprise activities and looking at strengthening our fundraising activities including bids to Trusts and Foundations.

We do not anticipate going concern issues in the foreseeable period ahead.

COVID-19

The community and voluntary sector recognises the significant risks it faces, and has faced, during the COVID-19 health emergency.

We have been successful in applying for grants from various emergency funds and that has mitigated the disrupted income streams we anticipated from our various activities.

Our underlying social enterprise activity continues to provide regular and reliable income and together with securing funding from Trusts and Foundations. Although public sector funding is under pressure statutory bodies value and recognise our contribution and we continue to receive commissions and contracts from them.

The charity's objectives are contained in the company's memorandum of association

To promote social inclusion of disabled people in Sussex (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment.



Our team of At Home PAs continued to work during the pandemic.

An exceptional year; Covid-19 and beyond.

This year has taken an unprecedented toll on disabled people. Their vulnerability to the virus and the impact of the measures put in place to control its spread have presented many new and evolving challenges.

The Office for National Statistics¹ reported that disabled people were more likely to be worried or very worried about the virus and the effect it had on their lives, feel stressed, anxious, bored or frustrated about the virus, feel a deterioration of their mental health, be worried they are a burden on other people and feel more lonely than non-disabled people.

This national picture is borne out locally. A large proportion of the disabled people we support in Sussex and Surrey found themselves on the shielding list. Many others with underlying health conditions shielded voluntarily to protect themselves.

At the start of the pandemic, access to simple basics such as food, medication, healthcare, digital support and registering for centralised support was challenging.

As the year unfolded, new barriers presented themselves. Emergency changes to travel infrastructure made disabled parking and access to disabled facilities more challenging. Changing layouts of supermarket car parks to enable socially distanced queues often meant disabled parking spaces near entrances and exits to the store were cordoned off. Queuing and mask wearing also proved problematic for people with sensory impairments and guide dog owners.

While a great deal of information was released by national and local agencies on a regular basis, rarely was this targeted at specific audiences or in accessible formats. People contacted us frequently because they didn't know what information was pertinent because there was so much of it. As personal protection equipment (PPE) became more widely available and the vaccine programme started rolling out, tailored information about access, eligibility and support for these became vital.

The year tested Possability People just as it has tested our community.

By the beginning of April, we had moved 35 office based staff to home working, set up over 40 Zoom accounts and trained staff and volunteers to use it, provided 13 additional mobile phones and 5 laptops to volunteers for remote working. We completed 38 new assessments to workstations to ensure all staff and volunteers could safely and effectively work from home and provided additional equipment such as monitor raisers, peripheral keyboards etc. as appropriate. Eighteen volunteers continued their roles remotely, while a further 42 were roles were put on hold. For those not actively volunteering, their teams provided regular catch ups to ensure their wellbeing and continued engagement until they can resume their role. Each staff team has developed detailed plans for remote communication and maintaining positive working relationships in the absence of face to face contact in the office and the camaraderie that usually fosters.

We developed a micro-site within our website to collate and share information on Covid-19, not just on the official national guidance but on a variety of subjects to help and support people in lots of ways. From food and shopping, to transport, health and wellbeing, exercise and cultural activities, to home schooling and more, the microsite had 2,368 visits in its first three months. It hosted a regular, initially weekly service update which reiterated the national guidance.

We provided printed and posted material from all our projects and services for people without digital access and invested in the Freephone bolt-on for our Zoom account so people who could only access the service via phone were not expected to pay for the privilege.

We have worked across Brighton, Hove and Sussex to ensure the needs of disabled people are not overlooked by Brighton and Hove City, Council (BHCC), East Sussex County Council (ESCC) or Sussex Clinical Commissioning Groups (CCG) We also worked with Brighton and Hove City Council to improve the future implementation of Active Travel arrangements.

The money received from our funders feels more important than ever this year, and we are grateful to all of them.

Possability People supported 6,743 people this year

We are grateful for their support both with our core costs (supporting us by replacing lost income due to the pandemic), which has enabled us to keep working.

And we are grateful for new funding which helped us to meet the emerging needs of our beneficiaries who have been disproportionately affected by the pandemic.

This includes the Barclays 100x100 Covid-19 Community Relief Funding which has enabled us to:

- contact 500 disabled people by phone, email or letter to ask about the equipment they need to protect themselves and their Personal Assistants (PAs)
- provide protection for 400 disabled people and PAs
- distribute 62,821 items of PPE
- deliver 20,000 further items of PPE by staff and volunteers
- provide a Covid-19 safe collection point with one way routes and dedicated pick-up times.
- provide PPE of the same quality used by the NHS to keep our beneficiaries safe.

We will keep rolling out the programme and offering support while it is required.

We were delighted to have been included in Brighton and Hove Bus Company's 'Above and Beyond' campaign. The team are represented on a Brighton and Hove Bus Company bus, which will be seen across the city for a full year.

List of funders 2020-21

- Barclays Charities Trust
- Sussex Community Foundation
- Edward Gostling Community Foundation
- Zetetic Housing
- CAF Resilience Fund
- Garfield Weston Foundation
- Surrey Community Foundation
- National Emergencies Trust
- Brighton and Hove City Council
- Brighton and Hove Clinical Commissioning Group
- Sussex Clinical Commissioning Group
- Sport England
- National Lottery Community Fund
- National Lottery Community Fund – Covid-19 Relief Emergency Fund
- Edward Kleinwort Trust
- National Lottery Awards for All
- Department for Work and Pensions – Flexible Support Fund
- Trust For Developing Communities
- Money Works
- MS Society.

We are also extremely grateful to all the individuals who have made one off or recurring donations throughout the year, which directly benefits disabled people. Knowing people care boosts the morale of the whole team.

¹ <https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/coronavirusandthesocial-impactsdisabledpeopleinbritain/february2021>

Our aims and objectives

	Aim	Outcome	Objective
1	To improve accessible services	Access People can access life, society and the personalised services they needs	• To co-design services • To make use of digital technology • To make our services available in other loca-tions and across communities • To provide quality training and consultancy for other providers to improve their offer to disabled people • To give strength to the voice of our beneficiaries in their communities
2	To ensure people have good quality accessible information	Information People have the information they need to make decisions and plan their lives	• To communicate and offer realistic options • To produce user friendly material • To provide innovative platforms to share the in-formation disabled people need • To give people expert advice to solve the prob-lems they face
3	To enable people to live more independently	Support People are enjoying improved health & well-being, able to move forward in their lives	• To help join up services across all sectors • To help and encourage people to take part in community life and work • To offer and champion a range of accessible volunteering opportunities • To provide modern, bespoke care and support to disabled people • To give people the tools and support to tackle injustice and discrimination
4	To increase the range of options people have	Choices People have access to a wide range of options to meet their needs	• To expand and develop services • To raise awareness of what's out there • To facilitate partnership working • To identify gaps in the market and bring the right people together to fill them
5	To have well trained knowledgeable staff and volunteer teams	Ability People are supported by a passionate and committed staff & volunteer team	• To work to Possability People's vision and mission • To listen and respond to the voice of our benefi-ciaries and their experiences in all we do • To commit to learning and developing in their own work • To be self-aware and regularly reflect on own work • To achieve and maintain appropriate quality marks for our work

Our Vision: A society where anything is possible regardless of ability

Our Mission: Ensuring disabled people can live independently, with dignity and without prejudice



Strategic Aim: To improve accessible services

1. To co-design services

Possability People is a user-led charity and ensures its services are co-designed. It is the responsibility of the trustees and senior leadership team to ensure every project and service offered is designed and delivered according to the feedback and stated needs of our beneficiaries.

The Advice Centre team has an impressive track record in supporting service users to become volunteers, who often move into paid work in the service if opportunities arise. As reported last year, the Advice Centre identified a need as articulated by our beneficiaries for a peer support community to support the tribunal and appeal process.

All the projects within our Community Employment Service are co-designed. All project staff and volunteers have lived experiences of the barriers our beneficiaries face; many have come through the project as beneficiaries themselves, drop-in sessions are designed and developed with the course participants to meet their needs and aspirations. Encouraging and developing peer support in all activities further underpins this approach. Our work with employers is driven by listening to the experience of disabled people in a variety of workplace settings.

Engagement and inclusion activities are led by our Get Involved Group (GIG). Group members have developed offshoot projects with the support and guidance of the volunteer team. All of the project team have lived experience of the barriers our beneficiaries face. Engagement activities, wherever possible, are workshopped and co-designed to ensure any surveys and mechanisms used for engagement are accessible for disabled people.

Our social enterprise activities support our charitable aims and objectives. Possability People: At Home and our Payroll and Supported Bank Accounts Service (SBA) support the articulated needs of our beneficiaries.

At Home was developed in response to feedback from disabled people who found a gap in the market between self-directed care and support and care agencies. The responsibility and administration of employing their care staff was a barrier to opting for the benefits of self-directed care.

At Home provides consistency because it matches the disabled person with one or more Personal Assistants (PA), who provide a personalised service, service users tell us that this approach gives them greater peace of mind. People are supported to take part in their own care planning to ensure the service provided meets their needs. At Home provides people with the support they need to regain control of their lives because they do not have the burden of employment legislation, but they have the choice and control of who delivers their care, and when and how it is delivered.

Our Payroll and Supported Bank Account Service supports people who opt to direct their own care and employ a PA. If they choose, our service can take responsibility for the administration of their payroll. Also, should people require we can provide a Supported Bank Account (SBA). Direct Payment Users are required to open a separate bank account to receive the funding and one option is SBA. The added value of an SBA is that we make all payments for them which are often time sensitive such as payments to HMRC. Many disabled people told us the legal and administrative requirements of managing these tasks were overwhelming alongside their daily challenges. Our service removes all these stresses so people can concentrate on ensuring that their staff are delivering the personalised support they need.

As a user-led disabled people's organisation, it is essential our volunteering programme listens to and meets the needs of people who wish to engage with it. Currently over 50 percent of our volunteers identify as disabled, many of whom have accessed our other services. We take all possible steps to ensure our volunteering opportunities are accessible and match the volunteers' skills, qualities, and aspirations. We continually develop new opportunities within our organisation. We stay up to date with options elsewhere to make the most of every development opportunity, enhancing the volunteer experience, improving our impact and the economic and social return on investment in all our work.

2. To make use of digital technology

Possability People explores all opportunities to use new digital technology to improve accessibility. Our Advice Centre deploys various tools, including online form filling support and benefit calculators to determine their beneficiary's entitlement.

At Home uses digital technology to improve compliance and service delivery.

Near Field Communication (NFC) tags and online rotas provide real time updates that benefit the client, the PA, and enhance the operation of the service. Care plans are kept up to date and operate in real time via a digital system.

Our regional Get Set projects actively build the digital skills of our participants. We run courses in digital basics and digital employability. Participants learn the digital skills they need to search and apply for work in today's labour market. All participants have access to a shared Dropbox folder enabling the team to share documents and work collaboratively.

We have maintained our Brighton & Hove and Mid-Sussex database of low cost and free activities called 'Its Local Actually'. Many micro activity providers do not have their own website, so this is the online presence they maintain. We continue to support and develop the Support at Home section of the database, connecting people to Home visiting providers of a range of services such as opticians, nail cutting, gardening and hairdressers. We are actively in discussion with funders and potential partners to develop and expand this offering next year.

In addition to telephone booking for our Shoptobility service, we offer online booking and payment as an alternative to ensure the service is as accessible to all as possible. During this year, the service has transitioned to a fully contactless service.

Our PA Noticeboard is a valuable resource for Direct Payment users in Brighton, Hove and East Sussex looking to employ their care and support staff. It allows potential PAs and potential employers to post adverts and communicate with each other safely and effectively, removing many of the barriers to PA recruitment disabled people have experienced in the past.

This platform provides a valuable tool in workforce development and has been purchased by Portsmouth and Isle of Wight Local authorities and interest is being shown from other authorities.

3. To make our services available in other locations and across communities

Possability People explores and expands services beyond our historic base of Brighton & Hove. This year we began our Community Employment Service in Eastbourne, introducing our innovative Get Set Get Connected alongside Hastings & Bexhill in the latter part of the year.

We completed our delivery of Get Set Surrey this year and are actively seeking further funding to continue this work. We delivered Get Set Opening Doors in Brighton & Hove and Hastings. We will be launching Get Set Opening Doors in Eastbourne next year.

As well as clients in Brighton and Hove, At Home has provided care and support to East and West Sussex beneficiaries. A major PR campaign to launch and develop the service across East Sussex is underway.

Possability People supported local disabled peoples' groups in towns within the region, particularly in Eastbourne, where we support Eastbourne Access Group and Disability Involvement Group to improve accessibility and inclusivity in the town. We have a regular monthly column in Eastbourne Voice, allowing us to showcase various issues important to disabled people to their readership of over 10,000.

Our engagement and inclusion work expanded into West Sussex with a Covid-19 response project called Safe At Home. This project supports isolated disabled people to remain safe, connected and improve their wellbeing during the pandemic.

Our Advice Centre works in partnership with the MS Society, supporting people in Brighton & Hove and surrounding towns in East and West Sussex. It runs the East Sussex Information & Advice line, offering general advice about day to day life as a disabled person and signposting on to specialist support in East Sussex for in depth queries. Discussions are taking place with partners to launch a full Information & Advice service in East Sussex next year.

Right Track in Brighton & Hove and Mid Sussex successfully delivers Sussex MSK (Musculoskeletal) Partnership's new social prescribing service, allowing us to offer self-management support in the same geography. Working closely with partners in MSK clinics, the new service launched at the end of this year.

4. To train and consult with other providers, improving their offer to disabled people

We delivered training to Stanmer Park activity staff and discussed providing training with several other partners once face to face delivery becomes possible again. The nature of our training is better suited to in-person delivery because it makes it easier to have broad, in depth conversations.

We have delivered four training sessions across East Sussex for Department for Work and Pensions (DWP) staff this year. The training will help staff start conversations which better support the mental health of their customers.

Our Get Involved Group has delivered several Access Audits for developments in Brighton and Hove this year; further details and reports are on our website.

5. To give strength to the voice of our beneficiaries in their communities

Possability People regularly seeks feedback so our services can develop and improve. Where we find gaps in our provision, we act on them.

The Get Involved Group engaged in access audits and supported the development of the Disabled Car User Advisory Group, enabling blue badge holders and other disabled drivers to regularly talk to staff at Brighton & Hove City Council. This communication channel has been successful and will continue into the new financial year. We facilitated focus groups for Public Health about the pandemic and for the Transport Planning team on the second stage of the active travel measures. Disabled residents were listened to and influenced local planning sessions.

The Clinical Commissioning Group (CCG) commissioned us to find out the views of disabled people on two specific topics: their experiences of accessing health care for non-Covid-19 related matters during the pandemic, and the experience of people who have long Covid. The findings of this activity are being explored in partnership with the CCG to influence future commissioning.

As well as specific engagement and inclusion work, Possability People represent the voice of disabled people on a range of local, regional and national panels and forums.

This includes, but is not limited to:

DWP Disability Confident Reference Group; Food Partnership Expert Panel Group; Active Travel and Health Partnership; City Skills & Employment group; SEND Young People's Employability Network; Self-funding Knowledge Exchange; Arts; Health and Wellbeing Working Group; Work and Learning Working Group; Equality and Inclusion Partnership; Health Overview Scrutiny Committee; East Sussex VS Alliance; ESCC Communication and Engagement Group; East Sussex Inclusion Advisory Group and South East Network of Disabled People's organisations.

We have secured a place on the DWP Regional Stakeholder Network to represent the views and experiences of disabled people to the Office of Disability Issues, and we look forward to seeing how this work develops over the next year. We were involved in several key stakeholder groups regarding the pandemic throughout the year, including the CCG Communications & Engagement Stakeholder group and several local hubs.

DWP policymakers and officials recognise Possability People as experts in our field citing our track record in delivering personalised, holistic support to disabled people looking to return to or remain at work. We regularly consult on approaches to influence change and improve opportunities for disabled people.

We have developed good working relationships with local DWP teams which give us the opportunity to provide feedback directly to staff working with disabled people in local job centres. We deliver training where appropriate to improve disabled people's experiences. We share best practice and understanding which has put us in the position of being able to quickly resolve potential issues so disabled people do not experience unnecessary distress or delays when making their claims.

The GIG actively engage with disabled people and their representatives on matters of concern or interest. Staff and volunteers use their own lived experience to foster trust and have meaningful, open and honest conversations with statutory service providers and business. Disabled People are encouraged to take a solution focussed approach to issues and their views are reported back constructively and effectively.

Disabled people who face challenges in getting out and about have told us the Shopmobility service is essential for their ongoing independence. It is the leading service for many people who do not own or cannot store their own equipment. It provides safe and effective temporary equipment when scooters or wheelchairs require maintenance or servicing or are otherwise unavailable. As Brighton and Hove is a tourist destination Shopmobility also provides a valuable service to disabled people visiting the city.

With our user led focus, Possability People ensures disabled people are represented in discussions at a local, regional or national level. Disability is a cross-cutting theme. Acting without prejudice and should be an essential consideration for anybody working with people in the community.

Strategic Aim: To ensure people have good quality accessible information

1. To communicate and offer realistic options

Possability People enables and supports people to understand their situation and take control. Offering realistic and solution focussed options are an essential element of this; we take care to communicate the reality of any given situation and do all we can to support people to move forward and achieve their goals.

The Advice Centre team's skills and expertise are crucial for disabled people, enabling them to understand their options and how best to access the support they are entitled to. It would be unrealistic, unethical and inappropriate for the team to raise false expectations, so exploring each situation in depth, giving timely, accurate information is essential. The success rate of the benefit applications they support and decisions they help people to challenge speaks to the effectiveness of this approach, with an 85% success rate for form filling and appeals.

Our Community Employment Service is unique because it doesn't offer time limited support. The support given is needs led and tailored to each beneficiary. Beneficiary's needs are explored in depth, and their dreams and aspirations, goals for the short-medium and long term understood. Building action plans is a thorough, considered and detailed process, giving people space and time to consider all opportunities available to them, including the pros and cons. The team takes time to talk through all options with people and plot each step of the journey. We explore what needs to be done and find tools and techniques required to pursue these options. Setting goals, breaking them down into manageable steps and gradually overcoming barriers step by step is fundamental to our bespoke service.

The Link Back service begins with an in-depth conversation to understand someone's needs when returning home from hospital. It explores connections to friends, family and community, which may have been lost and looks at additional support an individual would need to remain independent and thrive.

Action plans are created to offer people activities and services which meet their needs, and they are supported to access them as required.

Link Back will not just sign post, it may make referrals on a beneficiary's behalf to overcome initial barriers to engagement, or they may choose to act entirely independently, knowing they have the correct information for their choice.

Right Track supports people with MSK conditions who have been directed to the service. It provides advice, support and information on lifestyle changes to give people another option to surgery. The Right Track team listens carefully to people's needs, aspirations and the changes they want to make in their lives. They then gather and share information and provide packs of information for their beneficiaries. The team ensure appropriate options are available to the individual and conversations supporting their choice happen as and when needed. We have found this approach provides the best possible outcomes.

Possability People carefully manage the expectations of potential volunteers, including the availability of particular volunteering opportunities. For example, our Payroll and Supported Bank Accounts service offers a clear pathway to employment; it is so popular we often have to operate a volunteer waiting list. We have developed this approach so staff can provide meaningful support and progression to volunteers. If the role the volunteer applies for is not vacant, the Volunteer Manager will endeavour to match potential volunteers appropriately to different roles in the interim. Volunteers who temporarily joined our reception, Shopmobility, GIG and Community Employment Service often chose to stay with the new project although initially it wasn't their first choice.

It is important for the integrity of the charity that all its social enterprise activities support this objective. At Home ensures the beneficiary is at the heart of their own care and support planning, making choices about the care and support they want to receive.

They can thoroughly discuss their needs with the team who will then create a bespoke and personalised service for each person, rather than expecting individuals to fit into a one size fits all service. We ensure people feel they have been involved and are in full agreement of any decisions about their care, and that they have been afforded every opportunity to have the support they need to live life independently.

2. To provide user friendly and accessible materials

Possability People strives to ensure everything we produce to communicate about our projects and services meets the needs of the communities we want to reach. From website and social media, to print and email communications, we try to share engaging information tailored to the needs and interests of our audiences.

Information sent or shared to beneficiaries considers their access needs and communication preferences. Reminder systems are in place across projects for appointments, meetings, calls or sessions, used in line with beneficiary choices. An appointment letter will be enough for some people, while for others, texts or calls nearer the time ensure people can access a service appropriately and with confidence. If a Community Employment Service beneficiary is feeling apprehensive about attending a group session for the first time, we will make a series of calls and texts to them in the lead up to the day and a named person will meet them outside the venue, so they feel comfortable and settled to come inside.

Action plans, session handouts and resources are shared, explained and co-designed to meet the beneficiary's needs. Their style and content are continually reviewed. Materials are produced in various formats on demand, including large print, specific coloured paper, or to meet other access needs. For example, the Get Involved Group make a large print version of their monthly round up each month and a yellow paper copy for people who have requested it.

3. To provide innovative platforms to share the information disabled people need

Providing clear, concise, accessible information has been critical this year. We shared an unprecedented amount of information with different audiences. Our role in filtering, simplifying and disseminating the correct information at the right time has been crucial. At the start of the pandemic, we created a new section on our website for information and links pertinent to disabled people. We have shared information with people appropriately throughout the year. Our services transitioned swiftly and effectively to remote delivery, with telephone, postal, and online support combinations. Steady and Strong, our gentle exercise programme, moved to remote delivery and filmed a range of exercise tutorials so people could safely build strength and balance in their own homes via our new YouTube channel.

Our flagship database, Its Local Actually, enabled people across Brighton & Hove and West Sussex to search for over 1500 free or low-cost community activities. Home visiting services are listed on Support at Home, helping older and disabled people stay independent, safe and well. Its Twitter account, OutAndAboutOne, has 1000 followers. We are discussing development opportunities for it, including expanding to East Sussex, and considering additional functionality suggested by regular site users. This year has seen the start of a development project on the site that will continue next year, providing a more straightforward designation of online activities.

Our website is one of the key routes into the organisation for many beneficiaries. It is often the first place people find out about our projects and services and the support we offer. Over the year, nearly 100,000 people visited the website.

We published 691 Facebook posts to 1,200 page fans. We tweeted 1400 times to nearly 4000 followers.

Our fledgling Instagram account made 364 posts to 437 followers.

Our brand has developed a new popular graphic style to share complicated messages or information in an easy to understand way, and over the year we ran many campaigns to share health and wellbeing information.

With appropriate consent, our Payroll Service shares information and updates via the regular communications they have with direct payment users.

They use: email signatures, payroll messages or mailouts. Our service users trust us so this is an effective way to disseminate information from other services that can support their ongoing independence, wellbeing and dignity.

Payroll received unprecedented levels of phone calls this year from direct payment users perplexed about changing regulations and access to care and support throughout the pandemic.

Although this is not the traditional role of this service, they are trusted advisors and have gone above and beyond. Providing essential communication channels has been vital to the ongoing wellbeing of many people who have felt isolated while directing their own care during the pandemic.

4. To give people expert advice to solve the problems they face

Possability People ensures all volunteers and staff receive appropriate training and are well informed in their subject areas to provide the best possible advice to our beneficiaries. We are recognised locally, regionally and nationally as experts in our field and are committed to giving effective and accurate advice to others. This is borne out through input into policy decisions and service designs that affect disabled people in all aspects of their lives.

Many of the Advice Centre's beneficiaries would experience great difficulty navigating the complex benefits system without our support. People often tell us they are completely overwhelmed with what is expected of them; they don't know where to start, have tight deadlines and feel so distressed they can't even face opening the letters they are receiving. As a trusted provider of many years standing in the community, we have the confidence of our community.

We provide personalised support. Many of our staff and volunteers have experienced the difficulties of navigating the system and can offer understanding and empathy. As there are fewer and fewer life time benefit awards, people know when the benefit form lands again there is someone there to provide a helping hand at what can be a distressing and overwhelming time.

Link Back and Right Track's expertise and understanding of the local market is essential to ensure people accessing their services are supported to navigate the full range of options available to them. Knowing what's out there, including capacity and potential waiting lists, means the best possible options are presented. It is important for a good outcome that people are connected to appropriate support in a timely fashion. The services ensure it provides the support services needed to prevent people experiencing unnecessary readmission to hospital. It provides the tools people need to improve their chances of successfully self-managing a long term health condition.

The Shopmobility team make skilled and valuable recommendations about equipment based on each individual's situation and the built environment. They liaise and form relationships with local hotels and transport providers to ensure people are not disadvantaged and are able to enjoy the many facilities the city has to offer in the same way as non-disabled people.

The Community Employment Service shares expertise in condition management, coping strategies, employability skills and digital skills with beneficiaries. It shares recruitment, retention and workplace wellbeing expertise with employers to create accessible, inclusive workplaces where people can thrive. It advises disabled people on their rights in the workplace to reasonable adjustments. It gives people the confidence to talk to employers about any support or flexible workplace solutions they may need. It advises employers on innovative ways to support their employees' health, wellbeing, and resilience, ultimately boosting their own business and staff retention.

Our Payroll and Supported Bank Accounts services explain complex financial information to disabled people who have a wide range of access needs. They articulate how problems can be resolved, provide advice to resolve conflicts and handle conversations that, by their very nature, can be very challenging.

Strategic Aim: To enable people to live more independently

1. To help join up services across all sectors

Possability People work works with all sectors – health and social care, local authority, community and voluntary, private and independent - in a 'whole person' way, enabling our beneficiaries to access all the support they need to live independently. Joint working has made our services more successful during the pandemic. Ensuring services wrap around vulnerable people is at the heart of our approach.

At Home brings together staff from the NHS, Clinical Commissioning Group, Sussex NHS Partnership Trust, GPs, pharmacies, Adult Social Care and organisations from within the community and voluntary sector for the benefit of its clients.

Shopmobility makes it easier for disabled people to use private sector hotels and tourist attractions. It also builds relationships between sheltered housing schemes and the voluntary sector. We have supported disabled people to safely store their mobility equipment and scooters. Our dedicated team of volunteers have built productive relationships across the city which make it more accessible for residents and visitors.

Right Track developed relationships across sectors. It signposts and refers to a broad range of groups and services, from health advice and advocacy to local groups in church halls, from counselling and employment workshops to peer support groups, from large programmes of council-led activity to sessions aimed at specific groups such as older people, women, BME and LGBTQ communities.

Right Track and Link Back are members of the Social Prescribing Network. They keep up to date with the local picture, share best practice, and build relationships with other referral organisations. As part of a Sussex and Surrey wide group focusing on disability and health, Right Track taps into a large pool of knowledge and experience, making referrals to services faster and with minimal waiting times for beneficiaries. They have also built relationships with Sussex MSK Partnership clinicians across Brighton & Hove and West Sussex.

Link Back works with providers from health, social care, the voluntary and community sector, social enterprises and the private sector. Effective communication and partnership work promotes better understanding and trust between organisations for future collaboration. We have improved our service by working in partnership with hospital departments, so that effective, appropriate referrals from across the hospital are made for anyone who needs our support.

New and effective relationships with a broad range of local trades people is important to how effectively our Early Response project can facilitate a timely discharge from hospital. We have strengthened links with various Brighton & Hove City Council teams, including social workers and housing adaptations. Effective working relationships with hospital Responsive Service colleagues in both the Health and Social Care sectors have been made.

The Get Involved Group has built and sustained effective partnerships with Brighton & Hove City Council's parking and transport teams. It has overcome difficult relationships to develop genuine partnership working, ensuring disabled voices are heard, understood and included in service design and delivery.

Because Get Set participants identify their own employment goals and aspirations, the team builds positive relationships with professionals in all sectors to broker suitable, sustainable employment opportunities where needed. With many beneficiaries facing crisis this year, our long term support and holistic approach was essential to their ability to cope.

Established trust, enhanced by regular weekly calls, meant participants talked honestly about their situations. We found out if they had reliable food supplies, medication, money, and shopping, and whether or not their mental health was affected. Connections to local support services, knowledge, and up to date resources (including capacity and waiting times for services), meant we connected people to the best support at the right time.

We stayed in touch with employers so we knew who was recruiting despite lockdown. The numbers of disabled people successfully employed despite national lockdown or local restrictions shows our approach worked.

2. To help and encourage people to take part in community life and work

Possability People enables people to develop the tools, skills and confidence they need to implement their own solutions instead of trying to fix things for them.

This could be working together to remove practical barriers (incorrect benefit entitlements, unsafe housing situations, or how to start exercising safely), to long term coaching to make lifestyle changes or to move towards employment. It is our aim not to create dependence on our services but to build on the assets and resources of our beneficiaries, enabling them to achieve more, feel part of their communities and live independently, with dignity and without prejudice.

Financial hardship or insecure housing are examples of significant crisis many of our beneficiary's face. Without support people can spiral and experience poorer mental health, social isolation, financial insecurity and so on. This can also affect their physical health, through the escalation of existing conditions or self-neglect. We support people through current crisis then consider what else they may need to be able to move on.

Only then do people feel able to plan next steps, whether that's volunteering, community activity or work.

This approach leads to jobs being sustainable with people better equipped to deal with life's challenges and find additional support, if and when needed. Our knowledge of someone's personal life and health and its effect on daily activities helps us understand the impact at work and deal with potential barriers to employment.

Community Employment participants create Wellness Action Plans which consider the impact of their health on their whole life. Considering support and activities to remain well to enjoy time with family and friend is as important as remaining well for work. It enables them to live life their way and engage with their community as much as they choose.

The Link Back and Right Track teams explore an individual's needs and aspirations when planning support. Many are socially isolated but with achievable goals, reconnection to communities is possible. This might be through befriending services, lunch activity groups around their interests, such as choirs or art sessions. Right Track usually focuses on exercise or physical activity but it also considers people's need for social interaction and a recognised place in society, so support for volunteering or employment may be recommended.

Overcoming mobility barriers is essential for many people to get out and carry on their day to day lives. Shopmobility does this daily. Providing a satellite service across the City with flexible delivery and collection ensures mobility barriers are removed.

Volunteering with Possability People is rewarding and increases skills, confidence and knowledge of other services. Volunteering can be a stepping stone to employment. Volunteers learn new skills or refresh old ones, test out condition management techniques and have up to date experience for CVs and job applications. A professional reference can be provided after six months.

At Home provides personalised care and support giving people more freedom and flexibility. PAs can accompany clients to community activities they would otherwise be unable to attend. Support with health or medical needs at the right time of day means clients can work or go out in a way that might not otherwise be possible.

At Home clients determine the support that best suits their lifestyle. Having care provided consistently with PAs they know, and for the right length of time means people can attend work and other appointments without waiting for a call from a traditional care agency.

3. To offer and champion a range of accessible volunteering opportunities

Possability People renewed the Investing in Volunteers quality mark after evaluating our evolving volunteering programme. Areas of good practice highlighted were:

- Commitment to the involvement of volunteer, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation
- Committing appropriate resources to work with volunteers
- Being open to involving volunteers who reflect the diversity of the local community
- Developing appropriate roles for volunteers in line with aims and objectives, which are of value to volunteers
- Committing to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm
- Committed to using fair, efficient and consistent recruitment procedures
- Procedures in place for introducing new volunteers to their role and the organisation
- Taking account of varying support needs
- Giving volunteer recognition.

As a respected local organisation, our training and consultancy programme shares best practice in volunteering for disabled people. We ensure organisations understand the difference between supported volunteering and accessible volunteering and we work with them to remove many barriers to participation disabled people have told us they have faced.

This year has been challenging for many of our volunteers. Some felt unable or willing to support to their projects remotely. However, 18 did and we equipped them with laptops, mobile phones and mobile internet.

This year, we received about 2604, volunteer hours, an equivalent contribution to 1.4 FTE staff members, and valued at 24,738 if paid the Brighton Living Wage. In addition to this, our eight trustees provided approximately 1472 hours of support.

Project teams kept in touch with their volunteers so they continued to feel part of the organisation. Many attended remote team meetings and informal get togethers. We made contact with all, sent thank you cards in the summer as part of Volunteer's Week, and delivered of thank you gifts to every volunteer at Christmas.

4. To provide modern, bespoke care and support to disabled people.

Our Care Quality Commission registered At Home service was created because disabled people told us traditional care agencies didn't meet their needs. People experienced many different, unhappy situations, including not knowing who would be arriving to give care, short 15 minutes visits and little choice in activities they could do.

At Home is different because it matches beneficiaries with their own PAs, often recruited directly in partnership with the disabled person. Clients build meaningful, professional, trusting relationships with their care staff, who understand the subtle preferences and nuances needed to provide bespoke care and support. The flexible service means people can move their hours of support they receive to suit their needs, such as receiving care early enough to get to work or late enough not to have to go to bed too early. People have the flexibility to increase or decrease support, so they can consider travelling further afield, taking day trips out and getting on with life in a way many of us take for granted.

5. To give people the tools and support to tackle injustice and discrimination.

Our person-centred, enabling approach, means people have are informed, understand their rights and entitlements and have skills and confidence to challenge injustice or discrimination.

We are members of Brighton & Hove Upstanders Network, which brings together organisations supporting people who may experience hate incidents. It supports a city-wide approach to inclusion and reducing hate crime.

We are members of Sussex Police Disability External Reference Group which ensures statutory services understand the needs of disabled people and how they may be affected by police and other's actions.

Our Community Employment Service is expert in the Equality Act 2010 and its relation to disabled people at work. It trains disabled people and employers about what may or may not be discrimination so people feel more empowered to talk openly, honestly and professionally about their health condition or impairment so know where to go for more support should they encounter any difficulties.

Strategic Aim: To increase the range of options people have

1. To expand and develop services

Constantly finding and developing new ways for disabled people to achieve their potential and improve their lives helps Possability People make our existing services successful and sustainable.

During the pandemic, Possability People identified a need in West Sussex to provide information and support for disabled people.

We worked with isolated disabled people, connecting them to a range of support which they could choose from. This included telephone befriending for regular check-ins, signposting people in crisis to services which could help them immediately, regular online socials, a social media group and a monthly newsletter.

This year, our Community Employment Service has expanded and delivered different programmes across seven sites in Surrey, as well as in Brighton & Hove, Hastings, Bexhill and Eastbourne. We are planning new services for people with learning difficulties.

Volunteers add invaluable capacity to Possability People. This year, we have a volunteer in Surrey while the Advice Centre has provided peer support and buddying activities. Steady and Strong uses a volunteer 'spotter' and GIG volunteers user-test and review accessibility.

Link Back's Early Response Service has developed creative and practical solutions to barriers people face being discharged from hospital.

We have organised deep cleaning and decluttering, building work, new appliances, and pet support.

This service will develop with access to the Handy Person Grant alongside the Hospital Discharge Grant to provide greater flexibility in our support.

2. To raise awareness of what's out there.

We connect disabled people to services, activities and resources in their local communities, which has been vital this year to help people facing Covid-19 related crises.

Our Community Employment Service staff and volunteers have a wide range of up to date local information to meet the needs of beneficiaries. From knowing about digital support through job clubs; 1:1 discussions; support with making phone enquiries or buddying people to appointments. At the start of the year, the team focused on connecting people to crisis services that could support them during the pandemic.

The GIG cascades information through its networks. A monthly newsletter, regular email updates, meetings, and informal social events are shared with disabled people. This was replicated in West Sussex with the Safe At Home project.

Link Back and Right Track research new or use existing knowledge to plan support for their beneficiaries. Information is made accessible so beneficiaries (and their friends, family and other support networks) understand the resources available in their communities. When they become more confident they are more likely to look for opportunities to increase their resilience and connection to the community.

3. To facilitate partnership working.

Possability People are keen to work with and, where appropriate, lead positive partnerships to achieve more for our beneficiaries.

The Advice Centre works closely with other local advice agencies to pool expertise and resources and maximise reach. We provide a fast track support service for the Multiple Sclerosis (MS) Society and members of Money Works partnership. We are members of the Advice Services Network and Advice Partnership. Most recently and in response the pandemic, the Advice Centre has joined the East Sussex VCSE Alliance to work in partnership to provide more support for East Sussex residents.

Link Back has built trusted partnerships with hospital staff supporting the Home First Pathway. The Early Response Service has strengthened these relationships and built relationships with Brighton & Hove City Council teams, including the Hospital Discharge Grant service and Adult Social Care services.

The Community Employment Service works with Job Centre Plus in Brighton & Hove, Eastbourne, Hastings, Bexhill and Surrey. It also works in partnership with a range of colleges, training and other support providers to provide effective referrals which meet beneficiary's needs without duplication. It understands employers and businesses recruitment and retention needs and involves them in service delivery wherever possible.

At Home works with social work teams within Local authorities to promote the benefits of personalised care and with CCGs to promote the use of personal health budgets.

The Payroll and SBA work in partnership with BHCC Children's Direct Payment Teams to ensure direct payments are delivered in a way that provides Direct Payment users with choice and control when directing their own care.

4. To identify gaps in the market and bring the right people together to fill them.

Possability People works hard to improve local service provision so that it delivers what our beneficiaries need to promote their independence. We do this by monitoring local services and activities and look for ways of filling the gaps identified by our beneficiaries. Our Covid response project, Safe At Home, is an example of this.

Disabled people we support told us that while they required personalised care, they didn't want the responsibility of becoming an employer, but there were no other options that suited or understood their needs. At Home was developed fill this gap in the market.

Right Track identified a gap in the market for exercise classes for people living with long term pain or restricted mobility that allowed for progression and development. Through careful research, an opportunity to train staff in a specific technique became available, and our first pilot programme ran successfully towards the end of the year.

We developed participant's digital skills so they could take part in an online class.

We also produced a series of films for our YouTube channel.

Strategic Aim: To have well trained and knowledgeable staff and volunteer teams

1. To work to Possability People's vision and mission

Because our projects and services use an enabling approach, focused on our aims and objectives, we do not drift from our mission and our vision and mission are at the heart of all we do.

Possability People relies less on statutory funding and now fundraises through trusts, foundations, individual and corporate donors. We use individual funder performance indicators (KPIs) to illustrate how our aims and objectives are. This is the responsibility of our Senior Leadership Team, with support from project leads. Performance is fed back through team meetings, staff supervision and appraisal, planning days and volunteer support sessions.

2. To listen and respond to our beneficiaries' voice and their experiences in all we do

Possability People are proud to be a user-led disabled people's organisation. We embrace lived experience at every level, from our trustees, senior management, the entire staff team and our volunteers.

Coupled with beneficiary engagement, we have a unique insight into the experiences of disabled people in our communities and the things that enable them to thrive.

All our projects and services work hard to ensure disabled peoples' experiences are reflected in service design and development. From volunteer input to improve Shopmobility, to a Right Track participant updating us on a new group or activity, every voice is heard. All have the opportunity to contribute.

Our engagement and inclusion work keeps up to date with the needs of disabled people, understanding their experiences in a range of settings.

Teams actively seek evidence of beneficiary experience and ensure the broadest cross section of voices are represented from the GIG membership and shared with the organisation.

3. To commit to learning and developing in their own work.

Possability People ensure its staff and volunteer teams are recognised as experts in their field. All staff and volunteers can and are encouraged to access specialist training related to their roles.

We provide regular in-house training and briefings for our teams so they have up to date and accurate knowledge. We use external trainers to enhance our skills. All At Home PAs receive full training to meet the requirements of the Care Certificate.

This year, staff and volunteers have accessed training in a range of fields including, but not limited to:

- Benefits for Older People
- Disability Confident
- Domestic Abuse Awareness
- EEA Nationals (advanced and standard)
- Emergency First Aid at work
- Health & Safety (levels 1, 2, and 3)
- Income maximisation for older people
- Manual Handling
- Peer Support for Mental Health
- RISE overview
- Safeguarding adults
- Safer people Handling
- Telephone Advice Skills
- Universal Credit (Induction, The Problem areas and Universal Credit from Scratch)
- Understanding autism
- Advanced Behaviour Change
- OTAGO trainer training
- Mental Health First Aid.

4. To be self-aware and regularly reflect on own work

Six weekly supervisions for staff and three monthly supervisions for volunteers, as well as probationary review and appraisal processes, ensure staff have the opportunity to reflect on their working practices. This provides an opportunity for goal and target setting, and to review any training and development needs.

Staff and their managers have the opportunity to discuss how projects and services are meeting the needs of our beneficiaries and what, if anything, can be developed and improved.

5. To achieve and maintain appropriate quality marks for our work

We have renewed our Investing in Volunteers quality mark. Investing in Volunteers (IiV) is the UK quality standard for good practice in volunteer management.

We have achieved the Advice Quality in: debt; employment; health and community care; housing, welfare benefits and disability.

We are a Disability Confident Leader (level 3). We are a champion within our local and business community, our supply chain, and networks. This shows disabled people we are serious about leading the way and helping other businesses become Disability Confident. We have been externally verified by SPECTRUM.

As a Disability Confident Leader, we carefully monitor our employment practices to ensure we are genuinely supporting disabled people. 50% of our staff identified as disabled people, either during their recruitment process or in our staff survey. Disabled people are represented in every level of our staff structure, including the senior management team. Additionally, around 62% of our volunteers and 75% of our trustees identify as disabled people.

We are a Mindful Employer. Possability People has signed the Charter for Employers who are Positive about Mental Health. Mindful Employer provides employers with easier access to information to supporting staff who experience stress, anxiety, depression and other mental health conditions. This year we have invested in training two staff members to qualify as Mental Health First Aiders and subscribed to the Mindful Employer Plus helpline to provide 24/7 telephone support for all staff and volunteers.

Steps to Environmental Management (STEM) is a step-by-step guide to putting an environmental management system in place. Possability People has achieved Blue status: a business with top management support for their environmental programme and has carried out a baseline assessment of their current situation.

Contractors Health and Safety Assessment Scheme. CHAS assesses applicants on their health and safety policy statement, their organisation and how it deals with health and safety and their specific health and safety arrangements. This means everyone will work to an acceptable standard. All members of the CHAS scheme are stored on a database which is accessible by members only.

We are CQC registered. The CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care, and we encourage care services to improve.

We have been awarded the Queen's Award for Voluntary Service.

Our year in numbers and stories

The Advice Centre

The team quickly implemented a telephone rota to cover the main phone number, redirecting incoming calls to their mobiles. This meant they could work remotely during the pandemic.

Appointments shifted to phone, email or Zoom depending upon the people's need. Three volunteers supported the team remotely. The team kept in touch with all their volunteers during the year.

The Advice Centre dealt with 4,545 enquiries during the year, around 3,000 by phone. We have about two referrals a week through the Money Works partnership, while referrals through our MS (Multiple Sclerosis) project vary monthly.

The peer support service trialled through a Henry Smith grant proved unsuitable for most people's needs. Therefore, this year, with agreement from the funder, the team offered support for medical assessments, another beneficiary-identified need.

Personal Independence Payment (PIP) questions were the most common enquiries, followed by questions on appeals, then benefit entitlement checks. Universal Credit enquiries have increased steadily throughout the year. We anticipate a further increase as furlough comes to an end and more people find themselves unemployed and reliant upon welfare benefits.

Support for Mandatory Reconsideration of benefit decisions has increased steadily since December 2020 and the team has re-prioritised time to meet anticipated rises now the Department for Work and Pensions (DWP) is processing them again.

The team coordinated and led a response to the Sussex & Kent Tribunal Users Group ensuring the voice of disabled people is heard effectively within the tribunal process.

Peer support 'buddies' supported clients remotely, 16 clients on the pre-tribunal process and 9 with advice and preparation for medical assessments.

Of the 89 cases we know the outcome of, there were 41 successful applications, 27 successful appeals and eight successful tribunals. Only 13 were unsuccessful. We can only report on beneficiaries who have provided this data.

Still, for the 76 people who reported an increase in income as a result of our support, this amounts to £481,959 per annum (£9,268 per week).

We rely upon clients reporting this information to us. However, it is worth noting that the DWP still has a considerable backlog, meaning we may not know the outcome until many months after we supported someone.

100% of people completing a questionnaire after receiving Advice Centre support report that they feel:

- More confident about dealing with their benefits situation
- Happy with the information provided to them
- Satisfied we met their access requirements
- Understood and supported by the team

Advice Centre Story

L has uncontrolled seizures throughout the day which last anywhere from a few seconds to a few minutes. He is a young man living with his parents. During a seizure, L will become very disorientated and may lose bladder control. He can't travel unaccompanied outside of the house, prepare or cook food, or even bathe without supervision.

Not only is this a physically stressful situation, it also harms L's mental wellbeing. He relies upon his family for encouragement and support to take medication and manage day-to-day tasks such as washing, dressing, and eating.

L's mum made an application for Personal Independence Payment, and submitted medical evidence dating back to childhood. This included reports stating the uncontrollable nature of the seizures, the very low likelihood of the condition changing, and evidence to support the impact on his mental health.

L was required to attend a medical assessment. An award was made of 8 points for mobility and 0 points for daily living. L's mother contacted us at this point to support her to challenge the decision.



We produced the official documents for appeal, and gathered supporting information describing the grounds on which it was being made.

We also contacted L's GP for further medical evidence. Once L and his mother agreed with the case we had produced, we submitted it to the Tribunals Service.

Within two weeks, the DWP contacted L. He was awarded 17 points for daily living and further points for mobility.

L now receives the enhanced PIP rate for his daily living and mobility needs and it has been awarded for five years.

100%

More confident to deal with their benefits situation

Happy with the information we gave them

Satisfied we met their access requirements

Felt understood and supported by the team

Community Employment Service

The Community Employment Service supported 318 people this year, providing long-term, personalised support to move towards work.

We delivered 12,675 contact sessions, 175 workshops and 58 courses through the year. 49 people started work, 31 people started volunteering, and 18 began further education.

Finding and securing work has been significantly more challenging this year, as the impact of Covid-19 on the labour market has been substantial and competition for every job is fierce. The effects of the pandemic and measures to control its spread have impacted our beneficiaries, increasing or exacerbating feelings of isolation and requiring support to stay well and resilient. The team connected people to external support for crisis prevention, provided workshops, tools and one to one support to navigate peoples' challenges and ultimately support them to move towards work.

Projects delivered this year were Get Set Surrey, Get Set Opening Doors in Brighton & Hastings, and our new youth project, Get Set Get Connected in Bexhill, Hastings and Eastbourne.

Get Set (Surrey)

We completed the successful delivery of the Get Set programme in Surrey. A grant from the Surrey Community Foundation enabled us to continue working with beneficiaries until December. As a result, 40 people were supported through the project.

We continue to change people's lives as they move towards employment. Participants create strong CVs and cover letters which showcase their skills and experience in a way they understand and can talk confidently about.

Participants create Wellness Action Plans to learn how to manage their health when they return to work including any reasonable adjustments or in-work support that would help and acknowledgement of what they need to do for themselves to remain well, resilient and thrive. Participants build communication skills, create strong support networks and gain confidence in setting and achieving goals. Our approach wraps support around people, fully recognising their situation so we understand the barriers they face and can enable them to identify and take necessary steps to overcome them.

Holistic support is essential for building trust and enabling people to make long-term lasting change. We regularly provide signposting - crucial this year, particularly in the early stages of the pandemic. People were supported to access emergency food provision, financial support and mental health support amongst other things.

Get Set Opening Doors

Get Set Opening Doors (funded through the National Lottery) continued throughout the year in Hastings & Brighton & Hove. 183 people were supported across the two sites, and we offered the full range of Get Set support. Long term, personalised and holistic support enabled people to build skills in managing their health, employability skills, communication and confidence.

	Hastings	Brighton & Hove
Number of Participants	101	82
Contact Sessions delivered	4,728	3,693
Workshops run	52	52
Courses run	18	18
Course Completers	56	65
Outcomes		
Work	18	16
Volunteering	10	14
Further Education	6	8



Photo courtesy of allgo-an-app-for-plus-size-people-39qdb4V84YI- from Unsplash

Get Set Get Connected

Our new youth project in was delivered in Bexhill, Hastings & Eastbourne. The project works with young people with a health condition or impairment, primarily mental health and neurodiversity, aged 18-24. Funded through the DWP, it launched in all three Job Centre Plus (JCP) sites in October and is already delivering significant outcomes for its beneficiaries.

This programme builds on the success of Get Set. It adds an opportunity for participants to design and deliver a community project of their choosing. It overcomes the health barriers faced by young people who also have no sense of belonging. In addition, it aims to reconnect them with their communities, so they feel less alienated.

(October – April)
Get Set Get Connected East Sussex

Number of Participants	95
Contact Sessions delivered	1,940
Workshops run	26
Courses run	10
Course Completers	42
Outcomes	
Work	11
Volunteering	5
Further Education	2

We monitor and track beneficiary progress in various ways and report the following achievements related to our beneficiaries this year.

100% of beneficiaries reported an increase in all outcomes measures during their time with the programme, with the exception of our aim to reduce social isolation. While 92.5% of beneficiaries did report an overall significant reduction in isolation, our success in this area was not as high this year as it has been previously. From talking to our participants this is because of the Covid-19 pandemic. We will continue to monitor this alongside all other outcome areas.

“They’ve helped a lot – I’ve a lot to be worried about but I’m not hiding and not withdrawing, and for me that’s a very big change. I truly believe I have Possability People to thank for this, and honestly, it’s a gift. Because I can recover”

“I’m grateful to you for keeping in touch with me, as the current national need to stay at home reminds me of feeling isolated and pressured as a child. It gives rise to some painful emotions and, ironically, even isolating myself further”

“Possability People have been great in getting me to feel more comfortable entering a group situation, sitting in that environment and eventually to speak up and use my voice, which has allowed me to learn some great things such as coping mechanisms. And to also realise that I have more skills than I thought for example transferrable skills which will be so helpful as looking for work to add to my CV and to try and help boost confidence. It helps having regular safe place that you know you can attend and talk if you want to and just feel OK for the time you are there”

Our referral partners also fedback. RC from Together Co Social Prescribing says

“I have found it very easy to make a referral to your service and I have found that referrals are picked up and responded to very quickly. It has also been very useful to have regular updates for you on referrals I have made, thank you. Most of the clients I have referred to you need a lot more support than a standalone CV course or interview skills workshop, and I am confident they will get this support from your service because it’s clear you work in a holistic way and tailor the support to each individual client’s needs, I think it’s a brilliant service and regularly tell clients and colleagues about it.”



Get Set Get Connected Outcome Measure	Percentage of participants recording positive change	Average start score from 1 - 10	Average end score from 1 - 10	Uplift percentage
How confident do you feel about finding & starting work?	100%	2.97	7.02	136%
Do you feel you are ready and have the skills you need to start and sustain work?	100%	3.16	7.02	122%
How high or low is your self-confidence and self-belief?	100%	2.77	6.64	139%
Do you feel connected to your community?	100%	2.23	5.53	148%
How Isolated do you feel?	92.5%	6.69	3.36	-50% (decrease in feeling isolated)
How confident do you feel about managing your health in work?	100%	2.38	6	152%
Do you feel you have the right skills to manage your health in work?	100%	2.30	5.92	157%
Do you know the difference between mental health and mental well-being?	100%	2.46	7.07	188%
Do you feel that you have good mental wellbeing?	100%	2.23	6.61	197%
How confident do you feel about applying for and getting a job?	100%	3.5	7.375	111%
How confident are you that you have the right employability skills to get a job?	100%	3.75	7.875	110%
How confident are you that your CV and cover letter are strong and re-lect you, your skills and qualities?	100%	3.5	8	129
How confident do you feel that you know what to do in an interview?	100%	3.875	8.125	110
How confident do you feel about your digital employ-ability skills?	100%	4	8.4	110
Do you have the right digi-tal and IT skills to find em-ployment?	100%	3.222	7.15	122
Do you feel you have the right documents to find employment?	100%	3.933	8.566	118
How confident you feel about your digital and IT skills?	100%	4	8.4	110
How confident do you feel managing your Universal Credit account online?	100%	4.444	9.4	112



Get Set Opening Doors story

K was referred to us by Southdown Supported Employment Team who had provided as much support as they could. When we met K we learnt about his situation, including his health and the severe mental health impairments he'd experienced, but which were now well medicated. But, they had left a lasting impact on his self confidence and self-esteem, as well as some anxiety.

K also told us of a mild learning disability requiring support with forms, paperwork, communication and comprehension.

K felt hopeless and wanted to give up work searching. He also had some misconceptions about the way he was perceived and possibly discriminated against by employers.

As we got to know him, it became clear his expectations needed to be managed. Difficult conversations were carefully handled to encourage him to see how others might view him. He was open to this and found our tools and resources helpful. We worked on building confidence, self-esteem communications skills and interviews preparation. He joined our employability skills course and wrote a strong CV, as well as prepare for job applications. He began to understand why his applications hadn't worked in the past.

We supported K to stay motivated through lockdown. The work he was interested in was not available during this time but we kept him positive and he continued his self-development to be ready once things opened up again.

As lockdown lifted, we supported K with application forms, tailoring his CV and cover letter for available roles. The goal was to move into commercial cleaning, so we supported him to complete a COSHH course at college.

K successfully applied for a job at a college. After the interview, K called us to say thank you because the interview prep we had done was "spot on." He was offered the job the next morning, and because he was confident in disclosing his health impairment during the interview, his new employer supported from the start.

K started work with a Wellness Action Plan able to start work with all the right support in place, leaving him well placed to sustain. His employer also received a Wellness Action Plan template for other employees.

K says "I had been a Get Set client for 8 months when I found work, after 3 years of being on other services, waiting and no hope. They helped me to make a great CV and cover letter, which I'd never had, and interview skills. When I was low, they picked me up not only with their kindness and understanding, but also the tips on staying well and healthy which they sent through the post (extremely helpful). I almost gave up looking but they would not let me and now I work part time, ten hours a week. Fantastic.

My message to people who are serious about finding work? Go to Possability People's Get Set Opening Doors and you can achieve what I have.... Possability People are absolutely fantastic".

Get Set Get Connected Story

A was anxious. He had been in a relationship which had recently ended and felt they had lost touch with friends.

He'd completed a Level 3 Sports course at college, but had lost interest in sport and was looking for a role where he could work nights or away from the public.

We encouraged A to contact his GP and referred to him to Health in Mind to access talking therapies.

We worked on building A's coping strategies to a point where he could choose whether or not to interact with people.

A got a work trial at Tesco for 7 hours a week. He was hoping the shifts would start early in the morning so he had less time to get anxious, and there would be fewer people about. We supported A to prepare for the interview, and he got the job. The role was a mix of back-of-house and shop floor, dealing with the public, and some team working. We encouraged A to use the coping strategies, tools and resources we'd developed.

A didn't know how to talk to his manager about his condition so he joined our Working Well course, where a symptom tracker was developed and coping mechanisms explored.

He completed a Wellness Action Plan which he discussed with his manager. He explained what needed and how he supported himself. There was an instant change in his manager, who started to take more time to explain things in detail. A felt more confident and accepted more shifts. He is now working full time.

He is also considering his future career and takes more time and care with his appearance. He has reengaged with sport and wants to join a local football club.

Together, we have looked at university courses on sports psychology and supporting roles, and training that might require. A has been in touch with his college tutor to discuss career plans and ask for a reference for university.

He considers the job at Tesco as a helpful stepping stone towards building a career.

The Get Involved Group (GIG)

The Get Involved Group (GIG) is our user involvement group. It provides a platform for people with a lived experience of being disabled to have their voice heard on things that directly affect them.

Our members identify issues and help plan solutions to improve services and accessibility for everyone in Brighton & Hove. Stopping face-to-face group meetings and moving online was a significant change this year. At the start of the pandemic, the GIG checked its members had support for their day to day needs. It offered ongoing phone support for people most at risk of isolation, making weekly or fortnightly calls to isolated disabled people across the city.

The monthly newsletter became a source of accessible information for disabled people. Posting hard copies for members not online was vital. Many digitally excluded disabled people reported they couldn't get the information they needed because "everything is online now".

We ran regular social events via Zoom. While this didn't replace face-to-face engagement, it was a safe alternative and allowed disabled people to come together and talk about issues they were facing. It also provided an opportunity for professionals to share information or seek views and led to the establishment of a focus group of disabled people, Public Health staff and Brighton & Hove City Council staff, giving disabled people the chance to hear from question to them.

Emergency Covid-19 funding enabled us to offer support to isolated disabled people in West Sussex. Safe At Home launched in direct response to the pandemic and connected with isolated, vulnerable disabled people. It offered a range of support options, including regular or ad-hoc calls, signposting and referral support to other services, regular newsletters, social media groups and online socials.

400
telephone calls to
isolated people

12 newsletters

Lots of
Zooms

The project supports 45 people, many with very complex needs, and prevented crisis escalation for several members, especially those with deteriorating mental health. The project provided 400 contact calls, usually lasting around an hour, and engaged with people via email or post.

Towards the end of the year, the GIG began to focus on partnership work, developing relationships with Brighton & Hove City Council's transport and parking departments. As a result, an effective network and trusted working relationships have developed across a range of departments. Queries from disabled people are now investigated and resolved more quickly because of increased trust between partners.

We have developed meaningful consultation with disabled people, as individuals and as groups and people can see the difference their voice has made to a wide range of stakeholders.

The Disabled Car User Advisory Group is a new partnership with the council's parking department, allowing blue badge holders and other disabled people regular opportunities for discussion and recommendations to be made about parking in the city. Disabled people are now consulted at the design stage of developments rather than fighting against something already completed. For example, tranche 2 of the Active Travel bid involved disabled people far earlier.

We conducted a full accessibility audit of the Phase 3 plans for the Valley Gardens Development where key findings included identification of danger or obstructions for immediate remedy, some temporary mitigations for work in progress and suggestions or improvements for the final scheme. The report was extremely well received by the council, with actions already taken forward and other accessibility audits have already been commissioned.

Safe At Home story

H, a lady in her 50s from Mid-Sussex, had been involved in other Possability People projects. With several complex health issues - PTSD, MSK conditions, neurological impairment, speech and language challenges and other mental health conditions, she shielded during the pandemic. She found leaving the house very challenging before it started. Many of her family members and close friends also have health concerns, adding to her stress and she was grieving the recent loss of her mum.



Safe at Home sent her the monthly newsletter and an experienced volunteer rang her every week. She has a range of professional, medical and peer support, but each of these tended to focus on one area.

Having a named, regular caller made a big difference and gave her space to talk about whatever had bubbled up that week or was on her mind.

Over time, she has built up trust and rapport with the volunteer. The calls can alternate between being friendly, light-hearted conversation to more serious matters without concern.

When appropriate, the volunteer provided information on other useful support services.

She has told us this service has been "invaluable in getting me through this time, I'm really grateful."

Link Back

Covid-19 has had a significant impact on the way people have lived over the past year, particularly for people required to shield and unable to access their usual support services and networks.

The changes needed in hospitals to respond to the national crisis free up beds to cope with increased demand and prevent cross-contamination exacerbated the problem. Link Back saw patients discharged home much earlier than usual, without support in place for their ongoing recovery.

In line with government guidelines, we stopped home assessments, instead providing support by phone. Not assessing support needs in someone's home made it harder to see what was going on and plan support. So the Link Back team spent more time working closely with social workers, therapists, and care agencies to gain additional information.

Link Back combines access to hospital discharge funding so vulnerable patients can be safely discharged from hospital, with ongoing, person centred support (through link work), so they become more independent and can recover.

Working closely with community health and voluntary sector services supports vulnerable people leaving hospital and reduce the likelihood of readmission.

The Link Back's Early Response Service, coordinates Brighton & Hove City Council's Hospital Discharge Grant. Having a suitable home is essential for good health and wellbeing; when people are unable to leave home this is more important. Where many beneficiaries were shielding at home, their poor housing conditions became more apparent.

440
referrals

288
hospital bed days
saved for the NHS
(estimated)

With support from other team members at the start of the pandemic, Link Back contacted 200 former clients considered at risk of isolation, to make sure they had appropriate support. Information packs were sent out if required.

- 440 people were referred to the service.
- 144 people were supported through access to Hospital Discharge Funding, enabling them to return home more swiftly and safely
- 309 people were supported to access community based services to support ongoing recovery health and wellbeing
- 150 supported referrals and 253 signposting recommendations were made
- We saved an estimated 288 hospital bed days for the NHS with an indicative financial saving of £115,200

Other Covid-19 challenges included unsafe discharge, self-discharge or admission refusal. People concerned about the risk of getting Covid-19 in hospital discharged themselves before they were ready. Hospital staff under pressure to free up beds also sent people home earlier than ideal. As a result, the Early Response Service had to commission contractors at very short notice.

The rapid closure of many one to one and mobile services required the team to collaborate with community and voluntary sector organisations and Covid-19 hubs to find alternatives. Increased pressure on hospitals often resulted in limited referral information given adding to the difficulties in making assessments.

Despite the challenges, both services provided effective and appropriate support throughout the year. A highly responsive and flexible service has been provided, in partnership with a broad range of organisations. We ensured appropriate information was available, including a leaflet translated into 20 common languages to explain the services for non-English speakers. The Early Response Service also supported more younger disabled people with complex health and support needs so they could return home from hospital safely.

We made supported referrals so people could access to a range of services, including home help and PA support, befriending or ongoing one to one support, and disability or benefits advice.

Other critical interventions included referrals to Adult Social Care and Access Point, emergency shopping, medical, GP or pharmacy, Hospital Discharge funding, housing support and mobility technical equipment.

Gaps in current services have reported them to the CCG and we hope this will provide opportunities for expanding the service.

We developed new partnerships with HealthWatch, Hospital Discharge Service (HOPS), Sussex Interpreting Service, BHCC housing adaptations, the social prescribing network, the Falls Prevention Steering Group and the Early Intervention Steering Group.

Cidem Ford, from the Medical and Surgical Occupational Therapy Team at Brighton & Sussex University Hospital, describes the service as:

"...an excellent service that provides a much needed link between the hospital and the community and helps smooth transition for patients from the acute sector back to their homes.

"I have worked with the Link Back team during my time in Responsive Services and at Craven Vale Inpatient Rehabilitation Unit, and they are kind, caring and very efficient with a vast amount of knowledge which we health care professionals can tap into.

It is one of the best services I have come across and much needed to keep our vulnerable patients supported in the community, promoting their independence and wellbeing and preventing social isolation and deterioration of health."

Link Back story

M, 64, was referred to the service for help with shopping and cleaning. She had turned down a care package because she didn't want many people coming in and out of her home.

She was recovering from spinal surgery and had been diagnosed with terminal cancer.

Her flat was at the top of three flights of stairs, and she could only get to it slowly with lots of help. She was overwhelmed, exhausted and in increasing debt.

We referred her to the Early Response Service for an emergency food shop, paid for through the Hospital Discharge Grant.

We made a referral to Macmillan for benefits advice and support with fuel poverty and helped her set up a shopping service to pay by debit card on the phone or on delivery.

We referred her to a volunteer organisation called On Hand for regular support to take her rubbish down to the communal bins and provide ad-hoc shopping or prescription collections if she needed them.

M became less anxious, particularly around shopping. The emergency food parcel took care of one of her basic needs, allowing her to focus on recovery and the other matters she needed to tackle.

Her risk of falls and fly infestation were significantly reduced with her rubbish being regularly taken downstairs for her.

M could also have additional shopping support if she needed it; she felt much more independent.

M was assessed as eligible for Personal Independence Payment, which she was supported to apply for, further improving her financial situation.



Early Response Story

K was referred to the Early Response Service by the Royal Sussex County Hospital's Hospital Responsive Services Team. His next of kin had raised concerns about his home which didn't have a functional kitchen, toilet or bathroom. And they were worried about the safety of the electrics, plumbing, a possible rat infestation and a lot of clutter.

Our Early Response Service worker contacted K while he was in hospital and discussed what support we could be offer, and we got his consent to go and have a look at his home.

We took an electrician with us who was worried about the wiring and out of date equipment. Damp also made it dangerous.

The Hospital Discharge Grant funded clearance work and a deep clean, declutter, and extensive rubbish removal. A condemned washing machine and cooker were removed, along with the bed frame, mattress and furniture which wasn't usable. The kitchen and bathroom sinks were repaired, and floorboards replaced in the bathroom. A new immersion heater was installed.

A referral to the Mears Home Improvement Agency Handyperson Grant was made for a full rewire. A new double mattress was also purchased.

K is slowly regaining his confidence, and with support from family, relearning how to manage household chores. Work pressures and money worries, exacerbated by Covid-19, brought things to a head. Then he had a stroke leading to his admission to hospital.

K isn't embarrassed about his home now and motivated to find support for other areas of his life.

He is trying to improve his work life balance and focus on being well.

Ashley Harper, Social Worker at the Hospital Responses Services Discharge Team says

"Many patients that come into the hospital are at crisis point but their social situation or home environment evidence a decline in being able to manage for several months if not more. Possability People both support with immediate practical tasks to get these individuals home – and follow up with support to help find services or provide advice to promote patients to stay at home as independently as they can. I have also called as a professional for advice and they've been incredibly helpful in terms of problem solving, signposting, or gathering information to support patients home."

MSK Social Prescribing

We provide social prescribing to support clinicians at Sussex MSK partnership. We signpost MSK patients to services who can facilitate behaviour change to improve their health.

The service was designed to be co-located at three clinics in Brighton & Hove and West Sussex. Technical issues at Sussex MSK Partnership meant the team were unable to access the clinical systems they needed so they were unable to work remotely. They were redeployed to support Covid-19 efforts across the organisation.

In May, when some Covid-19 restrictions were lifted and a reduced capacity service opened, a member of the team attended the clinic. Eventually, in July 2020 the team was provided with remote access and the full clinical support service resumed.

The majority of referrals were for people wanting to become more active, but the service saw a significant rise in the number of people presenting with mental health concerns, either worsened or resulting from the ongoing pandemic and subsequent lockdown measures.

To meet the needs of this changing cohort, the team took mental health training to refresh their skills and knowledge.

The team attend multi-disciplinary team meetings to promote the service and talk to practitioners about how and when to make referrals. This also provides opportunities for feedback on cases and updates on outcomes.

Providing remote phone service support worked well. It reduced beneficiary's need to travel and enabled them to talk about sensitive subjects in the privacy of their own home.

Many commented on the convenience of telephone contact; many on the financial and physical challenges of getting to a clinic, particularly in rural areas.

We are in discussion with Sussex MSK about the benefits of a future mixed model of delivery and other more flexible opportunities and additional follow up.

MSK Social Prescribing Story

S had been dealing with a stressful period at work, describing it as horrendous. She had been working nine-hour days hunched over a computer, exacerbated the restricted mobility and neck pain. She had been planning to change career, wanting to work with horses but was feeling stuck, unmotivated and finding it hard to focus on the online module she was studying.

We explored different approaches to learning to help her re-engage with the course.

She agreed to practice her daily exercises and find a more appealing course module.

When we followed up with S, she was still working on exercises to improve her mobility and range of movement, which was getting better.

She was already two thirds of the way through a new study module and more motivated.

An Advanced Physio Practitioner reports:

"I've been singing the praises of the social prescribers since they started.

We [physiotherapists] only have so much time with a patient so cannot spend enough time around signposting and support... the [social prescribing] service has been responsive and always helpful."

Steady and Strong



Originally called Steady On and run as an in-person strength and balance class before the pandemic, Steady and Strong is now a virtual weekly class, run in 10 sessions.

Currently on its third run, it has 35 participants. A volunteer supports the class, making sure the instructor knows about any technical difficulties and starting conversations at the end.

Many participants needed support using Zoom at the start, so the team provided support for everyone who needed it. The acquisition of new digital skills is an unexpected and several participants have now used Zoom to speak with their friends and family, something they were unlikely to have otherwise done.

Moving the class online also removes geographic limitations. And people who experience social anxiety about in-person groups can join with their camera off, something lots of participants from across Sussex have welcomed.

The team has created a series of Steady and Strong YouTube films so those who cannot take part in the class can still participate in the exercises. The social prescribing team have made use of these by signposting people to them. The feedback on these videos has been positive. "It felt like I was doing them [the exercises] along with you, you were almost there in my living room with me!

"You were so clear and explained them [the exercises] so well. I really enjoyed them. I'm going to make my husband do the video with me next time!"

Social Enterprise

Possability People: At Home

Possability People: At Home enables disabled people to stay independent and safe at home. It is registered with the Care Quality Commission.

It provides a bespoke service that gets to know its clients' needs, preferences, and aspirations, and designs care packages to meet them. Its skilled staff provide a wide range of support including domestic duties, personal care, medical care, medication management and community support. It operates across Brighton & Hove, East and West Sussex.

The service is particularly helpful for people who receive Personal Budgets or Direct Payments who don't want the burden of being an employer, but who do want the flexibility traditional home care agencies can't always provide.

At Home can support people with age related impairments, complex mental health, learning disabilities and physical & sensory impairments and can provide 24 hour support for people with very complex care needs.

The team continued to work during the pandemic. Some clients chose to receive their care and support as usual while closely following guidelines around PPE and other safety measures. For others, the team adapted their support with PAs providing doorstep delivery of food, medication and a socially distanced conversation instead of going into the home. The critical factors in each case were the needs and preferences of the beneficiary.

100%

of our clients feel our care is personalised to meet their needs.



As the pandemic guidelines changed throughout the year, the team implemented effective systems to provide and monitor Covid-19 testing, PPE delivery and distribution and, more recently, vaccinations.

Weekly PPE supplies are monitored and appropriately stored. Orders are placed via the NHS portal. The team complies with the Department for Health and Social Care daily Capacity Tracker questionnaires, updating cases, capacity, testing, and vaccines.

The team has continued expanding and offering new care packages and increasing the number of beneficiaries they support despite the inevitable curtailment of service due to the pandemic.

We have surveyed our beneficiaries to determine the effectiveness of the service. All who responded to the survey confirmed it is flexible enough to meet their needs and are dealt with by staff courteously and professionally.

100% of beneficiaries agreed that their care was personalised to meet their individual needs and interests and improve their quality of life. They all agreed that staff listen to what they say, treat them with dignity and respect and are caring and responsive.

Everyone stated the service gave them space to talk things over safely and confidentially, that care and support were consistent and that they feel safe when using the service.

Possability People at home

We conducted a mock CQC audit of the service this year, which shows where the service is performing well and where we could make improvements. As a result, a development plan has been written and the team are now implementing its recommendations.

Billed hours have steadily increased each month, with February 2021 being the best month since the service began. While assessments have fallen because of the pandemic, we are confident the service will grow as Covid-19 vaccines are administered.

This year the service registered with East Sussex County Council's Support with Confidence scheme, necessary for our service development in the county next year. We have been approved by East Sussex County Council's Approved List to provide an accommodation based "Supported Living" scheme. This will allow collaboration with partner organisation, Zetetic housing.

At Home Story

P was referred to At Home by their social worker during the first lockdown. P was very lonely and had not left their flat for over two years; there were concerns around her mental health, including depression and anxiety and recovery from alcoholism. In addition, the social worker had concerns P wasn't eating or drinking properly and reported them contacting the GP and mental health team almost every day, to tell them how depressed they were.

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Due to P's mental health, it was not possible to assess via Zoom or phone, so after a full Covid-19 risk assessment, a team member went to their home. The social worker also attended the assessment. An in-depth conversation was had about her anxieties, the best ways the team could provide support and how quickly the service could begin.

During the set-up phase, we called P regularly to update her and kept her social work updated and informed. This helped to ease some of P's concerns.

However, in the first few weeks, P found getting to know the PAs quite challenging. Still, she persevered and was able to call the office for reassurance and support whenever she needed it. Now that P has a routine with three PAs, she is thriving.

She has a different relationship with each PA, who all support her with various tasks. P now has support with cooking, goes out to the local shops, goes for walks and has pampering sessions at home.

Both P and their social worker have reflected on how positively life has changed in a short time since using the service.

Without a consistent source of accessible, reliable information for disabled people, our Payroll and SBA customers turned to us. Each time guidance changed, or the government or NHS rolled out new information, we received enquiries from confused and uncertain disabled people not knowing where to turn.

For example, at the start of the pandemic, disabled people needed to know if it was safe for their PAs to come into their home to provide care. It was unclear if they were expected to provide PPE for their PAs or how they should pay for it.

Many needed support to provide their PAs with letters justifying their role as key workers, or support to access PPE and vaccines. The team worked tirelessly to source and share appropriate information throughout the year and put many minds to rest when all other information sources could not respond.

Possability Place



Our accessible venue, Possability Place, is usually used for training, meetings and events.

This year, all the regular groups and people who hire the space to deliver activities have not been operating.

We have reached out to the community to explore Covid-19 secure opportunities to enable people to use this asset, resulting in some hires during October, November, and December.

This allowed two groups to meet socially distanced and safely, enabling services to be delivered to our local community.

We also used the site as a collection and delivery base for our PPE provision to disabled people. Using a grant from Barclay's Bank, we purchased and distributed PPE to disabled people who use our Payroll and Supported Bank Accounts service. Possability Place provided a safe and accessible point for disabled people to collect from.

Shopmobility

Our traditional Shopmobility Service was unable to run for most of the year, closing in line with "non-essential retail" at the start of lockdown. As restrictions eased during the summer months, the service was able to open again and switched to a completely contactless service, with new cleaning and collection regimes.

One volunteer single-handedly kept the service going even when we could not offer hires.

They attended the site weekly to clean and charge the scooters and prevent deterioration.

During lockdown, we were able to offer some hires, particularly to people whose own equipment had broken down and we encouraged people to contact us if throughout the year if they needed a scooter in case we could safely support them

During months where restrictions were relaxed, and the full service could operate, there were **59 hires.**
44 people accessed this service.

Payroll and Supported Bank Accounts

Our Payroll and Supported Bank Account (SBA) service alleviate the administrative burden of managing the responsibilities of managing staff when receiving a Direct Payment. This service is relied upon by many disabled people. This year, the team supported a total of 733 people.

The Payroll & SBA team have had a particularly challenging year as a result of the pandemic.

The staff team moved to home working, but their volunteers were unable to provide remote support. Additionally, the team found themselves at the frontline of a deluge of enquiries from disabled people trying to understand new Covid-19 rules.

773
people have benefited from using our Payroll and Supported Bank Account service.

Shopmobility Story

S contacted us when his powered wheelchair broke down. He used it mainly at home, but sometimes when he needed to get out and about.

Even though S lived outside our traditional area, and the Shopmobility service was closed, we didn't want to leave him without equipment. Therefore Covid-19 safe delivery of a powerchair was made to S's home, which enabled him to stay independent.

Given the situation, we relaxed the rules of our delivery area and relaxed our usual hire length, enabling S to keep the hired chair until they were able to use their own again.



The Future

1. Provide stability across our services and develop our footprint.

- Continue to demonstrate impact in every area in which we work with disabled people
- Continue to build strategic relationships across the region
- Work with commissioners and communities to understand additional needs and how they can be met
- Work to increase our offer in each locality within our footprint, ensuring equity of support throughout.

2. To effectively respond to, and recover from the COVID-19 pandemic.

- Ensure projects and services continually adapt in order to deliver within guidelines for controlling the virus
- Ensure staff and volunteers are able to work remotely safely and effectively, and are supported to return to offices when possible
- Identify emerging needs from our beneficiaries and develop services to meet them
- Help prevent crises in communities both as a result of the pandemic and the measures put in place to control the spread of the virus.

3. Explore opportunities to develop new projects and services that fall within our mission and charitable objectives to meet emerging and unmet needs of our users.

- Continue to work with our beneficiaries to identify areas of unmet need
- Continue to explore different delivery models to find news to enable disabled people to live independently, with dignity and without prejudice
- Continue to build strategic relationships across the region to identify opportunities for collaboration to better meet the needs of disabled people

- Continue to strengthen the voice of disabled people in strategic conversations and ensure their voices are heard in any discussion about meeting their needs.
- We will continue to work with our users to understand areas of unmet need, and explore opportunities to address these to ensure we are developing services that are sustainable and meet the needs of our beneficiaries.

4. Further raise the profile of the organisation to build the business.

- Continue to raise our profile and develop relationships and opportunities across the region
- Develop targeted outreach programmes through each of our projects to promote our charity with partners across the region.
- Continue to support our community fundraisers and encourage more to support us
- Enhance our social enterprise activity through targeted relationships and the development of partnerships.

Financial review

The most significant event during the reporting period was the COVID-19 health emergency. The charity withstood the financial pressures arising from the Coronavirus pandemic, successfully applying for a range of COVID emergency support funding from various sources. There was benefit too from a significant reduction in non-payroll expenses, in particular venue hires and travel costs. In addition, the company has been available to recover nearly £30,000 through the Coronavirus Job Retention Scheme for staff on furlough. The additional funding and reduced expenditure have offset any income lost as a direct result of the pandemic.

The other major and ongoing uncertainty arises from the decade long squeeze on budgets in the public sector. This has the potential to reduce or cease funding for some of our core projects. We continue to provide funds for these through surpluses generated by social enterprise activities; our Payroll and Accounts Service and At Home care agency. Also, we have established a successful fundraising function primarily through bids to Trusts and Foundations.

The principal sources of our income are shown in notes 3 to 5 to the financial statements. Incoming resources during the year increased to £1,493,625 (2020 - £1,228,493).

Our results for the year show an overall surplus of £102,645; £75,331 from restricted funds and £27,314 from unrestricted funds; (2020 - total deficit of £(75,669), of which £(53,651) from restricted funds and £(22,018) from unrestricted funds).

A transfer to some restricted funds of £7,018 (2020 - £22,319) was required. The final result was an overall surplus of £20,296 (2020 – deficit of £(44,337) to unrestricted funds.

Going Concern

At the time of publication, there is no reason to conclude that our current funds flow will fail to cover the cost of our activities over the 18-24 months from the balance sheet date of 31st March 2021. Consequently, we have no Going Concern issues to report.

Reserves policy

Unrestricted funds held at the year-end were £169,549 (2020 - £149,253). Tangible fixed assets have been written down to £nil, (2020 - £2,603). Therefore, the free reserves as defined by the Charity Commission were £169,549, (2020 - £146,650). The Management Committee has examined the charity's requirements for reserves considering the main risks to the organisation. It has established a target for unrestricted funds held by the charity to be 3 months of expected expenditure. Monthly budgeted expenditure for 2021/22 is £100,000 approximately and therefore the target is £300,000 in general funds. The present level of free reserves available to the charity therefore falls short of this target level. Although the strategy is to continue to build reserves through planned operating surpluses, the Management Committee understands the target range may not be reached for at least five years. In the short term the Management Committee has also considered the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Restricted funds held at the year-end were £114,991 (2020 - £32,642). These funds can only be used for specific purposes as defined by the funders.

The Advice Centre was funded by The Henry Smith Charity, Edward Kleinwort Trust & Brighton & Hove City Council, to provide an advice service for disabled people. At the year-end a reserve of £20,330 (2020 - £22,598) was carried forward.

Get Involved Group was funded by Brighton & Hove City Council and Brighton & Hove CCG. The Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them. Emergency Covid-19 funding from the National Lottery Community Fund enabled us to offer support to isolated disabled people in West Sussex. Safe At Home launched in direct response to the pandemic and connected with isolated, vulnerable disabled people. Overall, a deficit of £(2,556) (2020 - £(15,810)) was incurred on this activity requiring a transfer from unrestricted funds.

COVID-19 Community Relief was funded by Barclays Charities Trust to cover PPE distribution to our client groups. This fund will be ongoing as the world experiences further waves of infection from this virus. A reserve of £77,408 was carried forward, (2020 - £nil).

Reserves policy

(continued)

The Get Set Opening Doors service is funded by a successful bid to the National Lottery Community Fund. This will see the charity receive almost £400,000 for a four-year programme to support disabled people into work, volunteering or training in Brighton, Hove and across East Sussex. In the current year a deficit of £(4,462) (2020 - £(647)) was incurred on this activity requiring a transfer from unrestricted funds.

Sport England provided additional funding for our MSK Social Prescribing service as part of the Right Track project. At the year-end a reserve of £1,344 (2020 - £1,261) was carried forward.

Link Back is funded by NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions. At the year-end a reserve of £3,147 (2020 - £nil) was carried forward.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. At the year-end a reserve of £12,762 (2020 - £8,783) was carried forward.

Responsibilities of Board of Trustees

The trustees, who are also the directors of Possability People Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

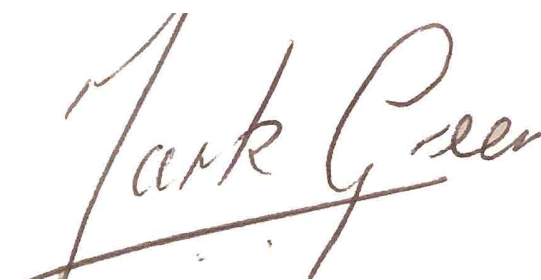
In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities' SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditors

The Directors who held office at the date of approval of this Directors report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditors are unaware; and each Director has taken all the steps that he ought to have taken as a Director to make himself aware of any relevant audit information and to establish that the Company's auditors are aware of that information.



Mark Green
On behalf of the Board of Trustees

Dated: 27 July 2021

Independent auditors' report to the members of Possability People limited

Opinion

We have audited the financial statements of Possability People Limited (the 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2021 set out on pages 48 to 63. 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 group's and the parent charitable company's affairs as at 31 March 2021 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the Financial Reporting Council'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 group's and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the trustees' 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, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is 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.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- The Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of our knowledge and understanding of the Group and parent charitable company 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 to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 43w, 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and report in accordance with the Act.

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 Auditors' 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:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the group, parent charitable company and sector, and through discussion with the Trustees and management (as required by auditing standards), we identified that the principal risks of non-compliance with laws and regulations related to health and safety, anti-bribery, care quality and employment law. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, Charities Statement of Recommended Practice and taxation legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to posting inappropriate journal entries to increase income or reduce expenditure.

Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations (including health and safety) and fraud, and review of the reports made by management; and
- Assessment of identified fraud risk factors; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance, and reviewing correspondence with relevant tax and regulatory authorities; and
- Review of significant and unusual transactions and evaluation of the underlying financial rationale supporting the transactions; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

Kreston Reeves LLP

Alison Jones FCA

For and on behalf of Kreston Reeves LLP
Chartered Accountants

Statutory Auditors

Brighton

Date: 5 August 2021

Kreston Reeves LLP are eligible to act as auditors in terms of section 1212 of Companies Act 2006.

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)**

FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income from:	Notes				
Donations	3	30,749	780	31,529	13,171
Activities for raising funds	4	4,864	-	4,864	28,556
Charitable activities – trading subsidiary	11	293,360	-	293,360	291,983
Charitable activities – parent charity	5	650,367	513,505	1,163,872	894,783
Total income		979,340	514,285	1,493,625	1,228,493
Expenditure on:					
Costs of raising funds					
Marketing and advertising	6	2,728	-	2,728	4,300
		2,728	-	2,728	4,300
Charitable activities					
Trading subsidiary	11	223,255	-	223,255	216,474
Parent charity	6	726,043	438,954	1,164,997	1,083,388
		949,298	438,954	1,388,252	1,299,862
Total expenditure		952,026	438,954	1,390,980	1,304,162
Net income/(expenditure) for the year		27,314	75,331	102,645	(75,669)
Gross transfers between funds	19	(7,018)	7,018	-	-
Net movement in funds		20,296	82,349	102,645	(75,669)
Fund balances at 1 April 2020		149,253	32,642	181,895	257,564
Fund balances at 31 March 2021		169,549	114,991	284,540	181,895
				2021	2020
				£	£
Surplus/(Deficit) attributable to Possability People Limited				32,540	(151,178)

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 52 - 63 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2021

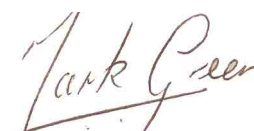
	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	13	-	2,603
		-	2,603
Current assets			
Debtors	15	120,739	166,829
Cash at bank and in hand		287,800	135,187
		408,539	302,016
Creditors: amounts falling due within one year	16	(123,999)	(122,724)
Net current assets		284,540	179,292
Total assets less current liabilities		284,540	181,895
Income funds			
Restricted funds	19	114,991	32,642
Unrestricted funds	19	169,549	149,253
		284,540	181,895

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The financial statements were approved and authorised for issue by the Trustees on 27 July 2021 and signed on their behalf, by:



Mark Green

Company Registration No. 05706441

The notes on pages 52 - 63 form part of these financial statements.

CHARITY BALANCE SHEET

AS AT 31 MARCH 2021

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	13		-		2,603
Investments	14		2		2
			<u>2</u>		<u>2,605</u>
Current assets					
Debtors	15	113,094		133,620	
Cash at bank and in hand		201,312		69,001	
		<u>314,406</u>		<u>202,621</u>	
Creditors: amounts falling due within one year	16	<u>(99,975)</u>		<u>(98,840)</u>	
Net current assets			<u>214,431</u>		<u>103,781</u>
Total assets less current liabilities			<u>214,433</u>		<u>106,386</u>
Income funds					
Restricted funds	19		114,991		32,642
Unrestricted funds	19		<u>99,442</u>		<u>73,744</u>
			<u>214,433</u>		<u>106,386</u>

The Charity's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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Mark Green

Company Registration No. 05706441

The notes on pages 52 - 63 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Net cash provided by / (used by) operating activities	22	<u>152,613</u>	<u>(27,089)</u>
Increase / (Decrease) in cash		<u>152,613</u>	<u>(27,089)</u>
Cash and cash equivalents at the beginning of the year		<u>135,187</u>	<u>162,276</u>
Cash and cash equivalents at the end of the year		<u>287,800</u>	<u>135,187</u>

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

1	Statutory information Possability People Limited is a charitable private company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address and principal place of business can be found on the Legal and Administrative information page.
2	Accounting policies
2.1	Basis of preparation The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied. The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis. No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006. The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.
2.2	Group financial statements These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.
2.3	Basis of consolidation The financial statements consolidate the account of Possability People Limited and its subsidiary undertaking ('subsidiary'). The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present it own Income and expenditure account.
2.4	Going concern At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential continued future financial impact arising from the COVID-19 pandemic. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have not material uncertainty.

2	Accounting policies (continued)
2.5	Income All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered. Grant income is recognised over the period for which it is granted. Donations and gifts are recognised when receivable. Investment income is recognised when receivable. Other incoming resources are recognised when receivable.
2.6	Government Grants Grants of a revenue nature are recognised in the Statement of Financial Activities in the same period as the related expenditure. During the year the company received assistance from the coronavirus job retention scheme.
2.7	Expenditure Expenditure is analysed as follows: Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity. All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2 Accounting policies (continued)

2.8 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.9 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments.

2.11 Creditors and provisions

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.

2.12 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.13 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2.14 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.15 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

3 Donations

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Donations	3,169	780	3,949
Government Grant	27,580	-	27,580
	<u>30,749</u>	<u>780</u>	<u>31,529</u>

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
Donations	13,171	-	13,171
Government Grant	-	-	-
	<u>13,171</u>	<u>-</u>	<u>13,171</u>

4 Income from activities for raising funds

	Unrestricted funds	Restricted funds	Total 2021
	£	£	£
Shopmobility	975	-	975
Fund Generation	3,889	-	3,889
	<u>4,864</u>	<u>-</u>	<u>4,864</u>

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
Shopmobility	6,057	-	6,057
Fund Generation	22,499	-	22,499
	<u>28,556</u>	<u>-</u>	<u>28,556</u>

5 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2021 £
Income received	650,367	513,505	1,163,872
	Unrestricted funds £	Restricted funds £	Total 2020 £
Income received	429,275	465,508	894,783
Included within income received are the following:			
		2021 £	2020 £
<u>Unrestricted funds</u>			
At Home		425,097	251,750
Here		75,000	106,200
DWP		58,623	61,681
Sussex Community Foundation		8,964	-
Edward Gostling Foundation		9,997	-
Zetetick Housing		5,000	-
CAF Resilience Fund		12,153	-
Garfield Weston		25,000	-
Surrey Community Foundation		5,000	-
BHCC		10,000	-
National Emergencies Trust		15,533	-
Advocacy		-	9,644
		650,367	429,275
<u>Restricted funds</u>			
Brighton & Hove City Council		25,561	47,190
Brighton & Hove CCG		10,000	4,000
Brighton & Hove City Council - Shopmobility		26,100	31,100
Edward Kleinwort Trust		2,500	-
The Henry Smith Charity		40,000	40,000
Trust For Developing Communities		23,000	-
Garfield Weston Foundation		-	20,000
Moneyworks		9,573	9,800
Link Back project		137,088	126,017
National Lottery Community Fund		135,313	52,129
Work & Health Unit Challenge Fund		-	135,272
Barclays Charities Trust		100,000	-
East Sussex County Council		1,500	-
Sport England		2,870	-
		513,505	465,508

6 Expenditure

	Staff costs £	Depre- ciation £	Other costs £	Total 2021 £
Costs of generating funds				
Marketing and advertising	-	-	2,728	2,728
Charitable activities				
Parent charity activities undertaken directly	902,756	2,603	61,548	832,929
Parent charity support costs	128,149	-	72,838	250,459
Trading subsidiary activities undertaken directly	135,138	-	22,308	151,307
Trading subsidiary support costs	19,183	-	43,729	65,167
	1,185,226	2,603	200,423	1,388,252
Total expenditure	1,185,226	2,603	203,151	1,390,980
	Staff costs £	Depre- ciation £	Other costs £	Total 2020 £
Costs of generating funds				
Marketing and advertising	-	-	4,300	4,300
Charitable activities				
Parent charity activities undertaken directly	730,633	2,970	99,326	832,929
Parent charity support costs	149,159	-	101,300	250,459
Trading subsidiary activities undertaken directly	125,631	-	25,676	151,307
Trading subsidiary support costs	25,647	-	39,520	65,167
	1,031,070	2,970	265,822	1,299,862
Total expenditure	1,031,070	2,970	270,122	1,304,162
Analysis of support costs (including Governance costs)				2021 £
Wages and salaries				147,332
Legal and professional				20,918
General office and administration				87,419
Vehicle and travel				1,620
Governance costs:				
Audit and accountancy fees				6,360
Other services provided by auditors				250
				263,899
				2020 £
Wages and salaries				174,805
Legal and professional				27,138
General office and administration				98,940
Vehicle and travel				8,373
Governance costs:				
Audit and accountancy fees				6,120
Other services provided by auditors				250
				315,626

7 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid no travel and training costs on behalf of any (2020 – two) trustees totalling £0 (2020: £82).

The trustees have the power to amend the financial statements after issue.

8 Employees

Employment costs	2021	2020
	£	£
Wages and salaries	1,075,425	939,999
Social security costs	82,423	68,023
Other pension costs	27,378	23,048
	<u>1,185,226</u>	<u>1,031,070</u>

The average number of persons employed by the charity during the year was 62 (2020: 58). No individual's emoluments were greater than £60,000.

The key management personnel of the charity consists of the Chief Officer, with the total employee benefits being £58,140 (2020: £59,463). This figure includes employers' national insurance and also employer's pension contribution.

9 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

10 Auditors' remuneration

The auditors' remuneration amounts to an audit fee of £6,360 (2020: £6,120).

11 Trading activities

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Subsidiary trading income	293,360	-	293,360	291,983
Subsidiary trading expenses	223,255	-	223,255	216,475
	<u>70,105</u>	<u>-</u>	<u>70,105</u>	<u>75,508</u>

In 2020, of the net income from trading activities £75,508 was to unrestricted funds and £nil was to restricted funds.

12 Net income/(expenditure)

	2021	2020
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	2,603	2,970
	<u>2,603</u>	<u>2,970</u>

13 Tangible fixed assets - Charity and Group

	Computer equipment	Specialist equipment	Fixtures, fittings & equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	26,028	30,463	25,543	82,034
At 31 March 2021	<u>26,028</u>	<u>30,463</u>	<u>25,543</u>	<u>82,034</u>
Depreciation				
At 1 April 2020	26,028	30,463	22,940	79,431
Charge for the year	-	-	2,603	2,603
At 31 March 2021	<u>26,028</u>	<u>30,463</u>	<u>25,543</u>	<u>82,034</u>
Net book value				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	2,603	2,603

14 Fixed asset investments - Charity

	Shares in group undertaking
	£
Cost at 31 March 2020 and 31 March 2021	<u>2</u>
Historical cost:	
At 31 March 2020	<u>2</u>
At 31 March 2021	<u>2</u>

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

15 Debtors

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade debtors	88,784	134,081	67,373	89,224
Other debtors	19,410	26,200	13,610	20,899
Amounts owed by group undertakings	-	-	21,692	19,075
Prepayments	12,545	6,548	10,419	4,422
	<u>120,739</u>	<u>166,829</u>	<u>113,094</u>	<u>133,620</u>

16 Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade creditors	4,090	23,762	2,030	21,709
Taxes and social security costs	45,094	38,904	26,058	19,908
Other creditors	11,553	9,485	11,530	9,481
Accruals	63,262	50,573	60,357	47,741
	<u>123,999</u>	<u>122,724</u>	<u>99,975</u>	<u>98,839</u>

17 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2021	2020
	£	£
Contributions payable by the company for the year	<u>27,378</u>	<u>23,048</u>

Pension contribution commitments at the year-end amounted to £4,640 (2020: £4,056).

18 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member.

19 Statement of funds

Statement of funds – current year

	Balance at 1 April 2020	Movement in funds			Balance at 31 March 2021
	£	Income	Expenditure	Transfers	£
		£	£	£	
Unrestricted funds					
General funds	73,743	685,980	(728,771)	68,490	99,442
PPTL Reserves	75,510	293,360	(223,255)	(75,508)	70,107
	<u>149,253</u>	<u>979,340</u>	<u>(952,026)</u>	<u>(7,018)</u>	<u>169,549</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020	Movement in funds			Balance at 31 March 2021
	£	Income	Expenditure	Transfers	£
		£	£	£	
Restricted funds – current year					
Advice Centre	22,598	73,414	(75,682)	-	20,330
Get Involved	-	53,326	(55,882)	2,556	-
COVID-19 Community Relief	-	101,500	(24,092)	-	77,408
Get Set Opening Doors	-	119,987	(124,449)	4,462	-
Right Track	1,261	2,870	(2,787)	-	1,344
Link Back	-	137,088	(133,941)	-	3,147
Shopmobility	8,783	26,100	(22,121)	-	12,762
	<u>32,642</u>	<u>412,785</u>	<u>(438,954)</u>	<u>7,018</u>	<u>114,991</u>

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Get Set Opening Doors (Continuing Employment Service) supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

COVID-19 Community Relief represents grants received to cover PPE distribution to any of our client groups requiring it.

Right Track supports people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

19 Statement of funds (continued)

Link Back is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions. s a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

Statement of funds – prior year

	Balance at 1 April 2019 £	Income £	Movement in funds Expenditure £	Transfers £	Balance at 31 March 2020 £
Unrestricted funds					
General funds	121,152	464,386	(561,192)	50,117	73,743
PPTL Reserves	72,438	291,983	(216,475)	(72,436)	75,510
	<u>193,590</u>	<u>756,369</u>	<u>(778,387)</u>	<u>(22,319)</u>	<u>149,253</u>

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2019 £	Income £	Movement in funds Expenditure £	Transfers £	Balance at 31 March 2020 £
Restricted funds					
Advice Centre	18,956	85,978	(82,336)	-	22,598
Get Involved	1,582	41,628	(59,020)	15,810	-
Work and Health Unit Challenge Fund	29,605	135,272	(166,210)	1,333	-
Get Set Opening Doors	-	42,129	(42,776)	647	-
Right Track	-	10,000	(8,739)	-	1,261
Link Back	-	126,017	(130,546)	4,529	-
Shopmobility	13,831	31,100	(36,148)	-	8,783
	<u>63,974</u>	<u>472,124</u>	<u>(525,755)</u>	<u>22,319</u>	<u>32,642</u>

20 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	-	-	-
Current assets	293,548	114,991	408,539
Creditors: amounts falling due within one year	(123,999)	-	(123,999)
	<u>169,549</u>	<u>114,991</u>	<u>284,540</u>
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	2,603	-	2,603
Current assets	269,374	169,549	302,016
Creditors: amounts falling due within one year	(122,724)	-	(122,724)
	<u>149,253</u>	<u>169,549</u>	<u>181,895</u>

21 Commitments under operating leases

At 31 March 2021 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2021 £	2020 £	2021 £	2020 £
Within one year	3,572	3,572	5,830	5,830
Between two and five years	-	-	4,372	10,202
	<u>3,572</u>	<u>3,572</u>	<u>10,202</u>	<u>16,031</u>

22 Net cash (outflow)/inflow from operating activities

	2021 £	2020 £
Net income/(expenditure)	102,645	(75,669)
Depreciation charge	2,603	2,970
Increase in creditors	1,275	16,210
Decrease in debtors	46,090	29,400
	<u>152,613</u>	<u>(27,089)</u>

23 Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	135,187	152,613	287,800

24 Related parties

For the financial year ended 31 March 2021 the company had no disclosable related party transactions.

Thank you to everyone involved with the organisation. Together, we can keep going above and beyond.



www.possabilitypeople.org.uk

If you would like to make a donation to Possability People, you can do so via our website at www.possabilitypeople.org.uk/donate.

**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups